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Rental E-Scooter Safety

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Summary

E-scooters in New Zealand

E-scooters are low-powered micromobility devices. Rental e-scooters first appeared in New Zealand in 2018 in Christchurch and Auckland, and have since been rolled out across the country. NTRO has been asked to explore the safety records of e-scooters in New Zealand and the factors influencing these safety outcomes.

Growth in e-Scooters

Both rental and private e-scooters have been growing in popularity. The micromobility Ride Report (2026) which details rental device use shows year-on-year growth in both rental kilometres travelled and trips per day. In 2019 the total rental kilometres travelled were 2,967,100, and in 2025, 11,027,166, an increase of 272% over six years. Auckland rental devices dominate, representing around a quarter of all rental e-scooters.

Accident claims

At the same time, claims through the Accident Compensation Corporation (ACC) for e-scooter injuries have also steadily grown. The data indicates that a high proportion of claimants are in a younger age bracket. While the proportion of male and female riders on rental devices is not directly known, data from NZ Transport Agency Waka Kotahi (NZTA) indicates that usage is roughly equal. However, males make a significantly higher proportion of claims than females.

Safety outcomes over time

The claims data shows that claims are not keeping pace with the growth in trips recorded in rental devices. Since private trips are not recorded, it is possible that the disconnect between growth in claims and in trips is even greater. Since it can be expected that all serious injuries will be claimed through ACC, it is possible to infer from this data that safety outcomes for these devices appear to be improving relative to use.

Reporting of accidents and incidents

Comparing e-scooter claims with other reported data on accidents in Auckland indicates a significant underreporting of accidents from rental operators. There are more Auckland ACC claims reported than there are reports of accidents and incidents from operators. Since there are actually fewer reports than there are ACC claims, which would only be made if an injury requiring medical attention resulted from an accident, it is possible to infer that the vast majority of incidents and accidents are not observed and/or reported to rental operators.

In addition, since e-scooters are not classified as vehicles, crashes are underreported and inconsistently reported in NZTA's Crash Analysis System (CAS). A search of media reports suggests there have been eight fatal crashes in New Zealand involving e-scooters, yet only one of these (involving a collision with another vehicle) is reported in the CAS.

Guidance for e-Scooters

There is no formal guidance for the deployment of e-scooters in New Zealand, which are not classified as vehicles, meaning that there are limited legal controls on their use. Councils instead use local bylaws to licence e-scooter rentals as street trading. This is markedly different to Australian jurisdictions where matters such as use of helmets, footpath riding, speed and age restrictions are controlled and can be enforced through legal and contractual arrangements.

Compliance

The absence of a legal framework in New Zealand leaves operators and councils limited in their ability to enforce behaviours since there is no imperative for users to comply. Council contracts focus on safety matters, but ultimately there is limited consistency between different jurisdictions, and inconsistent reporting and understanding of effectiveness. The human factor means that controlling parking behaviours, a major concern with rental devices, has to be handled at arm's length, a major challenge for councils.

Key insights

There are significant concerns about rental device safety exacerbated by indistinct legal status of e-scooters in New Zealand, which limits the ability of councils to exert control over human behaviour. The lack of legal status facilitates a vicious cycle which means that there is no requirement for reporting, or clear identification or recording of safety outcomes. This in turn means that there is an incomplete understanding of risk which makes it difficult to form guidance.

There is also a lack of understanding about the significance of wider issues such as nuisance and impacts on the disability groups and the mobility impaired as a result of rental device parking. These issues are not captured or reflected in safety statistics yet dominate complaints to councils, potentially overshadowing real safety concerns.

Despite the concerns, there are elements of control over rental devices which cannot be given to private devices. If there were no rental devices, it is possible that there would be more private devices with less ability to control speed and behaviour.

Recommendations for improvements

Ultimately, e-scooters are likely here to stay. The best approach is to ensure consistency of rental operations through guidance, and where possible, legal frameworks to recognise e-scooters as an official mode of transport and enforce appropriate use. In addition, supporting infrastructure in the form of designated parking, use of designated lanes, and use of technology such as footpath detection and automated reporting can support.

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1. Introduction

1.1 Background to this Study

Since e-scooters emerged widely in New Zealand through rental schemes in 2018, they have attracted controversy. Questions around the safety of these devices have been pervasive and largely unanswered. Previous studies have attempted to analyse crash data to determine causality, but for a mode which emerged in big numbers less than 10 years ago, reporting consistency and the time series of crash data has not been sufficient to provide answers. In addition, the COVID years and controversies over the management of some e-scooter franchises caused a big disturbance in trends which has influenced data outcomes.

Key questions remain which are of interest to the wider public as well as to e-scooter riders themselves. Now that additional time has passed, it is possible to examine available data and compare it with the regulatory frameworks which govern management of devices.

1.2 Analysis Topics

Ongoing serious and fatal crashes involving e-scooters in New Zealand and elsewhere have been the focus of attention and questions around the safety and management of devices, particularly rental devices.

The Micromobility Monitor 2025 prepared by NZ Transport Agency Waka Kotahi (NZTA) shows that safety of e-scooters is a valid concern. The report indicated that 44% of e-scooter riders had experienced a crash or near miss in the previous year. In addition, 47% of pedestrians reported feeling unsafe sharing spaces with e-scooters (NZTA 2025a).

Questions have emerged around:

- the safety of the devices in their own right, for example, whether brakes are effective, whether devices are stable, and what measures can be installed to report and monitor device behaviour
- where and when devices should be ridden, and what speed and what safety protocols should be in place
- the management of rental devices, for example, how many there should be, where they should be deployed, how they should be parked, who should ride them, and what controls are possible
- the regulation of rental (and private) devices, for example, what powers there are to regulate and enforce the way in which devices are used
- the influence of regulation on behaviour.

Where possible, this study will seek to explore these questions in the context of available data and through interviews.

1.3 Study Objectives

Previous studies have determined that crashes are not consistently reported, and so in the absence of a full dataset, determining the absolute safety of e-scooters as a mode is not possible since there is not a clear enough link between behaviour and outcomes.

Therefore, while up-to-date usage and crash data has been sought and analysed, there is potential to focus on a new area of research which has received little previous attention. In addition to the analysis of crash data, it was determined to focus on the regulation and contractual arrangements of e-scooters.

The study objectives are as follows:

- identify how e-scooter usage in New Zealand has changed and identify the latest crash data
- clarify how trends in e-scooter usage in New Zealand aligns with recorded crashes
- identify how rental e-scooters are regulated and managed in New Zealand and overseas
- identify how well authorities have responded to safety drivers to regulate e-scooters
- identify potential matters for improvement in the regulation and management of e-scooters which could influence safety outcomes.

2. Rental E-Scooter Context

2.1 What is an E-Scooter?

E-scooters sit within a broader spectrum of micromobility, defined as small, lightweight vehicles operating at speeds typically below 25 km/h and driven by users personally (NZTA 2026a). Within this definition, e-rideables are a sub-group of electrically powered micromobility devices including e-bikes, e-skateboards, segways and hoverboards.

Low-powered electric wheeled scooter devices are generally referred to as e-scooters. Within New Zealand, e-scooters are a low-powered vehicle that do not require registration or a driver's licence. To comply with this description, e-scooters must have (NZTA 2026b):

- a footboard, two or three wheels, and a long steering handle
- wheels that do not exceed 355mm in diameter
- one or more electric auxiliary propulsion motors, and
- motors that have a combined maximum power output that doesn't exceed 300W.

If the above physical requirements are met, e-scooters in New Zealand may be used on the road or on the footpath, but as of July 2026, not in a designated cycle lane. The New Zealand Government's proposed Land Transport Rules Reform programme which was announced July 2nd 2026 and expected to come into force by the end of 2026 will allow e-scooters to ride in cycle lanes (NZTA 2026d).

2.2 Rental E-Scooters in New Zealand

Rental e-scooters were rolled out in New Zealand initially through hire schemes in Auckland and Christchurch in 2018 (Hayward 2018) and in Wellington in 2019 (Desmarais 2019). Since that time, rental e-scooter operations have expanded throughout the country, offered for service by a range of different contractors. The operators are typically contracted for a fixed timeframe of varying durations and for a set number of devices in a specific area.

Since 2019, use of rental e-scooters has grown and data is available to determine the extent of usage.

2.3 E-Scooter Guidance/Contracts

In New Zealand, councils are required to determine whether or not the deployment of e-scooters in their area can be licensed under local laws. When determining permits for rental e-scooter schemes, contracts are typically issued with operators. In New Zealand these contracts are often guided by a code of practice that sets out the requirements which the regulatory authority (usually a council) asks operators to comply with. Both the legal framework for the use of e-scooters and the framework under which contracts are offered and enforced may differ between jurisdictions.

2.4 Safety Concerns

2.4.1 New Mode of Transport

As a new mode of transport, each e-scooter crash or incident raises safety questions and concerns. In addition, since e-scooters operate on both footpaths and roads, they are classified differently in different jurisdictions internationally, which causes confusion.

E-scooter crashes may occur with motorised vehicles, pedestrians, cyclists, other e-scooters or be single e-scooter crashes. Unlike most motorised vehicles, these crashes can occur on footpaths, shared paths or roads. There is also potential for a significant speed differential over pedestrians or cyclists who may be sharing roadspace, even when power is restricted. In addition, their status as a new mode of transport means that they are not necessarily regulated or subject to the same rules as motor vehicles or even bicycles. As no licence is required, there are no age or qualifications required to use them.

2.4.2 Rental Device Safety Concerns

There are specific safety concerns associated with rental vehicles. A key example is how devices are parked, since rental devices typically do not have defined parking locations and can be left anywhere. Parked vehicles may be left in locations which can impede people with mobility or visual impairments (The Berliner 2025).

A further concern is the nature of short-term rental hire and the deployment locations of rental devices, which are typically in city centres. This has raised concerns about the potential for hires being undertaken by people who may be intoxicated, by underage users or those riding two to a vehicle (Anderson et al. 2021).

2.4.3 The Overarching Safety Concern

Fatal crashes between e-scooters and vehicles (Redstall 2023), solo crashes (Radio New Zealand [RNZ] 2024; 2026), and between e-scooters and pedestrians (Kirk 2025) have raised the profile of safety concerns for this new mode of transport. The concerns over risks of parked vehicles and how regulation of rentals can address safety matters are additional matters for public concern.

3. Literature Review

3.1 Purpose

This literature review focuses on the legislation and contractual arrangements around the use of e-scooters, particularly the deployment of rental e-scooters. Rental devices are subject to controls around their deployment, and the purpose of the investigation is to find out how well authorities have responded to safety drivers to regulate them. This focus on rental devices does not seek to ignore the existence of private devices, but instead to focus on the rental market, which authorities have a greater ability to regulate. Four questions for the literature review have been identified:

1. What is the status of e-scooter regulation for both privately owned and rental e-scooters around Australasia and the wider world?
2. What guidance exists on contracts/regulation for rental e-scooters?
3. What changes in e-scooter regulation have happened and why?
4. Where significant legal challenges have occurred, including parliamentary inquiries, what is the reason?

The focus is on Australia and New Zealand, although where pertinent learnings exist in the wider world, this will also be discussed.

3.2 E-Scooter Regulations in Australia and New Zealand

Rental e-scooters initially appeared in New Zealand through rental schemes in Auckland and Christchurch in 2018 (Hayward 2018). In Australia, rental e-scooters appeared in Brisbane in November 2018 (Vallmuur et al. 2022). E-scooters have different regulatory contexts between Australia and New Zealand.

Table 3.1 below details a summary of the legal status of e-scooters in jurisdictions across Australia and New Zealand.

Table 3.1: E-scooter regulation summary (2026)

Jurisdiction	Legal status	Private devices	Age restrictions	Restrictions	Helmets
New Zealand ⁽¹⁾	Classed as wheeled recreational devices if power under 300 w and wheels under 355 mm diameter	Not permitted in cycle lanes ¹ May be ridden on public roads, footpaths or shared paths	None	No licence, registration or insurance required	Not required
Western Australia ⁽²⁾	Electric personal transporter Classed as a vehicle	Legal to ride on public roads No more than 10 km/h on footpaths or 25 km/h on bicycle paths, shared paths and local roads	16+	No licence, registration or insurance required Road laws and specific penalties apply	Required
South Australia ⁽³⁾	Electric personal transporter	Legal to ride on public roads	18+ to use commercial (rental) scooters	No licence, registration or insurance required	Required

¹ As noted in 2.1, a proposed rule change will allow e-scooters to ride in cycle lanes as of late 2026 (NZTA 2026b).

Jurisdiction	Legal status	Private devices	Age restrictions	Restrictions	Helmets
Victoria ⁽⁴⁾	Legal vehicle	Private devices capable of up to 25 km/h permitted 20 km/h speed limit on public roads with up to 60 km/h limit, bike lanes or shared paths No use on footpaths	16+	No requirement for licence or insurance, but crashes not covered by TAIC insurance Driver's licence may be affected if riding while under the influence	Required
Tasmania ⁽⁵⁾	Personal mobility device	Allowed on footpaths, shared paths, bicycle paths and roads less than 50 km/h	16+ Under 16-year-olds can use < 200 W and no more than 10 km/h	No licence, registration or insurance required	Required
ACT ⁽⁶⁾	Personal mobility device	Legal on shared paths and footpaths. Not permitted on roads or bicycle lanes, except on residential streets where there is no footpath	12+ Children under 12 can ride an e-scooter with adult supervision	No licence, registration or insurance required	Required
Queensland ⁽⁷⁾	Personal mobility device	May not be ridden on certain roads eg, posted speed limit over 50 km/h, or roads with centre lines, median strip or two+ lane one way road No more than 12 km/h on footpaths and no more than 25 km/h on bicycle paths	16+ 12+ if supervised by an adult	No licence, registration or insurance required Riders who break road rules will be given the same fines as motorists but will not accumulate demerit points	Required
Northern Territory ⁽⁸⁾	Treated as a vehicle	No private e-scooters on public roads Commercial scooters may be ridden on public roads and footpaths	18+ to use commercial (rental) e-scooters	No licence, registration requirement if e-scooter power below 200 KW and speed no more than 10 km/h. Private devices may not be ridden on public roads or property; if caught, riders may be fined for using an unregistered and uninsured vehicle	Required
New South Wales ⁽⁹⁾	Treated as a motor vehicle	No private e-scooters on public roads Commercial scooters may be ridden on public roads and footpaths	16+ to use commercial (rental) e-scooters	No licence required for commercial e-scooters. Riders of private devices on public land may face penalties for being on an unregistered, uninsured and unlicensed motor vehicle	Required

1. NZ Transport Agency (2026b)
2. Government of Western Australia (2026)
3. Department for Infrastructure and Transport, South Australia (2026)
4. Transport Victoria (n.d.)
5. Department of State Growth, Tasmania (2025)
6. Transport Canberra (n.d.)
7. Queensland Government (2026)
8. Northern Territory Government (2026)
9. Transport for New South Wales (n.d.)

Source: Information summarised by Australian Lawyers Alliance (n.d.)

In New Zealand as of April 2026, e-scooters are not classed as a vehicle, so there are no regulations around their use. The prohibition on riding in cycle lanes relates to the fact that cycle lanes have been designed for

the sole use of cyclists (NZTA 2026b), but this is proposed to change as of late 2026, allowing e-scooters to use them following consultation (NZTA 2026d).

It is clear that compared with the Australian jurisdictions, New Zealand is an outlier in terms of how e-scooters are treated. In the Australian jurisdictions, e-scooters are considered either a legal vehicle or a personal mobility device, whereas in New Zealand, the status of e-scooters as 'wheeled recreational vehicles' means that for the purposes of road design and operation, they are treated equivalently to a pedestrian. In other words, there are no age or licensing requirements, speed restrictions, or helmet requirements, and they may use footpaths. This legal status means that there are minimal legal controls on the use of any e-scooter in New Zealand, while control of rental devices falls to licensing authorities.

While New Zealand has a markedly different legal framework for regulating e-scooters to Australia, there is no consistency of their treatment within Australia. The changes in regulatory treatment are explained in more detail in Section 3.5.

3.3 Contractual Guidance

A review of guidance documents for regulating shared micromobility has been undertaken.

3.3.1 NACTO Guidance

The National Association of City Transportation Officials (NACTO) issued guidance on the use of shared micromobility in 2019 in order to support the regulation and management of shared micromobility in North America (NACTO 2019).

The guidance includes recommendations on:

- regulations or policies that should be employed by cities in the management of shared micromobility
- fleet size, data collection, management of devices and public engagement activities around micromobility
- mechanisms to be developed to direct permit fees to city infrastructure projects.

3.3.2 Micromobility Share Schemes Guide for Councils

The Victorian Department of Transport and Planning (DTP) has issued guidance for councils on micromobility share schemes in order to support their deployment and management in Victoria, Australia (DTP 2026).

The document includes a summary of the legal requirements for operators to deploy shared mobility in Victoria. Key requirements include the need for the hiring provider to have an agreement with local councils to provide shared hire services.

Additional legal requirements are:

- meeting minimum requirements for device specifications, operations and insurance
- footpath detection capability when footpath riding is detected
- helmet detection
- zone management
- parking management
- prompts to deter drug and alcohol affected riding.

The guidance also sets out best practice for providers and how councils may choose to manage shared micromobility, including how device data can be supplied.

3.3.3 Ministry of Transport Regulating Shared Micromobility in New Zealand Draft

The Ministry of Transport (MoT) drafted Best Practice Guidance² for shared micromobility schemes, aimed at helping Territorial Authorities (TAs), such as Auckland, Wellington and Christchurch, to reach their own conclusions about how to regulate schemes (MoT n.d. c 2021). The guidance recommends that councils consider how shared micromobility fits in with their objectives for their overall transport strategy.

This guidance summarises key learnings and lists key principles which may be considered, rather than specifying rules. This is because, as the guidance notes, shared e-scooter schemes are regulated by local government bodies through Trading in Public Places bylaws and codes of practice. The inconsistencies in regulation across TAs make compliance costly but also allow for bespoke regulatory environments to be designed.

The guidance notes that there may be benefits associated with the implementation of shared micromobility, and that it can contribute to improving transport equity outcomes and should be seen through a wider sustainable mobility lens. It also notes that TAs need access to shared micromobility data to monitor performance against objectives.

An important aspect of the MoT document is that NZTA was piloting a Mobility as a Service (MaaS) project, which brings the operators into a Mobility Marketplace and holds the operators accountable through a real-time data processing platform. Therefore, MoT recommends TAs should require operators to have the technical capabilities to integrate data for the public to see all transport choices in one place.

3.3.4 Supplier Recommendations

In 2023, shared micromobility operators Lime, Bird, Spin and Superpedestrian released 10 joint recommendations for regulating e-scooters and e-bikes (Lime 2023). These recommendations include:

- limiting the number of micromobility operators based on market size, including two operators for 1,000–2,000 scooters and three for more than 2,000 scooters
- limiting initial fleet size to one vehicle per 500 people
- minimum contract terms to encourage long-term investment and rider adoption, including two-year agreements for pilots and three to four years for permanent programmes
- setting standardised, per-ride fees before vendor selection to ensure operators' financial viability, and enable city revenue from micromobility to grow with increased usage
- following standardised data-sharing requirements, such as the Mobility Data Specification (MDS)
- selection processes designed to identify the operators best suited to provide quality service over the long term, tailored to a city's unique needs
- allowing people to use shared micromobility with minimal restrictions on where and when they can use it
- parking to be located close to where riders start and end journeys to meet local needs

² The guidance document was developed by MoT, as an initiative to support a working group which was established to share best practice approaches to regulating shared micromobility. MoT has agreed to provide this document to support this research, but notes that the document was never finalised and has not been publicly released. It was provided to councils as a draft, and is not official government policy.

- limiting shared e-bike and e-scooter speeds to 15 mph (24km/h)
- encouraging but not requiring helmet use.

3.3.5 Summary Recommendations

Table 3.2 illustrates a summary of the different recommendations for regulating shared micromobility by organisation and topic.

Table 3.2: Summary recommendations - guidance documents

	NACTO (2019)	MoT (n.d. c 2021)	E-scooter operators (2023)	DTP (2026)
Number of operators	Councils to retain ability to limit the number of operators	Section not completed in guidance	Limit according to market demand for scooters. Two for 1000–2000, three for 2000+	Councils to tailor according to the size of municipality and administrative cost
Fleet size	Councils to require minimums and maximums of vehicles	Consider a maximum number of vehicles	Initial limit of one per 500 residents	Work with operators to determine initial size Consider one per 500 residents to start
Contract duration	Councils should have the ability to limit contract durations to a fixed time period (eg, 6–12 months).	No recommendation	Two years for pilots, three to four years for permanent programmes	Up to one year for trials, longer than two years for permanent share programmes
Fee structure	No recommendation	Providers may seek to recover fees from operators	Standardised, per ride fees	Councils may charge operators either one off or through permits
Data sharing	Specify new data formats and requirements as new technology is developed, eg, General Bikeshare Feed and MDS	Data to be collected in the globally used format MDS	Standardised data sharing, eg. through MDS	Data to be collected should be specified
Reporting	No specifics, but councils to require adherence to data reporting requirements	Data to be shared with RideReport	No recommendation	No requirements but councils may request reporting on data collected
Hours of operation	No recommendation	Curfews can be considered to limit operating hours in certain areas	Should be unlimited	Councils to work with operators to determine operating hours Cognitive tests required for certain times of day/week
Geofencing	Operators must comply with geofencing requests	Geofencing technology can be requested	Devices should be operable everywhere	Operators must be capable of geofencing technology
Footpath riding	No recommendation	Councils to consider whether riding on footpaths is to be permitted	No recommendation	Footpath riding not permitted Devices must be capable of detecting footpath riding
Parking	Councils should require parking management plans of operators	Designated parking areas may be considered where trips start and end No parking zones may be implemented where parked vehicles may be considered a hazard	Designated parking to be created where trips start and finish	Parking management plans should be agreed before operations begin
Speed	Councils to require speed limits. 15 mph (24 km/h) recommended unrestricted speed	Councils may consider requesting speed limitation for safety	Limit of 15 mph (24km/h)	Councils to work with operators to implement go-slow zones in high traffic areas through geofencing

	NACTO (2019)	MoT (n.d. c 2021)	E-scooter operators (2023)	DTP (2026)
	Lower speeds in slow zones (5–12 mph/8-19 km/h)			
Helmets	No recommendation	No recommendation	Encouraged but not mandatory	Devices must include helmets Operators must have helmet detection technology
Technology requirements	Battery safety technology requirements to be specified	Devices to include GPS and on-board diagnostics	No recommendation	GPS and Bluetooth technology required Comply with battery safety standards
Infrastructure	Cities should develop a legal and operational system to direct permit fees to infrastructure projects	Shared micromobility may encourage the building of safer and separate spaces for micromobility	No recommendation	No recommendation
Age/competency of users	No recommendation	No recommendation	No recommendation	Operators may be required to report on underage riding Cognitive reaction tests required

Table 3.2 illustrates the variability in guidance both over time and depending on the organisation creating it. There is some consistency between the guidance documents, notably on parking management, data sharing and speed considerations, however the four serve notably different purposes. The NACTO guidance covers a wide range of issues, but the lack of discussion on helmets, hours of operation and footpath riding potentially reflects the early publication date associated with this document.

The MoT draft guidance, which was developed at a similar time to the NACTO guidance, has a higher-level perspective and sets out principles for councils to consider, since there are no official regulations concerning the use of e-scooters in New Zealand.

Operator guidance has some consistency with the NACTO guidance, and has useful suggestions for fleet size and number of operators, although there is limited discussion on safety measures, and the recommendations reflect the desire of operators to have less restrictions on operation, so no recommendations for geofencing are included.

The guidance for Victoria is the most prescriptive and detailed of the documents explored. This is partially because there are legal requirements to be met for operating shared micromobility in Victoria. However, it is clear that over the course of micromobility operations since 2018, certain safety requirements and technologies have become better developed, such as curfews and geofencing.

3.4 Contractual Terms

A review of various codes of conduct has been undertaken by jurisdictions around the world for common features and approaches summarised by the topics listed above.

Table 3.3 illustrates the diversity of contractual terms across the studied jurisdictions. In this small sample, when focusing on safety regulations, with particular regard to high risk activities such as youth, drink and tandem riding, the New Zealand jurisdictions tend to discuss how these will be monitored and reported. One area where the New Zealand jurisdictions are markedly different is the implementation of restricted hours in high risk locations. No restrictions are identified in the other jurisdictions.

Speeds are generally discussed and requirements set, although in some instances (City of Coquitlam) the speed of devices is left up to applicants. Footpath riding is inconsistently addressed. In the New Zealand context, footpath riding is permitted, though in Wellington e-scooters are not permitted on certain city centre footpaths. Parking is one item addressed in all of the examined contracts, highlighting a desire for safe parking behaviours. Most jurisdictions also require reporting on safety outcomes.

Table 3.3: Contractual elements comparison

	Auckland Code of Practice ⁽¹⁾	Christchurch Draft Licence ⁽²⁾	Wellington Code of Practice ⁽³⁾	City of Coquitlam RFP ⁽⁴⁾	City of Burlington contract form with Gotcha ⁽⁵⁾	Melbourne City Council contract form with Neuron ⁽⁶⁾
Number of operators	Not stated	Not stated	Not stated	Two maximum	Unknown Contract is with a single operator	Unknown Contract is with a single operator
Fleet size	Not stated	1000 for this operator (total 2000 split between two operators)	Not stated	No requirement, left to respondents to confirm	200	750 (one third in each of Melbourne, Port Philip and Yarra).
Contract duration	Not discussed	Three years + two years	Three years	Two-year pilot	One-year pilot	One year pilot
Fee structure	Not discussed	Per-trip fee	15 cents per trip, plus license fee and bond per vehicle	\$50 per device to be paid	\$1 per e-scooter successfully rented per day	\$1 per scooter per day
Reporting	Weekly consolidated reporting on incidents and accidents Monthly reporting on parking compliance	Monthly safety and compliance reporting	24-hour notification of significant incidents Monthly reporting on incidents and complaints 10% audit on parking photos	Quarterly reports on usage No reporting on safety	No requirement	Monthly reporting to councils on usage Report to include data on accidents, crashes and dangerously placed devices
Hours of operation	Shorter hours in identified high-risk areas (eg, weekends)	Shorter hours in identified high-risk areas (eg, weekends)	Specific limitations on certain days on Courtenay Place and surrounds	No limitation	No limitation	No limitation
Geofencing	Slow-speed, no-ride, no-parking, curfews, designated parking zones	Slow-speed, no-ride, no-parking, operational boundaries	Slow-speed, no-ride, no-parking, nighttime precinct bans	No requirement but respondents asked what they can do	Areas defined with speed limits of 5mph	Operator to respond to geofencing requests
Footpath riding	Not discussed	Not discussed	Bans on riding in specific footpath locations	Respondents asked for a plan to resolve illegal riding or parking on footpaths	Operators to communicate that e-scooters can't be used on footpaths	Not discussed (however not permitted in Victoria)
Parking	92% parking compliance required, 95% within a parking zone	Clear photos of parking for 70% trips	10% audit of end-of-trip parking	Micromobility stations in town centre, elsewhere floating Respondents asked to confirm their plan for compliance	Penalties for failing to park in the right area	Operator to encourage customers to park in designated areas

	Auckland Code of Practice ⁽¹⁾	Christchurch Draft Licence ⁽²⁾	Wellington Code of Practice ⁽³⁾	City of Coquitlam RFP ⁽⁴⁾	City of Burlington contract form with Gotcha ⁽⁵⁾	Melbourne City Council contract form with Neuron ⁽⁶⁾
Speed	Not discussed, however geofencing areas restrict speed	25 km/h maximum 15 km/h limit in slow speed zones	15 km/h	No requirement, respondents asked for speed of devices	15 mph (24km/h)	No requirement, but devices to comply with Victorian regulations
Helmets	No requirement to provide	Operators required to provide helmets for 90% of e-scooters	No requirement to provide	Respondents asked to provide helmets	Encouraged to wear a helmet	E-scooters must be equipped with helmets
Age of Users	Not discussed	'No riding by users under the age of 16 years old at all times.'	Not discussed	Not discussed	Not discussed	No guidance, however 16 years is the minimum age in Victoria
Drink riding	No penalties	User penalties and suspensions required under licence	No penalties	Not discussed	Not discussed	Not discussed
Monitoring of competence and drink riding	Indirect (complaints, incidents, data review)	Explicit requirements to detect unsafe behaviours (eg, tandem riding), with reporting obligations	Indirect (incident response and complaints)	Customers asked for a plan to provide safety controls for novice users	Not discussed	Not discussed

1. Auckland Council (2025)
2. Christchurch City Council (2025)
3. Wellington City Council (2024)
4. City of Coquitlam (2023)
5. City of Burlington. n.d.
6. City of Melbourne, n.d.³

³ Undated, but thought to date to 2020.

3.5 Approaches to Regulation

Since the adoption of e-scooters around the world, there have been a number of changes in the way that rental devices are operated. A summary of some key approaches and changes made to regulation follows.

3.5.1 Hours/Location of Operation

Some jurisdictions require the ability to stop e-scooter use at certain times or locations using geofencing.

In Auckland, curfews are imposed through licensing in certain locations (key entertainment areas) between 9 pm and 5 am on Fridays and Saturdays. Operators have to deactivate e-scooters between these times. (Auckland Council 2020). In Wellington no hires at night are possible in geofenced areas.

A study into the introduction of a nighttime ban on shared e-scooters in 2019 in the City of Atlanta, Georgia, USA, demonstrated that while there was a reduction in injuries of e-scooter riders during the nighttime ban from 32% to 22%, this was not a significant reduction (Anderson et al. 2021).

3.5.2 Speed Regulation

E-scooters, depending on power output, are capable of speeds of up to 100 km/h (Judson 2023), although under the NZ legal definition devices cannot exceed an output of 300 W, which limits speed to around 35 km/h. Rental e-scooters in New Zealand are therefore limited to speeds of around 35 km/h (except potentially downhill) if operators are restricted to 300 W models. Some jurisdictions can encourage or limit speeds in certain areas through geofencing. In New Zealand, speed limits cannot be imposed by councils but operators have adopted speed restrictions in Auckland (RNZ 2019).

It is suggested that where speeds are limited, riders are more likely to ride on footpaths (Lime 2023), and so therefore mandated lower speeds would reduce risks to riders from vehicles, but increase the risk of a crash with a pedestrian. Injuries are more severe when e-scooter riders are riding in motor vehicle travel lanes rather than on footpaths, bike lanes or shared paths (Brady 2023). Australian jurisdictions have imposed speed limits on footpaths which may combat this (Queensland Government 2026, Government of Western Australia 2026).

3.5.3 Helmet Regulation

Helmet use is mandated for e-scooters throughout Australia but not required in New Zealand, in the USA or in many other countries. Research from Brisbane following the introduction of shared e-scooters suggests that helmet use reduces the risk of head injury (Mitchell et al. 2019).

Helmet use is encouraged by operators where not mandated. Operators are keen not to mandate their use, since mandating discourages use of micromobility, and riders are reluctant to use shared helmets (Lime 2023).

Even where helmet use is mandated, helmets are not well used on shared devices. Observational studies in Brisbane found that between 59% and 66% of shared e-scooter riders wore helmets, compared with over 90% of private e-scooter riders (Haworth and Schramm 2021). Where use is not mandated, helmet use is even lower. Only 2.5% of e-scooter riders in a study of riders in Indiana reported wearing helmets (Comer et al. 2020).

3.5.4 Age Regulation

There are no age restrictions in New Zealand, while most Australian states have age restrictions on e-scooter use. In Queensland, riders must be over 12 and be supervised until the age of 16. Despite this regulation, Haworth et al. (2021) observed between 6.7% and 10.3% of shared e-scooter riders to be under the minimum age.

3.5.5 Footpath Use

Footpath use varies dramatically from jurisdiction to jurisdiction. In New Zealand, e-scooters may be used on both the road and on footpaths, as they are considered wheeled recreational devices (NZTA 2026b). As discussed in Section 3.2, different Australian jurisdictions have different rules.

Concerns with e-scooters on footpaths has led to bans on their use on footpaths in Singapore (Westcott 2019). Rental e-scooters were first banned from footpaths in Paris, and eventually banned entirely in 2023 following a referendum (Chrisafis 2023). In Victoria, Australia, the state government is now requiring footpath detection technology to identify when rental devices are ridden on footpaths, with possible fines issued for this behaviour (DTP 2026).

3.6 Parliamentary Inquiries

In Australia, a number of parliamentary inquiries have been commissioned into micromobility. Below is a summary of the current status of inquiries.

3.6.1 Western Australia

The death of a Perth pedestrian in May 2025 after being hit by an e-scooter rider on the footpath (Kirk 2025) as well as an additional 12 rider fatalities in Western Australia since 2022 (Bourke & Shepherd 2025) sparked an inquiry starting in June 2025 into the safety of e-rideables.

The inquiry resulted in recommendations for harsher penalties for offences such as underage riding and speeding, banning e-rideables from all public schools, improving data collection to better understand injuries caused by e-rideables and improved separated infrastructure. The inquiry also recognised that higher-powered devices should be covered by a new category, which would require licenses and registration (Bourke & Shepherd 2025).

3.6.2 Queensland

Multiple e-scooter rider deaths prompted a parliamentary inquiry in Queensland in May 2025. Fires linked to e-mobility batteries were also a concern.

The result of the inquiry was numerous recommendations, including regulatory reform to ensure devices sold and used met safety standards. As with the inquiry in Perth, there was a recommendation for a more stringent regulatory framework for devices capable of exceeding 25 km/h. An age restriction of at least 16 years was also suggested. Speed limits on footpaths were recommended to be reduced to 10 km/h. The inquiry committee also recommended strengthening existing penalties associated with significant risk factors such as helmet wearing, speeds and riding under the influence (State Development, Infrastructure and Works Committee 2026).

3.6.3 New South Wales

An inquiry was established on 6 June 2024 into the use of e-scooters, e-bikes and related mobility options. The terms of reference for the inquiry focused on opportunities to reform the regulatory framework, opportunities to improve mobility, exploring best practice in other jurisdictions and exploring perspectives on the utilisation and impact of e-mobility devices. The inquiry has received 85 short submissions. (Parliament of New South Wales 2024).

3.7 Contract Cancellation

In some locations, rental e-scooter contracts have been cancelled, either temporarily or permanently. A summary of some media reports on cancellations follows.

3.7.1 Victoria

In August 2024, the City of Melbourne voted to break its contracts with two share e-scooter companies six months early, citing safety concerns raised by residents and the lawlessness of e-scooter users. The cancellation was led by Lord Mayor Nicholas Reece following safety concerns including seven fatalities between 1 December 2021 and 31 July 2024. Multiple e-scooter infringement notices were issued by police for offences including failure to wear a helmet, footpath riding and tandem riding (Boaz and Bell 2024).

3.7.2 Paris

In Paris, a referendum was held in April 2023 where 90% of respondents voted to ban rented e-scooters. Reasons for the ban included stress to pedestrians, safety concerns and parked scooters being toppled into heaps on streets. This was despite the city introducing 'the strictest regulations in the world' including limiting the number of operators, and tracking and limiting speeds (Chrisafis 2003).

3.7.3 Brisbane, Auckland, Wellington

In 2024 contracts with the company Beam were cancelled by Auckland, Wellington and Brisbane councils after the company exceeded its agreed e-scooter caps in all three cities. In Brisbane an average of 500 undeclared devices each day were identified (Levy and Black 2024).

3.8 Literature Review Summary

3.8.1 National Level Guidance

Unlike in Australia, there is no legal framework for the enforcement of rules which are set out in the codes of practice in New Zealand. There is also no existing guidance for the deployment or operation of rental e-scooters. A guide which was issued in draft by MoT provides high level learnings and lists key principles which may be considered, rather than specifying rules. Instead, the regulation of e-scooters is left to councils to manage through local bylaws.

Despite this, the codes of practice available around the world tend to focus on the same matters, albeit with differing requirements for reporting and management of particular areas. Ultimately the operators appear to

be offering the same functionality to councils. Over time, the codes of practice have become more refined in their requests and have tended to require more stringent safety compliance.

The lack of national level guidance and regulation does offer councils flexibility in how they manage devices, and this can be seen through local geofenced areas, for example those employed in Wellington.

4. Approaches to Rental E-scooter Management in New Zealand

4.1 Interviews with Council Practitioners

Interviews were undertaken with representatives from Auckland, Wellington and Christchurch city councils to understand their history with, and approach to, regulating e-scooters. The summary notes are included in Appendix A. The key findings from the discussions with each council are summarised below.

4.1.1 Auckland (see A.3)

Rental e-scooters have been available in Auckland since late 2018.

In Auckland, franchises are not tendered and are licensed under a street trading bylaw. Bylaw criteria apply, generally around safety and nuisance. Auckland Council (AC) manages franchises through a Letter of Expectations setting out contractor requests, including requirements for geofencing capability, helmet provision and smart technology. The use of these technologies is determined by the contractors and enforced through competition.

When e-scooters were introduced, there was insufficient guidance, but over time codes of practice were developed through knowledge and experience.

There are requirements for safety reporting, but the biggest concerns are now around parking and footpath users.

4.1.2 Wellington (see A.2)

Rental e-scooters have been available in Wellington since around June 2019 after an initial 18-month trial. Rental e-scooter licensees are offered licences to trade in public under the Wellington City Council Public Place Bylaw and the Trading and Events in Public Places Policy 2022.

There are specific requirements in the Wellington Code of Practice which licensees must comply with, for example, ensuring minimum footpath widths are retained when parking vehicles and that speed restrictions are adhered to. There are also specific footpaths where riding is banned. The onus is on operators to comply, but there is no requirement to report on non-compliance.

4.1.3 Christchurch (see A.1)

In Christchurch, rental e-scooters have been available since 2018 and licence durations have become longer over time, with current contracts being three years plus two years right of renewal. Licences are issued in accordance with the Public Places Bylaw 2008.

The Christchurch licensing conditions require crashes and any serious incidents to be reported although there is no requirement for Accident Compensation Corporation (ACC) reporting. The onus is on franchisees to meet minimum reporting requirements. It is unclear whether all crashes are reported.

4.2 Review of Council Codes of Practice and Guidance

AC has five versions of an e-scooter Code of Practice that providers must abide by or have their license revoked. This series provides a useful indication of the evolution of the guidance documentation. Wellington has developed a Code of Practice, and Christchurch City Council supplied a draft licence which have both been examined as part of this study.

4.3 Auckland Council Code of Practice

4.3.1 Auckland Council Code of Practice History

The 2019 Code of Practice is e-scooter-specific as this was framed as a trial for e-scooter rental schemes (AC 2019). Versions One, Two, Three and Four have a broader definition of micromobility, expanding past e-scooters into e-bikes, e-skateboards and pedelecs (an e-bike which only provides assistance which users pedal) (AC n.d. c 2022; n.d c 2023; n.d c 2024; n.d c 2025).

Safety and prevention of the rental vehicles being a nuisance are the most important themes across the five different versions. All operators are required to provide safety and risk management plans, operational plans (outlining processes such as deployment, charging and rebalancing), customer service processes, and termination plans. Insurance minimums increase from \$1 million to \$2 million from the trial stage to Version One and have remained the same. AC reserves the right to instate curfews to deter user behaviour such as drink riding, noise and other types of nuisances.

Version Four requires that the reporting feature must exist in any third-party app the operator uses and designated parking zones must be represented in-app.

AC states they will utilise the MDS Provider Application Program Interface (API) for data sharing, with versions One to Four formalising the requirement along with the publicly accessible General Bikeshare Feed Specification (GBFS) API and outlining that this must be updated every 10 minutes during operation. Version Four adds that AC may audit MDS and require access to raw, device-level GPS for verification.

All Codes of Practice retain AC's ability to revoke or suspend the operator's licence for non-compliance. The 2019 code establishes impound and removal fees as well as cost recovery for e-scooters, while Version Four has additional enforcement rules such as maximum parking duration and higher parking compliance in designated zones.

4.3.2 Maintenance/Specifications

Maintenance is a large part of the Code of Practice. Hardware must be of high quality and durable with GPS and reliable connectivity. Preventative maintenance and defect management is highlighted. Version One introduced the proactive identification, investigation and mitigation of potential faults, including defining a 'down event', when the e-scooter angle is less than 30° from the ground, the speed is zero after the event and no brakes were applied immediately before the event. The 2019 version stated that maintenance must be carried out weekly, whereas in Versions One to Four, maintenance should be conducted weekly or per manufacturer cycles with third-party safety plan audits each licence period. Version Four states safety plan audits are to be carried out every three months.

The 2019 version did not define product requirements except for durability. Versions One, Two and Three referenced the Gazette Notices: E-Scooters (Declaration Not to be Motor Vehicles) Notice 2018 and

Power-assisted Cycles (Declaration Not to be Motor Vehicles) Notice 2013 to ensure the operator can comply with New Zealand government standards. Version Four included the updated 2023 e-scooter notice.

4.3.3 Parking

As the versions progress, parking requirements have become more specified. In the 2019 version there was no quantification of parking enforcement, whereas Versions One through Four had a 92% compliance target (and 95% within designated zones in Three and Four). In Versions One, Two and Three, 20% of parking photos must be audited. Version Four tightens to auditing 100% of end-ride parking photos.

Response times for rectifying damaged or poorly parked devices are outlined in the Codes of Practice. In 2019 it was within three hours. In Versions One, Two, Three and Four, response times are managed in tiers, tier one being high-priority areas, tier two is medium priority and tier three is lower priority or outlying areas. Table 4.1 outlines the differences between versions. There is no further change between Versions Three and Four.

Table 4.1: Response time to parking problems by tier across versions of the Auckland Council Code of Practice

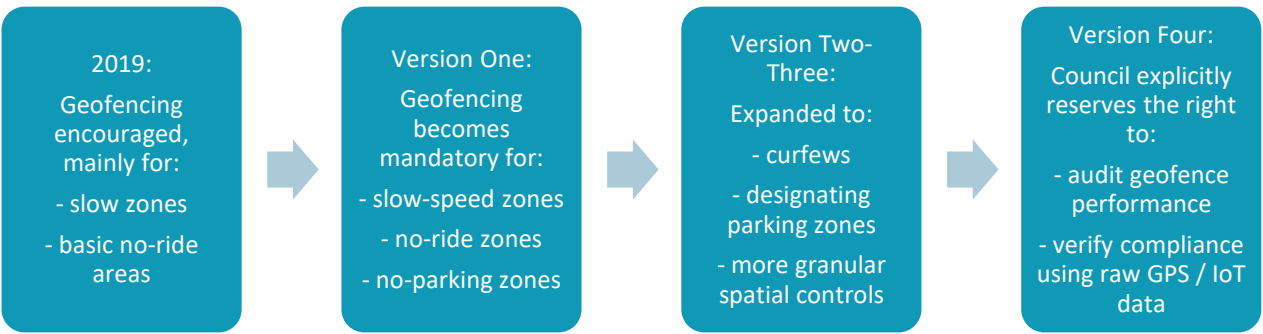
	2019	Version One	Version Two	Version Three
Tier One	3 hours	90 minutes	90 minutes	75 minutes
Tier Two		2 hours	2 hours	90 minutes
Tier Three		2 hours	2 hours	2 hours

Source: AC (n.d. c 2022; n.d. c 2023; n.d. c 2024).

4.3.4 Geofencing

When comparing geofencing, Figure 4.1 illustrates the updates made over time to the Code of Practice. The geofencing regulations have become more intentional and specific.

Figure 4.1: Evolution of geofencing from Code of Practice 2019 to Version Four



Source: AC (n.d. c 2019; n.d. c 2022; n.d. c 2023; n.d. c 2024; n.d. c 2025).

4.3.5 Reporting

The operator must notify the council immediately if they become aware of an accident. The Codes of Practice state that there must be in-app reporting features for accidents and incidents either on the home page or within one to three clicks from the home page.

4.4 Wellington City Council Code of Practice

Wellington City Council have a Code of Practice which applies to all micromobility share companies. Licensees are offered licences to trade in public under the Wellington City Council Public Place Bylaw and the Trading and Events in Public Places Policy 2022. The Code of Practice states that while safety is the primary focus, enabling streets to be made accessible for people on foot is also a priority. It sets out safety requirements which must be adhered to, including the need for front and rear lights and for regular reporting of incidents.

An interesting feature of Wellington's Code of Practice is the nomination of locations where e-scooters may not be ridden, such as the Botanic Gardens, and areas where footpath riding is forbidden, including on Willis Street between Lambton Quay and Manners Street.

4.5 Christchurch City Council Guidance

Christchurch City Council used two supporting documents to inform their micromobility scheme licensing: the Christchurch Micro-mobility Information Requirements Memo (Osborne 2019) and the Christchurch E-scooter Permit Recommendations Report (Lovett and Thomas 2019). The Memo provides minimum data, safety and technical requirements for operators applying for a license, and the report focuses on policy decisions like caps on numbers of devices, fees, and whether and when to issue a license.

The resulting draft licence (Christchurch City Council 2025) sets out e-scooter parking requirements, safety requirements and key performance indicators (KPIs), including the physical characteristics of each device, and reporting requirements.

4.6 Comparison: Auckland, Wellington and Christchurch Codes of Practice

4.6.1 Approach to Management

Comparing Auckland, Wellington and Christchurch City Councils gives insight into how different places in New Zealand view micromobility operators and their users. AC has framed their Code of Practice around active compliance and safety assurance, compared with Wellington where the framing is around reducing car trips and improving access, with an emphasis on vulnerable road users and public-space protection (Wellington City Council 2024). Christchurch has a strong focus on compliance with KPIs, performance-based licensing and managing public safety (Christchurch City Council 2025).

The three councils have differences between their Codes of Practice and contracts. However, at the core of all three there is a focus on safety and parking.

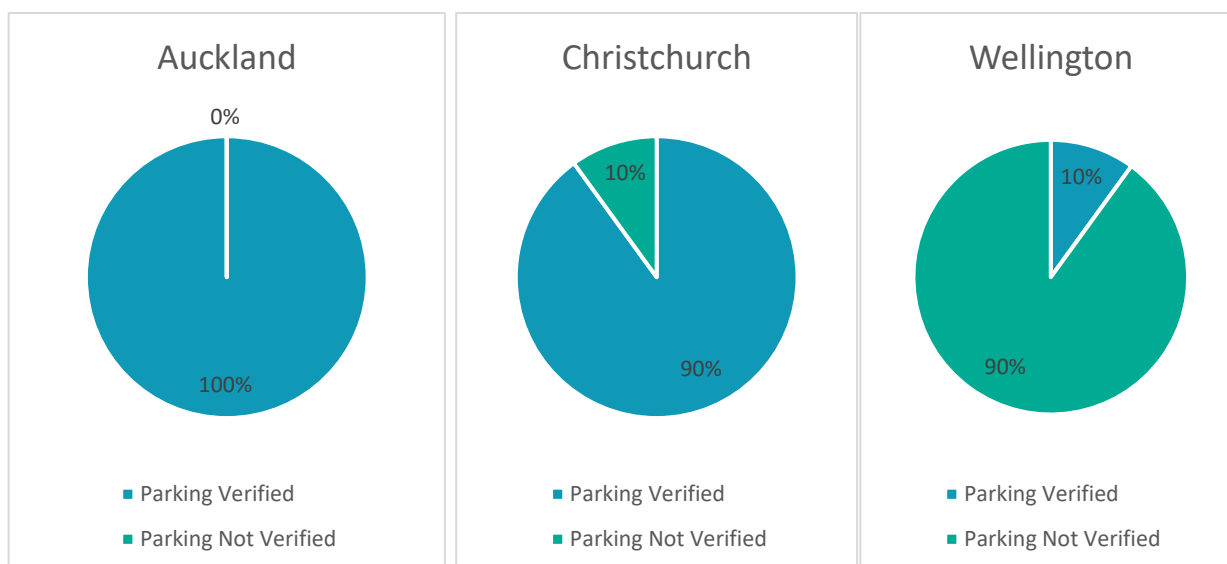
4.6.2 Fleet Caps

Auckland and Wellington Councils have set minimum and maximum fleet caps per operator. Wellington has specific restrictions on some areas such as the Courtney precinct where there is a mandatory geofenced no-hire period at night. Christchurch has set a maximum of 1,000 devices per licensee, as well as tiered geographic caps (such as 400 devices in tier one which is the CBD/Four Avenues area), with trips per device per day used to determine any increases being granted.

4.6.3 Parking

All councils require some parking verification, but this is not consistent. Figure 4.2 shows the comparison between verification of parking for rental micromobility across Auckland, Christchurch and Wellington councils.

Figure 4.2: Parking verification for rental e-scooter parking photos in Auckland, Christchurch and Wellington



Source: AC (n.d. c 2025), Christchurch City Council (2025), Wellington City Council (2024).

All licensing requires audits of the MDS API. Wellington only requires 10% of user-photo parking to be verified compared with 100% in Auckland and 90% in Christchurch. Devices are retrieved in 75–90 minutes in Auckland across three tiers of urgency, but Christchurch has said parking issues and toppled devices must be resolved within 60 minutes on average. Wellington bases response time on areas (wards), with Pukihīnau/Lambton Ward needing urgent issues to be resolved within 90 minutes and routine maintenance within 10 hours, while areas outside have an urgent response time of two hours and routine maintenance in 12 hours.

4.6.4 Safety

Auckland and Christchurch have stated that tandem riding must be detected. Wellington and Christchurch e-bikes must have helmets as standard. All three councils have extremely detailed equipment requirements for micromobility such as lighting, braking, bell, reflector and kickstand specifications.

Christchurch Council has introduced more safety limitations than other councils, mentioning a minimum age limit of 16, and a helmet availability threshold of 95% for e-bikes and 30% for e-scooters included in their KPIs for operators.

4.6.5 Enforcement and Compliance

When it comes to customer experience and education, all councils require education of customers on safe riding, legal compliance and parking. Mandatory geofencing slow zones is another way councils enforce safe speeds. In Wellington there is a focus on vulnerable road users (low-vision, mobility-impaired, elderly, people with prams) when looking at their customer experience and education, and Christchurch requires operators to engage with community programmes in the first three months (such as disability groups, low-income users). Table 4.2 shows a high-level comparison across the three councils.

Table 4.2: Comparison of key code of practice categories across Auckland, Christchurch and Wellington

Key differences		Auckland	Christchurch	Wellington
Age		No clear clause specifying age limit	'No riding by users under the age of 16 years old at all times.'	No clear clause specifying age limit
Helmet mandate	Mandated use for e-scooters	No	No	No
	Required to provide helmets for e-scooters	No	Yes	No
Geofencing	Primary purpose	Safety, nuisance reduction, compliance monitoring	Safety control and KPI enforcement	Pedestrian protection in sensitive places
	Types of geofencing used	Slow-speed, no-ride, no-parking, curfews, designated parking zones	Slow-speed, no-ride, no-parking, operational boundaries	Slow-speed, no-ride, no-parking, nighttime precinct bans
Drink riding	Penalties for 'drink riding' set by council	None	Yes – user penalties and suspensions required under licence	None
	Monitoring	Indirect (complaints, incidents, data review)	Explicit requirements to detect unsafe behaviours (eg, tandem riding), with reporting obligations	Indirect (incident response and complaints)
Shut-off times: Entertainment/nightlife controls		Shorter hours in identified high-risk areas (eg, weekends)	Shorter hours in identified high-risk areas (eg, weekends)	Very specific: Courtenay Place and surrounds

Source: AC (n.d. c 2025), Christchurch City Council (2025), Wellington City Council (2024).

Auckland, Christchurch and Wellington all require the MDS Provider API, raw data on request and detailed monthly reporting regarding aspects like fleet activity, incidents, parking and unaccounted devices. Across the codes of practices, all make clear that any non-compliance will result in the operator's license being revoked or suspended as well as imposing cost recovery and penalties on overdue fees.

4.7 Alignment of NZ Contracts with MoT draft Best Practice Guidance

All three Codes of Practice align with the MoT draft Guidance (the Guidance) and implement many of its recommended practices. Auckland Version Four is highly aligned (strongest on data/audit and safety assurance), as is Christchurch (strongest on performance-based KPIs and equity/operational detail), while Wellington is moderately to highly aligned (strong on pedestrian safety, equity and ward-based service level

agreements [SLAs], but lighter on some audit rigour compared with Auckland). This is summarised in Table 4.3.

Table 4.3: How Auckland, Christchurch and Wellington align with the MoT draft Best Practice Guidance

TA	Overall alignment to Guidance	Notable strengths	Gaps/Opportunities
Auckland	High	Raw IoT data audit, 100% parking photo audit, up-to-date 2023 Gazette reference, strong SLAs and designated-zone compliance	Could make equity/redistribution expectations more explicit (eg, minimum suburban distribution) as seen in Wellington/Christchurch
Wellington	Moderate–High	Pedestrian protection, ward-based SLAs, curated no-ride/park lists, MaaS detail, equity reporting	10% photo audit is lighter than Auckland's 100%; servicing interval (six-monthly) is less frequent than some peers' operational diagnostics
Christchurch	High	KPI-driven licence (cluster limits, helmet availability), fast average SLAs (60 min), diagnostics every 24 h, MaaS appendix, comprehensive reporting	As a licence, some policy language is embedded in KPIs Opportunity to achieve transparency on how targets evolve and how KPIs are reviewed/updated over time

Source: MoT (n.d. c 2021), AC (n.d. c 2025), Christchurch City Council (2025), Wellington City Council (2024).

Auckland, Wellington and Christchurch all broadly align with the intent of the Guidance, but each city reflects a different regulatory interpretation of that guidance. All three councils adopt the Guidance's core principles of using technology-enabled, outcome-based controls rather than blanket bans: geofencing is mandatory in all cities, parking compliance is actively managed, nighttime risk is mitigated through targeted shut-offs, and rider behaviour (including alcohol-related risk) is addressed indirectly through system controls and operator responsibilities rather than explicit prohibitions.

Where they diverge is in how prescriptive they choose to be. Auckland most closely mirrors the Guidance's emphasis on data-led, auditable performance monitoring, using measurable compliance thresholds (for parking, geofencing and response times) and retaining strong audit powers. Wellington reflects the Guidance's call for place-based flexibility, prioritising pedestrian protection and local amenity through highly specific spatial restrictions but applying lighter technical scrutiny. Christchurch most strongly embodies the Guidance's recommendation for outcome-based regulation linked to performance criteria, embedding geofencing, parking, helmets, age and nighttime controls directly into KPIs that materially affect fleet size and licence security. In summary, all three cities are consistent with the Guidance but have room to align better as the Codes of Practice evolve.

When compared with international best practice guidance, overall, all three New Zealand councils align strongly with the intent and substance of the NACTO 2019 guidance, and in several areas match or exceed North American best practice. The differences are largely a matter of regulatory style rather than substance: Auckland emphasises data-driven governance, Wellington prioritises place-based public space protection, and Christchurch adopts performance-based enforcement through KPIs. Taken together, the three demonstrate a mature, internationally comparable regulatory framework.

In international terms, none of the three councils fall short of NACTO guidance. Instead, they demonstrate three coherent regulatory interpretations of it.

4.8 Council E-Scooter Management Observations

4.8.1 Regulatory Control

When e-scooters first appeared in 2018, councils were uncertain how to regulate them. In Wellington, last minute rules were created 'on the fly' alongside the decision to allow e-scooters onto streets. These included rules to instruct councils to work to keep e-scooters off the footpath in the CBD (Fonseka 2019). However, over time, rules have been refined and developed incrementally and pragmatically, without national guidance.

Councils in New Zealand are limited in their ability to enforce rules on e-scooter operation. E-scooter franchisees are licensed under local bylaws, and there is no legal ability to control behaviours such as use of helmets or speed, since e-scooters are not legally motor vehicles.

4.8.2 Ongoing Concerns

While technological improvements have increased the ability of operators to control behaviours, councils are still dependent on operators to report and enforce conduct. There is also limited reporting consistency, and an inability to know what is and what is not being reported.

It is unclear how attempts to enforce behaviours by councils are being realised. Ultimately councils and franchisees alike are unable to control users in matters such as riding on footpaths or using helmets.

Parking issues, particularly in regard to the impact on the disabled community are a significant concern in all areas.

4.8.3 Ability to Monitor Performance

There appears to be a significant disconnect between what the contracts request and/or aspire to, and what can be achieved.

For example, all New Zealand councils require regular reporting on performance, especially on incidents and accidents. The devices themselves have a number of reporting and management protocols which can be leveraged to support this.

However, there is no guarantee that all occurrences are being reported to the operator, and hence to the council. This is merely one example of the disconnect between intent and action, and may mean automatic reporting tools are not being maximised.

There are several areas where councils have limited control. Examples are:

- **Helmet provision/use:** Even if councils required all devices to have a helmet, helmets can be lost, and there is no obligation or legal framework to enforce their use.
- **Parking:** Councils can set out rules for parking, which providers can pass on to users. The contractual approach is to require photographs of parked devices which can be audited. Some devices will issue an alarm if parked incorrectly. Yet despite this, there is no guarantee that users park correctly, and even a compliantly parked device can be moved. There may be potential to regulate this through device sensors.
- **Footpath/cycle lane usage:** Trying to prevent footpath riding in some locations is a challenge to monitor and enforce. Geofencing does not appear to be accurate enough to determine between road and

footpath. Councils have explored the potential to use visual verification to detect cycle lane use, though it is unclear how accurate this will be or whether it can be automatically enforced (see A.3).

- Reporting: The reporting of incidents and accidents to councils is a requirement for all councils examined. This assumes that users report an incident or accident involving a device to the operator which may not always be the case. In addition, any incidents involving parked devices would depend on the person involved communicating with the relevant operator.
- Tandem riding: Operators can specify this is not permitted, but there is no way to prevent it in practice.
- Intoxication: Interlock devices are possible but this does not appear to be in place or required at present. Operators are attempting to manage intoxicated riding by geofencing areas at key times to minimise risk. There is no further legal imperative to comply.
- Age restrictions: Operators can specify minimum ages for use, but there is no way to prevent underage users in practice and no legal imperative to comply.

The majority of the items detailed above can be enforced in various locations in Australia as a legal framework underpins the use of e-scooters. However, without a similar legal framework in New Zealand, and with the status of e-scooters as 'wheeled recreational devices', there is limited ability to seek improved safety performance.

4.8.4 Standardisation

There is an opportunity to standardise guidance and requirements, and allow councils to consistently follow best practice. Some areas where consistency would be beneficial include:

- device specification (eg GPS capability, features such as lights)
- reporting consistency
- age, intoxication and tandem-riding restrictions
- speed of devices
- helmet provision
- parking management
- ability of devices to report non-compliances automatically.

5. Rental E-Scooter Usage in New Zealand

5.1 Data Sources

Micromobility data in New Zealand is not widely recorded. Potential data sources were examined as follows.

- Travel-to-work data is collected through the census but does not separately categorise e-scooter (or e-bike) numbers as of the last census, and certainly does not differentiate rental devices.
- The household travel survey (HTS) is conducted by MoT and looks at the ways New Zealanders get around. As with the census, this data does not contain explicit numbers on micromobility use.
- NZTA has released a walking, cycling and (more recently) Micromobility Monitor each year since 2016, which reports on changes in urban New Zealanders' attitudes towards those modes of transport. It provides insights into ownership and usage within its sample but does not provide quantifiable data on rental or private e-scooter usage.
- Ride Report is the only data source for rental e-scooter usage that has comprehensive numbers across many New Zealand cities, and different variables such as total distance travelled and number of active vehicles in operation. Ride Report obtains its data from the rental e-scooter operators which record usage through GPS tracking. Originally funded by NZTA, the resource is now funded by councils and data will be the basis of analysis into rental e-scooter usage in New Zealand.
- Research undertaken by Beam reports that 37% of Auckland residents who live or work within Beam's operation area have used a rental e-scooter at least once a week (Beam 2022). Using this as a metric for consistent e-scooter use, 38,497 people are using e-scooters often.

5.2 Micromobility Monitor

NZTA reported in 2024 that almost one in four New Zealanders who live in urban areas either own or have access to an e-scooter. It is clear that usage is increasing: 4% of urban New Zealanders reported using an e-scooter once a week in 2023 (NZTA 2024), and 5% in 2024. Three per cent of New Zealanders reported owning an e-scooter in 2023 (NZTA 2024), and 8% in 2024 (NZTA 2025a).

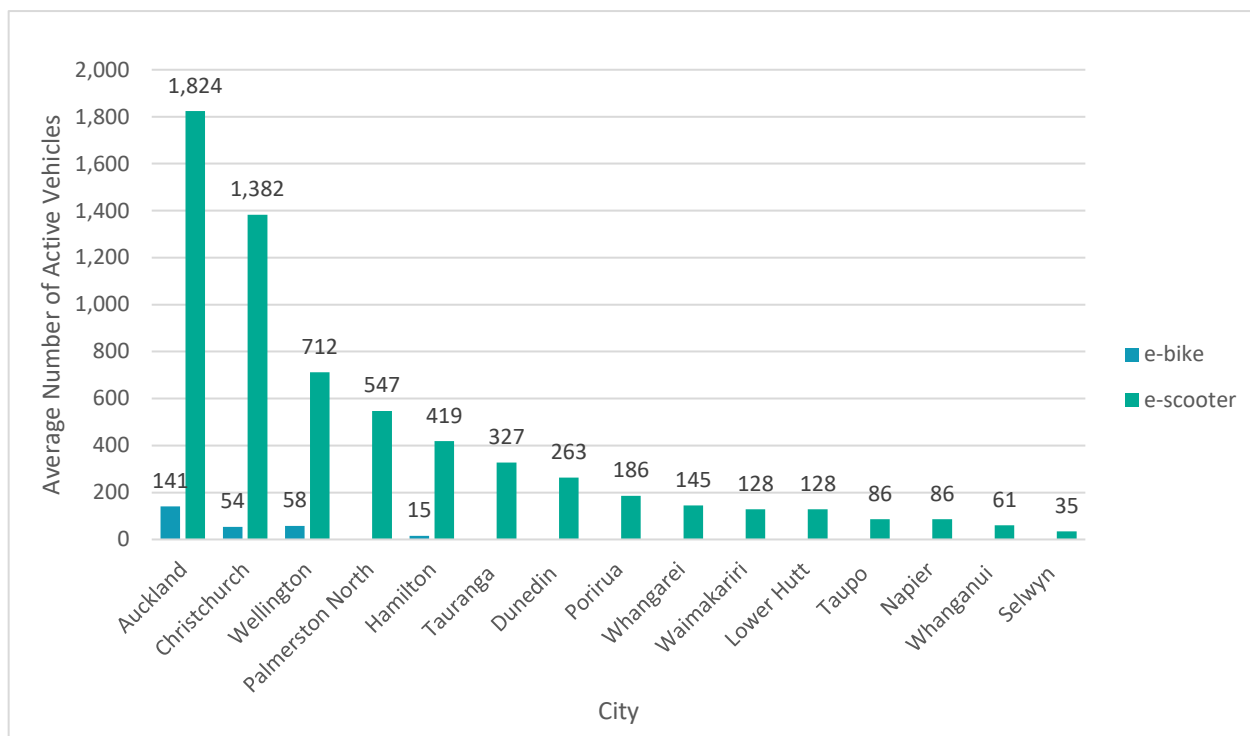
5.3 Ride Report Data

Ride Report (2026) is a shared mobility management platform that records mobility data from rental device operators to give clear and reliable statistics about rental e-bikes and e-scooters. There are 15 New Zealand cities in the Ride Report open data portal. Of these, four large cities have both rental e-bike and rental e-scooter data to compare (Auckland, Hamilton, Wellington and Christchurch) and these cities are the focus of this analysis.

5.3.1 Active Vehicles

The average number of active vehicles across the 15 cities over the seven years e-micromobility operators have been reporting to Ride Report is an important metric to help understand how the cities vary from each other. An average across the years is used, as year to year there are zero active vehicles in some cities around New Zealand. Figure 5.1 shows that Auckland, Christchurch and Wellington have the most active rental vehicles. This is followed by Palmerston North and then Hamilton, even though Hamilton has a larger population than Palmerston North.

Figure 5.1: Average number of active vehicles by city across 2019-2025



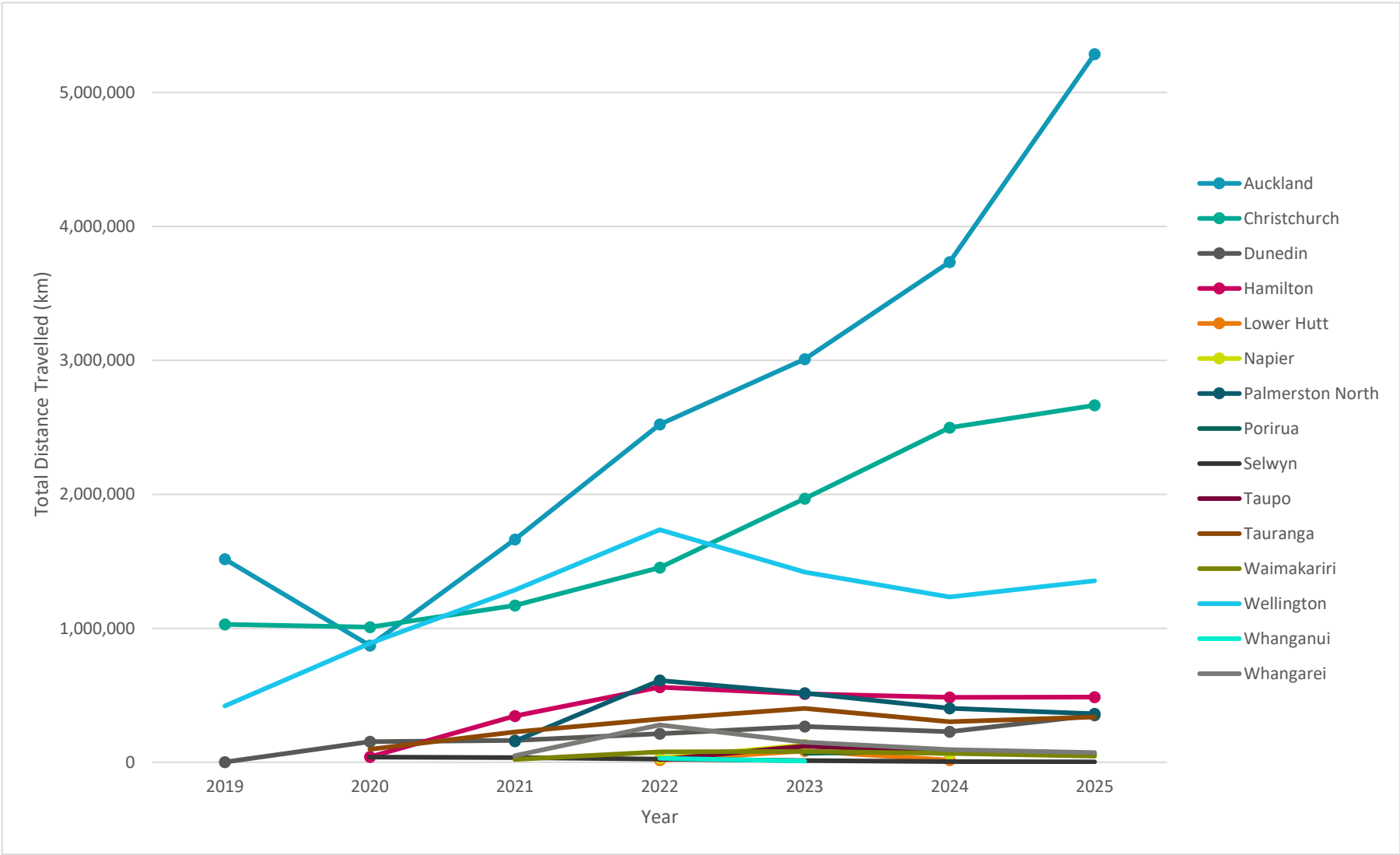
Source: Ride Report (2026).

5.3.2 Distance Travelled

Figure 5.2 provides an overview of the various cities and the total distance travelled per year by rental e-scooters. Since rental e-scooters have not been present in all cities consistently, at a macro level, comparison is difficult. However, at an overview level, the data shows Auckland to have the most distance travelled per year, followed by Christchurch and then Wellington. Hamilton and Palmerston North are close in totals, even with Palmerston North missing 2020 data. Despite Hamilton's population being almost 100,000 more, Palmerston North has on average 113 more active rental vehicles.

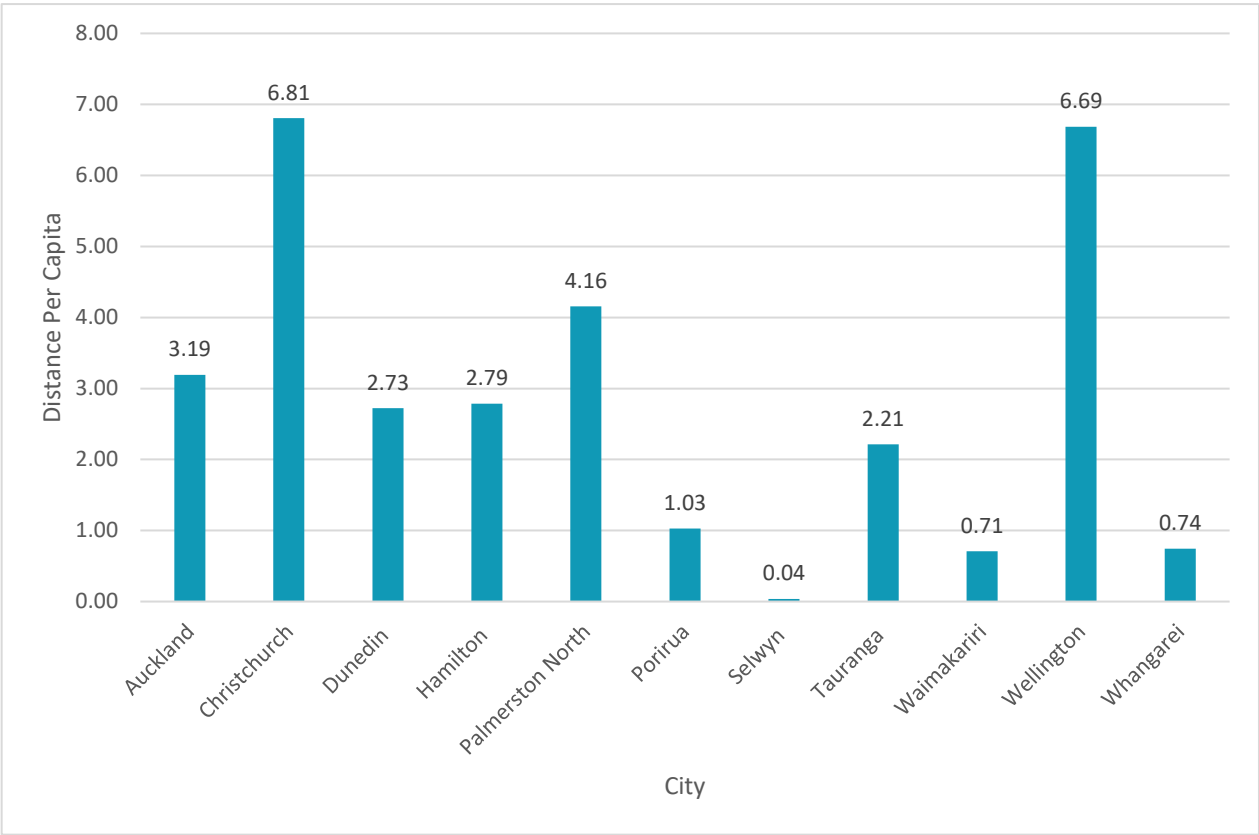
Figure 5.3 shows that Christchurch and Wellington have the highest distance per capita in 2025 at 6.81 km and 6.69 km respectively, more than 3 km higher than Auckland. This suggests a significantly higher number of shorter trips in Auckland.

Figure 5.2: Rental e-scooter total distance travelled (km) by cities in New Zealand



Source: Ride Report (2026).

Figure 5.3: Rental e-scooter distance per capita of New Zealand cities in 2025



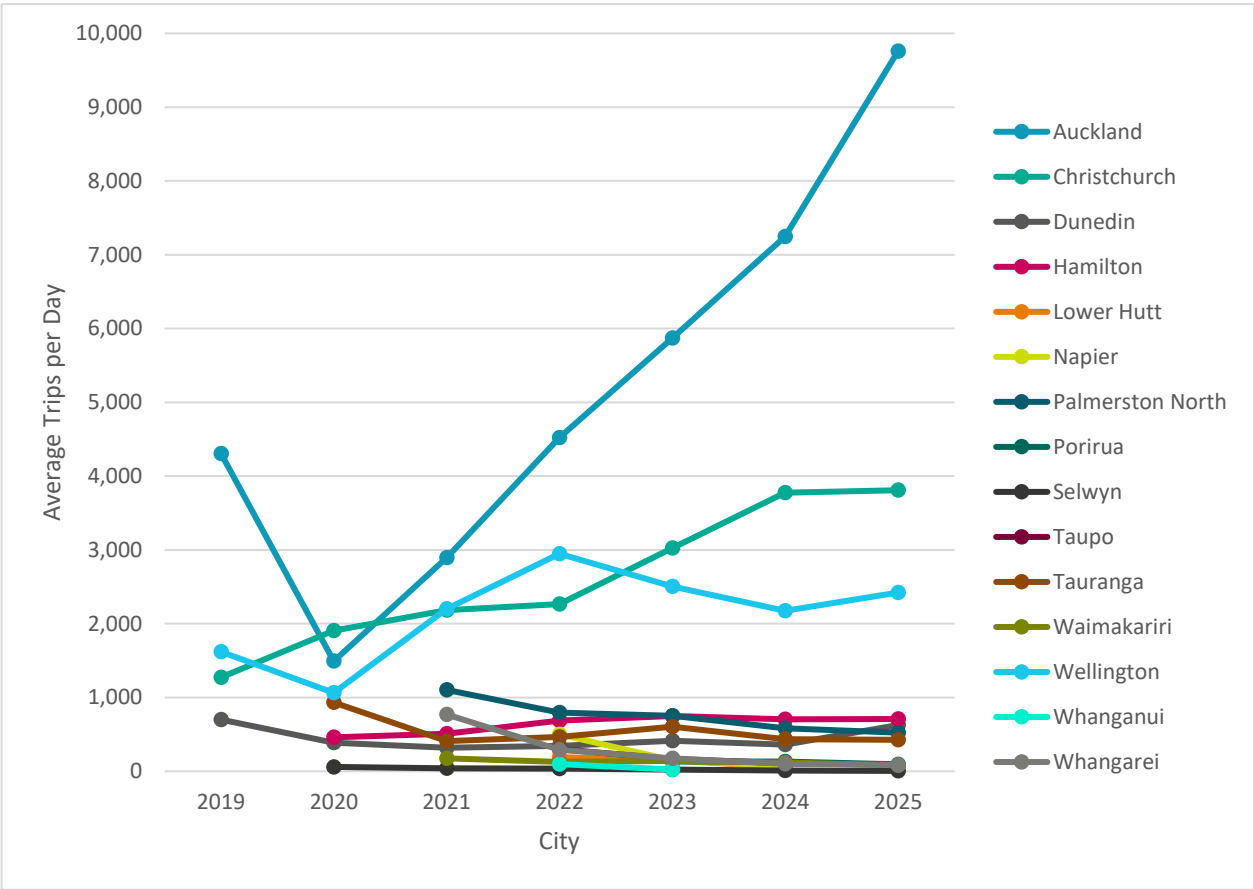
Source: Census Data (Statistics New Zealand 2023), Ride Report (2026).

5.3.3 Trips per Day

Figure 5.4 shows the average number of trips per day for cities in New Zealand between 2019 and 2025. In 2020 and 2021 Auckland, Wellington and Christchurch numbers were comparable⁴, after which Auckland numbers started to significantly outpace other cities. Hamilton and Dunedin were next busiest, but each represent less than a tenth of Auckland numbers in 2025. Declines in Wellington in 2024 may be due to the cancellation of Beam contracts meaning fewer devices available on the streets (Levy and Black 2024).

⁴ Auckland faced more and longer COVID-19 lockdowns in 2020 and 2021 than other parts of the country, which limited the time periods during which rental devices could be used. This may explain that despite being at least three times larger in population than Christchurch and Wellington, use of rental e-scooters in the three cities was similar.

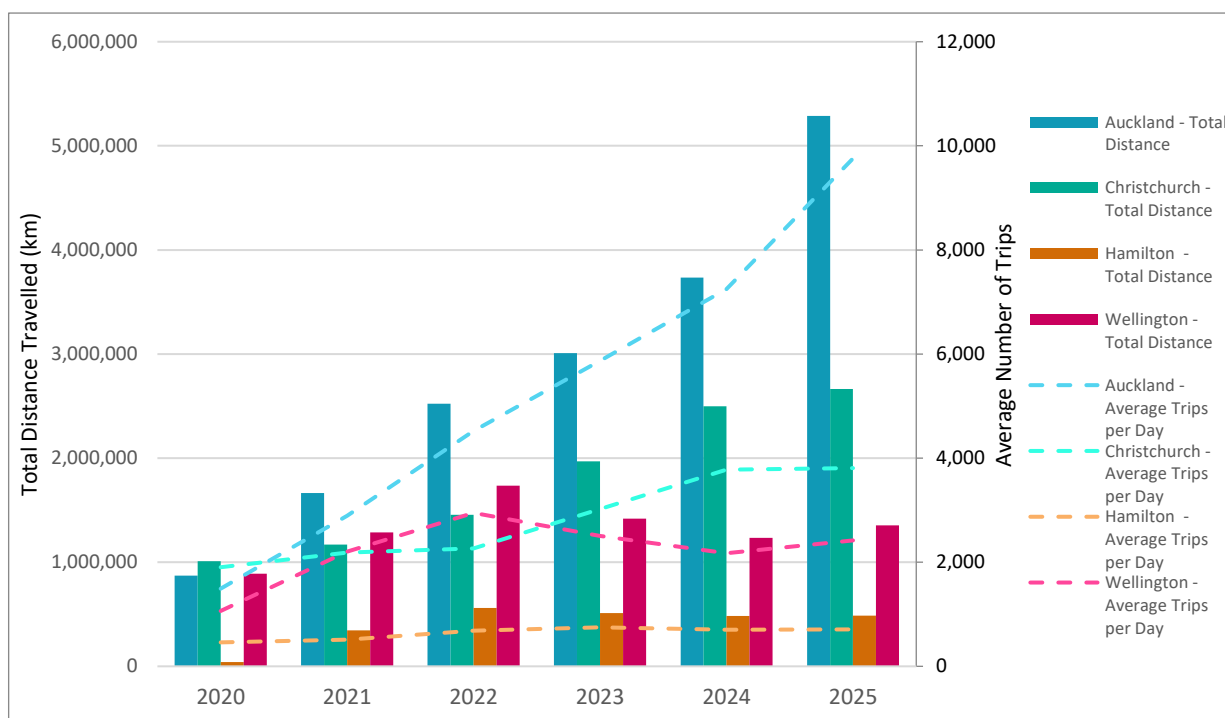
Figure 5.4: E-scooter average trips per day by cities in New Zealand



Source: Ride Report (2026).

Figure 5.5 shows that the average number of trips per day has kept pace with total distance travelled over the six years. Auckland and Christchurch show a steady increase in both categories, while Hamilton and Wellington show a flattening across both aspects.

Figure 5.5: Total distance travelled and average number of trips per day



Source: Ride Report (2026).

5.3.4 Comparison with E-Bikes

Ride Report also has data on rental e-bikes for Auckland, Christchurch, Hamilton and Wellington. Figure 5.1 illustrates that there are significantly fewer e-bikes in circulation than e-scooters. Table 5.1 compares these cities' rental e-bike and rental e-scooter usage in 2023. Considering the number of vehicles, rental e-scooter usage is far higher than rental e-bikes across all four cities in terms of average trips per day. The trips per day per active vehicle is also lower than for e-scooters, indicating that demand is lower.

It is notable that Wellington rental e-scooters have the most trips per day per vehicle, indicating higher turnover of vehicles.

Table 5.1: Average trips per day per vehicle across rental e-bike and rental e-scooters in 2023

City	Rental e-bikes		Rental e-scooters	
	Average trips per day	Trips per day per active vehicle	Average trips per day	Trips per day per active vehicle
Auckland	305	0.97	5,873	2.69
Christchurch	81	0.79	3,025	2.06
Hamilton	32	0.75	749	1.62
Wellington	77	0.63	2,504	3.69
Total Average	124	0.79	3,038	2.52

Source: Ride Report (2026).

5.4 Trips and Vehicle Kilometres Travelled

5.4.1 Trips

Appendix B shows average trip distances compared with the urban road network of the cities within Ride Report. Average trip distances vary between 1.5 km in Auckland, to over 2.5 km in several smaller centres. The cities with the most active vehicles tend to experience the shorter trips.

5.4.2 Vehicle Kilometres Travelled

Vehicle Kilometres Travelled (VKT) is the measure of total distance covered by vehicles over a given geographical area.

In this report, average daily VKT has been calculated by multiplying the average distance for each trip per day (Table B.1) by average number of trips per day (Table 5.1). Annual VKT can then be calculated by multiplying by the number of days in the year.

Table 5.2 shows annual VKT for New Zealand from 2019 to 2025 comparing rental e-scooters and vehicular VKT on all roads. The data shows an overall upward trend from 2019 to 2025. After declining from 4.72 million in 2019 to 3.72 million in 2020, the values for rental e-scooters increased significantly, reaching 11.08 million in 2025. Growth rates for rental e-scooters vary but overall outstrip annual vehicular VKT growth.

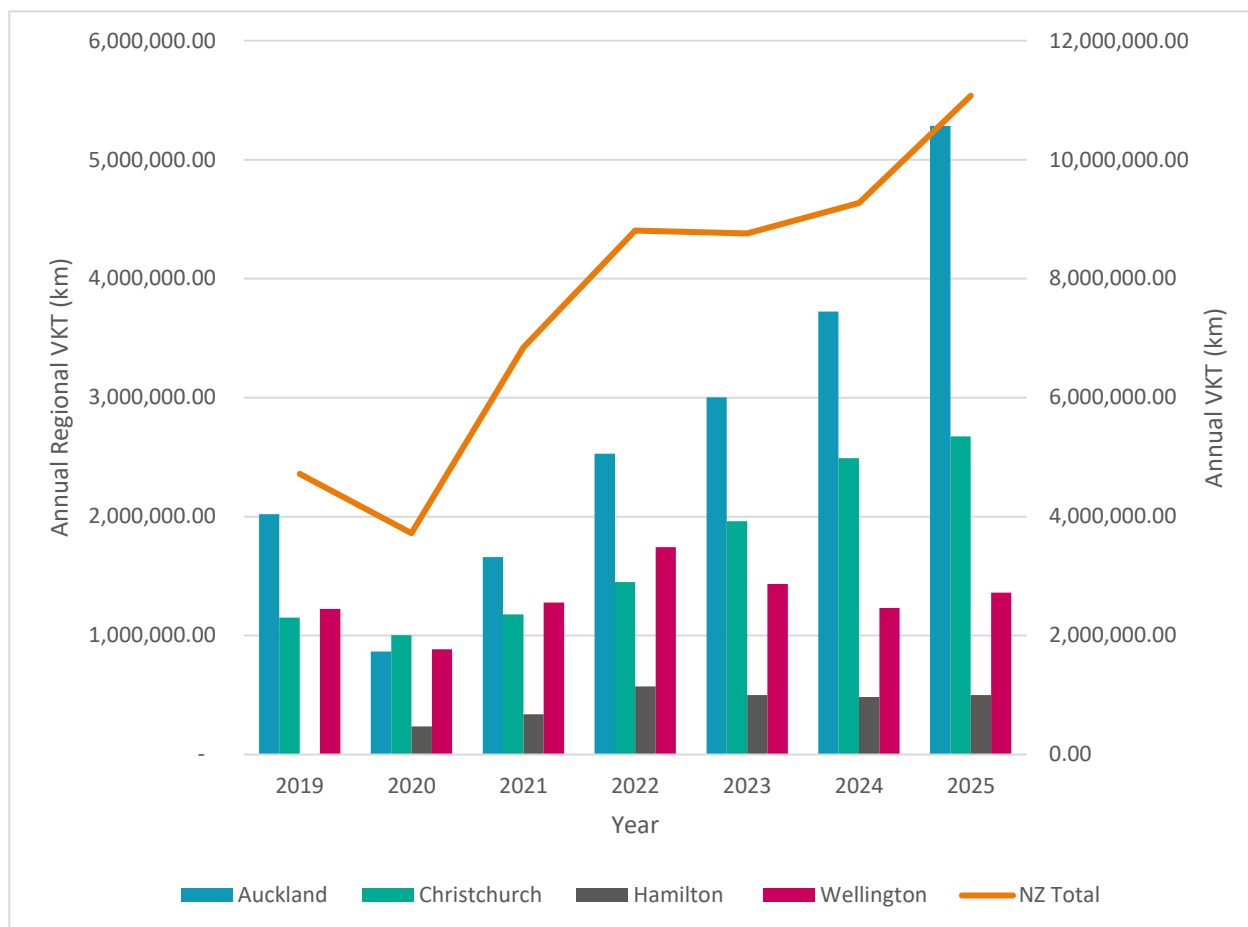
Table 5.2: VKT growth across New Zealand

Year	2019	2020	2021	2022	2023	2024	2025
Annual VKT (rental e-scooters)	4,720,667	3,720,715	6,843,886	8,807,274	8,759,323	9,272,414	11,075,174
Annual growth	–	-21.18%	83.94%	28.69%	-0.54%	5.86%	19.44%
Year	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Annual vehicular VKT	47,517,018,446	48,747,671,295	46,885,189,059	48,104,160,356	48,851,861,430	49,773,941,925	50,433,965,313
Annual growth	–	2.59%	-3.82%	2.60%	1.55%	1.89%	1.33%

Source: Ride Report (2026), NZTA (2025b).

Figure 5.6 shows a time series of annual VKT with a focus on four centres. The impact of the COVID-19 pandemic on e-scooter usage can be observed in 2020. Annual VKT follows the distribution of average trips per day, showing growth in Auckland and Christchurch and fluctuations in Wellington over time.

Figure 5.6: Annual rental e-scooter VKT of Auckland, Christchurch, Hamilton and Wellington



Source: Ride Report (2026).

Table 5.3 presents VKT for cars and other modes across New Zealand and in Auckland on local roads, derived from NZTA data for comparison purposes. In Auckland, rental e-scooters account for approximately 0.06% of car VKT on local roads, an increase from 0.04% reported in 2024. In this table, annual e-scooter VKT has also been estimated using data from the HTS to provide an additional benchmark. This was done by using the total number of trips from each mode multiplied by the average distance of each trip. While these estimates should be interpreted with caution, the results indicate that e-scooter VKT is broadly consistent with Ride Report data, albeit slightly higher. This difference is expected, as privately owned devices are also captured in HTS estimates. Based on HTS data, e-scooter VKT is estimated to represent approximately 3.77% of total cycle VKT at the national level.

Table 5.3: Annual VKT compared across different modes

Region	Mode	Annual VKT	Source
New Zealand	Rental e-scooter	9,272,414 (2024) 11,075,174 (2025)	Ride Report ⁽¹⁾
	Car (local roads)	25,591,503,337 (2024–25)	NZTA Asset Use Data ⁽²⁾
	Cycling (estimated from HTS)	~376,400,000 (2024–25)	HTS ⁽³⁾
	E-scooter (estimated from HTS)	~14,191,000 (2024–25)	HTS ⁽³⁾
	Pedestrian (estimated from HTS)	~741,840,000 (2024–25)	HTS ⁽³⁾

Region	Mode	Annual VKT	Source
	Public transport (estimated from HTS)	~1,750,000,000 (2024–25)	HTS ⁽³⁾
Auckland	Rental e-scooter	3,723,000 (2024) 5,283,375 (2025)	Ride Report ⁽¹⁾
	Car (local roads)	8,532,172,000 (2024–25)	NZTA Asset Use Data ⁽²⁾

Source: ¹ Ride Report (2026), ² NZTA (2025b), ³ MoT (2025).

Ride Report provides data for many cities beyond New Zealand, including across Australia and the USA. One notable metric it reports is trips taken per day per 1,000 people in the city. A sample of cities from Ride Report are presented below in Table 5.4, indicating that this metric largely reflects the number of active vehicles deployed in each city.

Table 5.4: International Ride Report comparison in Q1 2025

City	Population	Trips per Day per 1,000 Residents	Vehicles per 1,000 Residents
Auckland, New Zealand	1,571,700	6.31	1.88
Brisbane, Australia	1,253,982	6.02	2.19
Sydney, Australia	5,312,000	3.03	1.47
Phoenix, Arizona	1,658,422	0.85	1.06
Boulder, Colorado	104,178	23.42	8.71

Source: Ride Report (2026).

5.5 Summary

Annual VKT closely follows trends in average trips per day, with Auckland continuing to record growth, Christchurch showing signs of slowing and Wellington trips fluctuating. Comparison across cities confirms that the length of the road network does not directly correlate with either total distance travelled or average trip length. While Wellington has one of the longer urban networks, its rental e-scooter usage is more closely aligned with population and activity levels than infrastructure extent. Average trip distance also varies by city size, with shorter trips observed in larger cities such as Auckland, and longer trips occurring in smaller centres like Whangārei. This suggests that rental e-scooters are predominantly used for short, local trips in dense urban contexts, reinforcing their role as a short-distance transport mode rather than one that scales with network length.

E-scooter usage as reported to Ride Report has grown steadily since 2020 (when the COVID-19 pandemic temporarily reduced demand). Growth in trips has been particularly dramatic in Auckland, which now dominates e-scooter use, at over three times the number of rental e-scooter trips than next nearest city, Christchurch.

In contrast, distance travelled per capita is highest in Christchurch and Wellington, at over 6 km per annum per resident, as compared with only 3 km per annum per resident in Auckland in 2025, reflecting the high number of short trips in Auckland.

Data on private e-scooters is a significant gap in the data series. Without this information, it is impossible to know whether the growth in private e-scooters (and potentially accidents) is matching the growth in rental devices. There is no data source available on this.

6. Safety

6.1 Data Sources

6.1.1 CAS

NZTA's Crash Analysis System (CAS) is a database comprised of crashes reported to the New Zealand police.

The database is challenging to extract data from in relation to e-scooter incidents in a number of ways:

- Crashes may be unreported unless attended by police.
- The reporting of non-vehicular crashes may be recorded inconsistently. Single vehicle crashes involving non-motorised vehicles, such as bicycles or e-scooters are often not recorded, so any single vehicle e-scooter crash (or a crash with a pedestrian or other non-motorised vehicle) is unlikely to be recorded.
- If recorded, crashes involving e-scooters may be classified under 'wheeled pedestrian' road user type, although this type may also include mobility scooters, wheelchairs and potentially push scooters, making it difficult and time consuming to identify e-scooter crashes specifically.
- There is no vehicle type 'e-scooter' in the CAS, though 'escooter', 'lime scooter' and 'scooter' are all listed as a 'make'. Searching for incidents involving e-scooters may require searching for e-scooter makes, including searching for 'scooters', 'electric scooters' and 'e scooters'. This will not be successful if the 'make' of the e-scooter or similar has not been entered into the CAS.

Interrogating the CAS demonstrated the limitations of the database for analysing e-scooter crashes. Different results occur depending on the variables selected. Searching the road user type 'wheeled pedestrian' for the time period 2019 to 2025 resulted in 10 fatal crashes, only one of which was actually on an e-scooter, the remainder being on mobility scooters. Similarly, searching for make 'escooter', 'lime scooter' and 'scooter' pulled up no fatal crashes for the same time period, and three non-injury crashes (NZTA 2026c). Since additional fatal and other e-scooter crashes have occurred in media reports in New Zealand in this time period, this database is clearly not representative of reality.

6.1.2 ACC

The ACC provides personal injury cover for all New Zealand's residents and visitors. As there are financial incentives to claiming under the ACC, any injury requiring medical attention is likely to be recorded through them, generating a rich data source. Data on new and active ACC claims can be accessed by request.

An information request was placed to the ACC, requesting as follows:

- number of new claims, number of active claims and active claim costs (excluding GST) for e-scooter injuries between 1 January 2017 and 31 December 2025 broken down by region
- number of new claims for e-scooter injuries with an accident date between 1 January 2017 and 31 December 2025, broken down by top 5 most common primary diagnoses and region
- number of new claims for e-scooter injuries with an accident date between 1 January 2017 and 31 December 2025, broken down by top 10 most common primary injury sites and region
- number of new claims for e-scooter injuries with an accident date between 1 January 2017 and 31 December 2025, broken down by region

- number of new claims for e-scooter injuries with an accident date between 1 January 2017 and 31 December 2025, broken down by gender and region
- number of new claims for e-scooter injuries with an accident date between 1 January 2017 and 31 December 2025, broken down by age and region.

The data supplied by the ACC forms the majority of the accident analysis in this report.

6.1.3 Reported Data for Councils

Council e-scooter contracts require reporting on accidents. The quality and nature of reporting is specified by councils in their codes of practice and/or by contractors. Some e-scooters are capable of automatically detecting and reporting crash type activity, or they may require users to report incidents. However, neither operators nor councils can be certain that all incidents or accidents are recorded or reported. In addition, not all councils may record the incidents or accidents in a reportable format.

On request, some data was provided by AC detailing their recorded incidents and accidents between 2019 and 2020. This is discussed below in Section 6.3.

6.1.4 Media Reporting

As discussed in Section 6.1.1, data on e-scooter crashes, even fatal crashes, are hard to find. Grey literature is the only consistent source of fatal e-scooter crash reporting, though searching requires multiple search commands to capture as many incidents as possible, and may not be comprehensive. This allows for statistics to vary on the exact number. This data source is unlikely to be reliable for less serious crashes which may not be reported in the media.

Table 6.1 shows fatal crashes from an internet search for articles reporting fatal e-scooter crashes in New Zealand. A total of eight crashes were found in the search.

Table 6.1: Fatal e-scooter crashes in New Zealand identified from media reports

Year	Month	Location	Non-E-Scooter Vehicles involved
2026	June	Christchurch	No
2026	January	Addington	Freight Train
2026	February	Twizel	No
2024	January	Auckland	No
2024	June	Christchurch	No
2023	August	Christchurch	Van
2021	March	Auckland	No
2019	September	Auckland	No

Source: 1News (2024; 2026), Otago Daily Times Online News (2026), NZ Herald (2026), RNZ (2024) Naish (2024), Redstall (2023), Clent (2019).

As discussed, NZTA’s CAS system reports on vehicle crashes. Because e-scooters are technically not vehicles, crashes where only an e-scooter is involved are often not reported. As most of the fatal crashes detailed above are single e-scooter crashes, they do not appear in the CAS.

Of the identified crashes, only the fatal collision with a van in 2023 occurs in the CAS. This crash was recorded as a single vehicle crash with a wheeled pedestrian. The 2026 collision with a freight train does not occur in the CAS at time of writing.

6.2 ACC Data

6.2.1 Data Limitations

The ACC data used in this report looks at both new and active claims where the casualty reported that the incident involved an e-scooter. It is unclear whether these claims relate to e-scooter riders, or those encountering an e-scooter rider or parked device, since any mention of e-scooter on the claim form would be picked up in this search.

New claims use the date the claim was filed, whereas active claims are counted when payment is received, meaning some claims can be active over a long period of time.

6.2.2 Personal and Rental Devices

The ACC data does not differentiate between rental and personal e-scooters. Ride Report (2026) shows an increase in both rental and personal e-scooter use over the seven years of data collected. The NZTA Micromobility Monitor indicates that 25% of those who can access an e-scooter own an operational device, and that the number owning a working device is significantly higher than the previous year (NZTA 2025a).

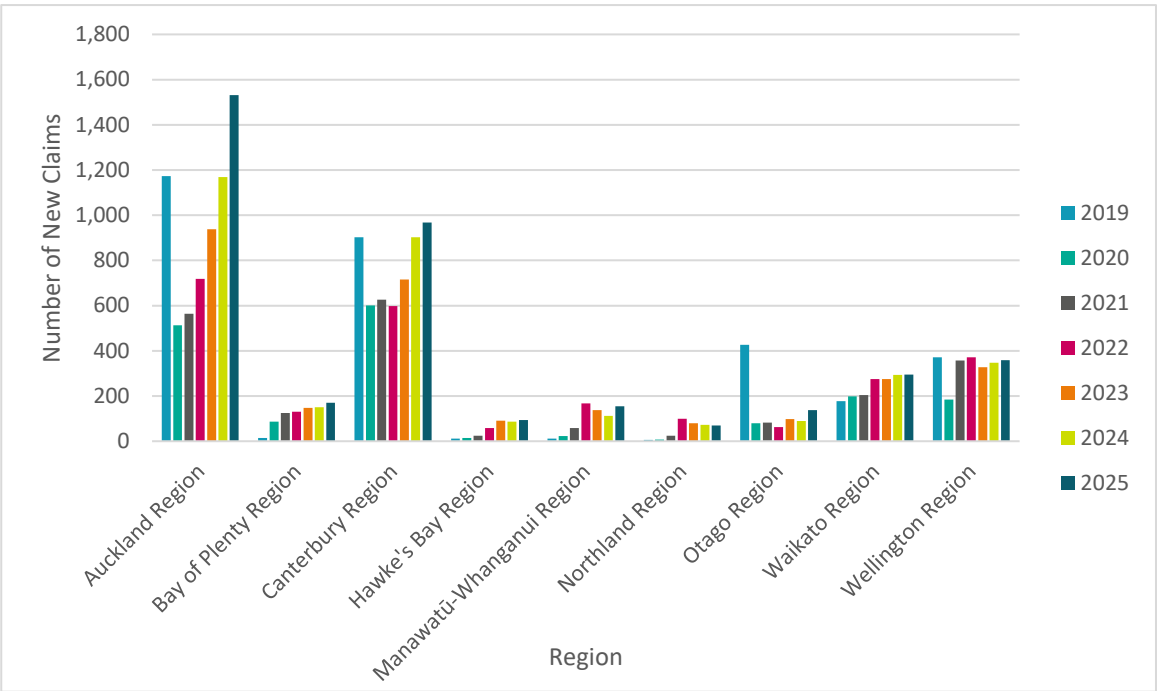
There is no data that reports the absolute ownership of personal e-scooters in New Zealand. Statistics New Zealand (2026) reports on imports of devices, but e-scooters are classified under both motorcycles and toy categories, and it is not possible to disaggregate the data to identify total imports.

Since the true proportion of private e-scooter use against rental use is unknown, it is not possible to directly correlate ACC claims with rental use. This analysis uses Ride Report (2026) rental e-scooter data to compare against the ACC (2026) claims data, with the caveat that a proportion of the ACC claims would be attributable to privately owned devices.

6.2.3 Regional Claims

ACC claims data for e-scooters across New Zealand broadly follows population trends, with Auckland, Christchurch, Wellington and the Waikato regions having the highest proportion of claims per year (Figure 6.1). Appendix C provides a summary of population by region for comparison, which illustrates that the four biggest regions by population also have the most claims.

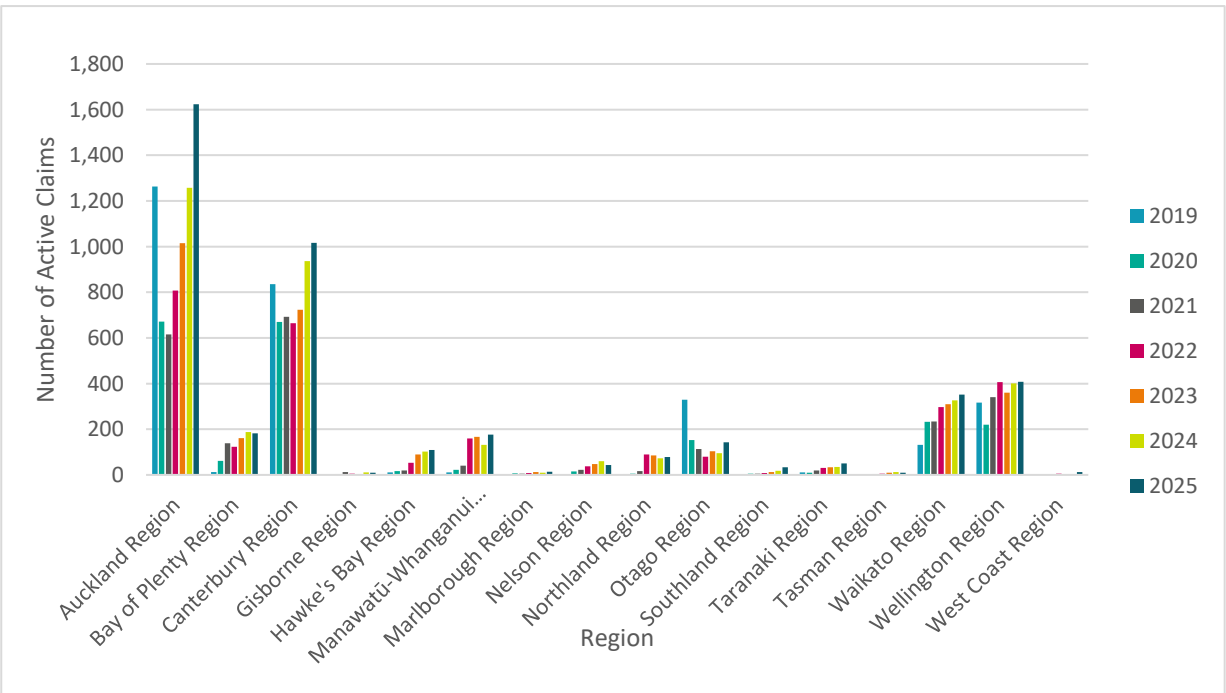
Figure 6.1: Number of new claims by region



Source: ACC (2026).

There is an overall increase in the number of active claims from 2019 to 2025 for most regions across the country (Figure 6.2).

Figure 6.2: Number of active claims by region



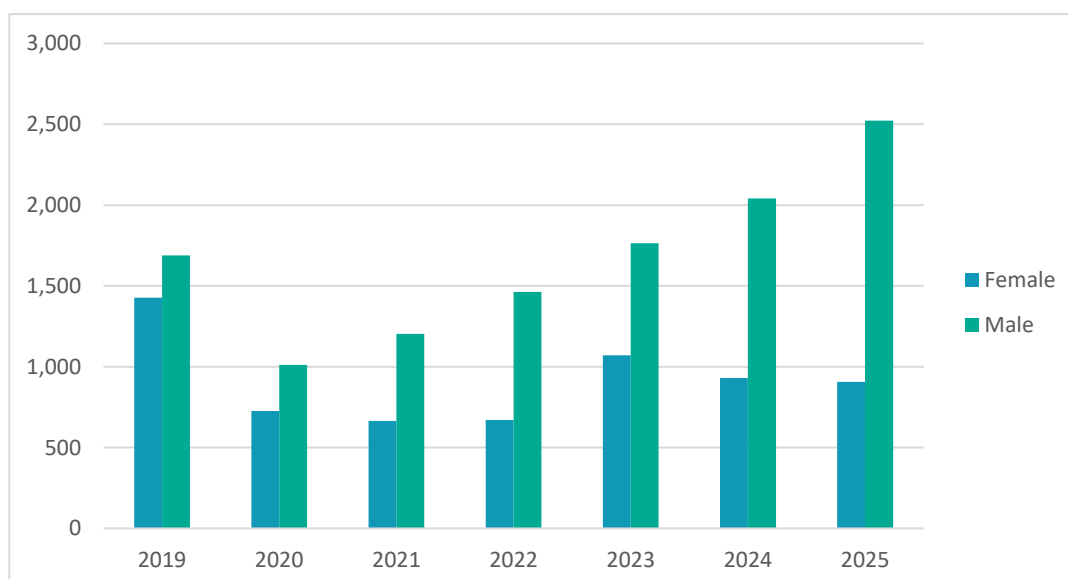
Source: ACC (2026).

6.2.4 Gender

There have consistently been fewer claims made by females than males. Figure 6.3 indicates that while the total number of claims made by females does not appear to have grown since 2023 and has stabilised at around 900 per year, the number of claims made by males has grown year on year since 2020, from around 1,000 claims in 2020 to over 2,500 in 2025, a growth of 150%. In 2025, 74% of claims were from males.

A paper by e-scooter operator Neuron (2024) identified that 37% of their riders in New Zealand were female, which, if extrapolated across the country would suggest that the gender imbalance in claims broadly reflects usage. However, NZTA recorded a sample of 431 users, of which 54% were male (2025a). Of this sample, 52% of e-scooter riders reported experiencing a crash or near miss in the last year, compared to 35% of female e-scooter riders. So, while usage between genders may be similar, the increased reported crash occurrence for males more closely aligns with the claims data, showing that males make significantly more claims for e-scooter injuries than females.

Figure 6.3: Number of new claims for e-scooter injuries, female vs. male

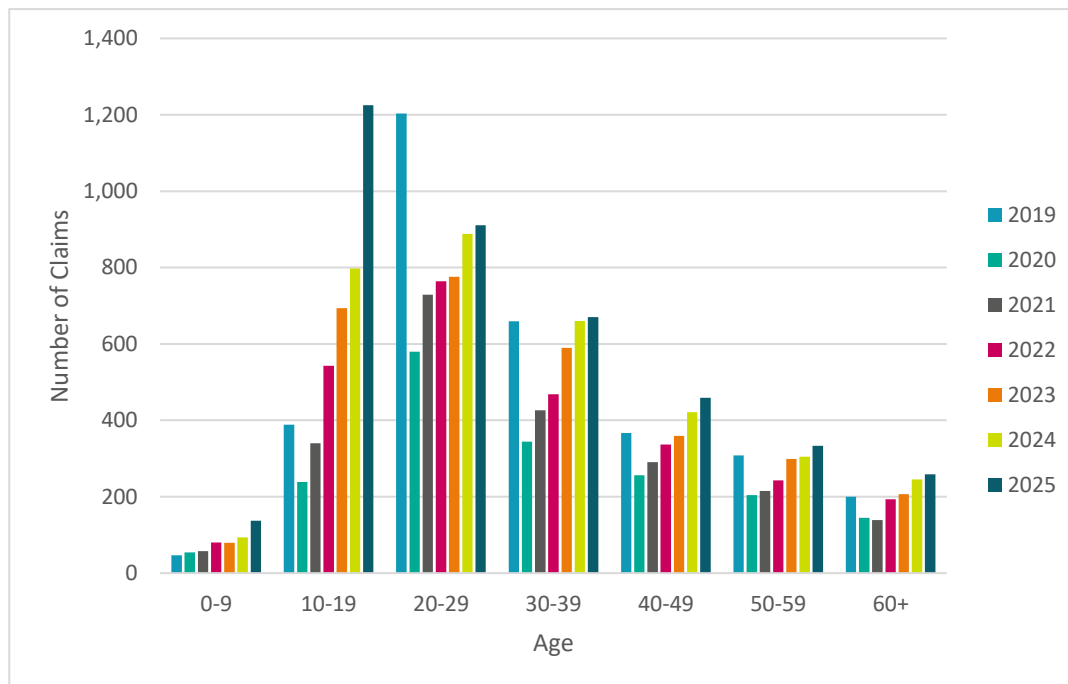


Source: ACC (2026).

6.2.5 Age

The age distribution of claimants is skewed towards younger riders in the 10–19 and 20–29 age brackets. Figure 6.4 shows that the age distribution of riders aligns with the demographic breakdown illustrated by Neuron (2024) which demonstrated that the majority of riders in New Zealand were aged 34 or younger.

Figure 6.4: Number of new claims by age

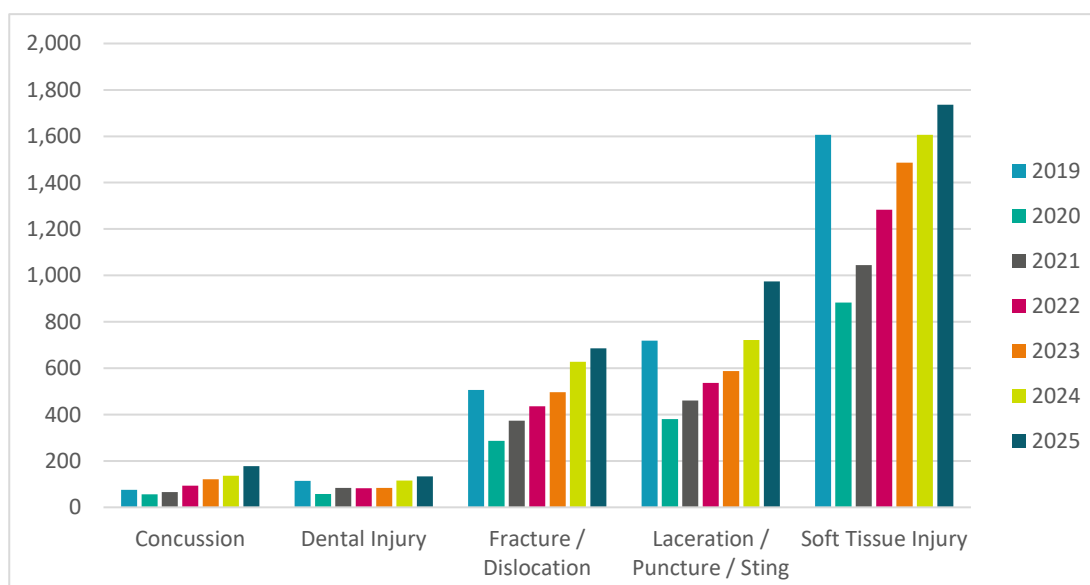


Source: ACC (2026).

6.2.6 Diagnoses

Of the number of new e-scooter injury claims, the top five most prevalent injury diagnoses are presented in Figure 6.5. All five injury types show an increase in diagnoses over seven years. 2019 shows high numbers of fracture / dislocation, laceration / puncture / sting and soft tissue injuries which rapidly declined in 2020 (noting this was a COVID year). From 2020 to 2025 there is a steady increase in number of diagnoses which is reflected in total number of new claims.

Figure 6.5: Number of e-scooter injury diagnoses from 2019 to 2025



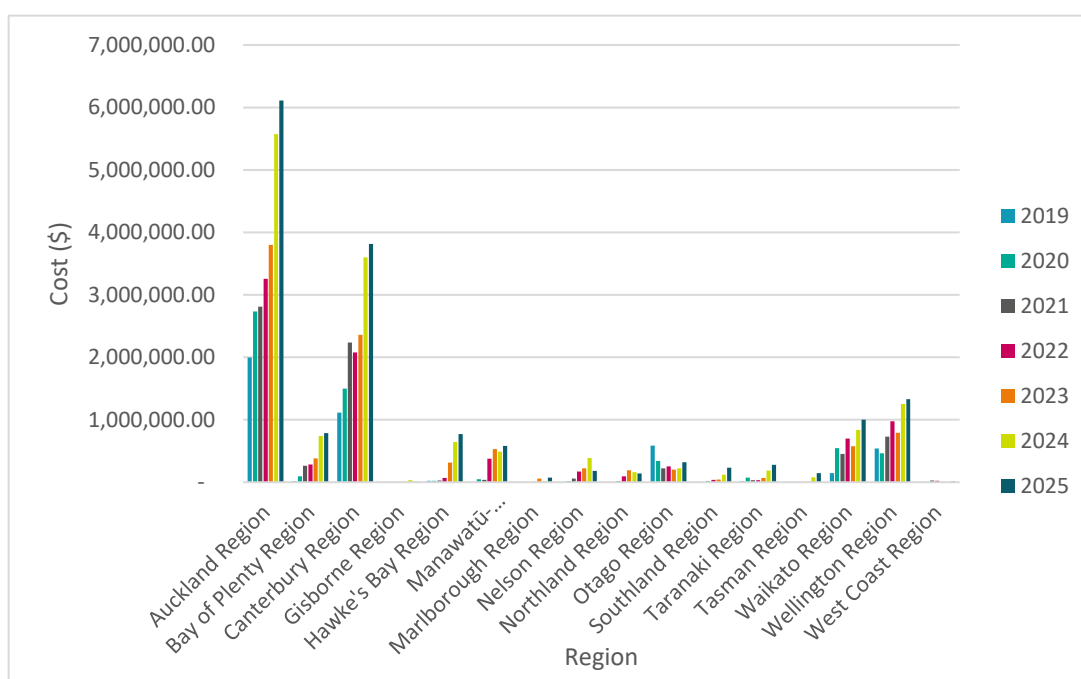
Source: ACC (2026).

6.2.7 Active Claim Cost

The cost of active claims may indicate a higher medical cost base, more crashes or the severity of e-scooter crashes, since more significant injuries would incur higher treatment costs. Costs have been steadily increasing since 2019. There was a notable rapid increase in cost of active e-scooter related claims in 2024, shown in Figure 6.6. The number of active claims (Figure 6.2) also shows a rapid increase in 2024 for the Auckland and Canterbury regions, while other regions such as Wellington and Waikato show a smaller increase more in line with longer term trends. However, the cost of active claims increases sharply for most regions in 2024.

It is noteworthy that in addition to the increased active claims, inflation in New Zealand reached a 30-year high in 2023–24 which may explain this leap (Reserve Bank of New Zealand 2026).

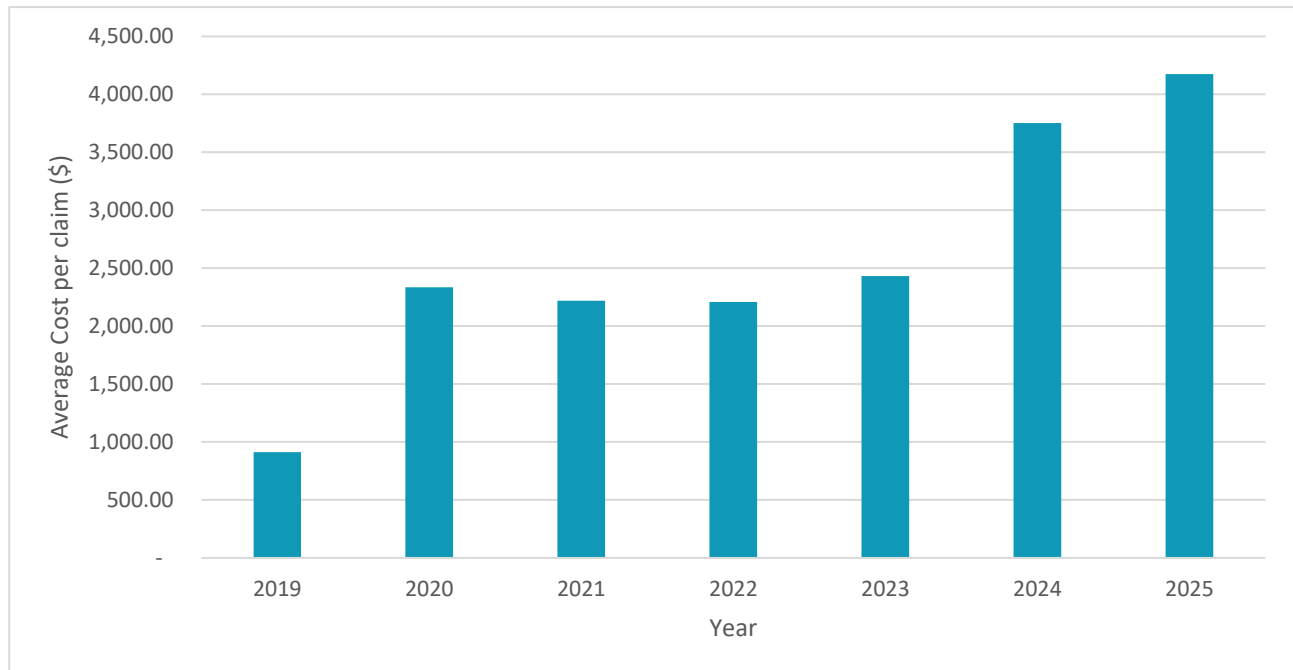
Figure 6.6: Cost of active claims by region



Source: ACC (2026).

When investigating average cost per claim, Figure 6.7 shows a rapid cost increase for e-scooter-related injury claims between 2023 and 2024. This suggests either the costs for treatment, the complexity of injuries or both, increased rapidly at this time, and aligns with the jump in cost of active claims observed in Figure 6.6.

Figure 6.7: Average cost per claim (2019 to 2025)

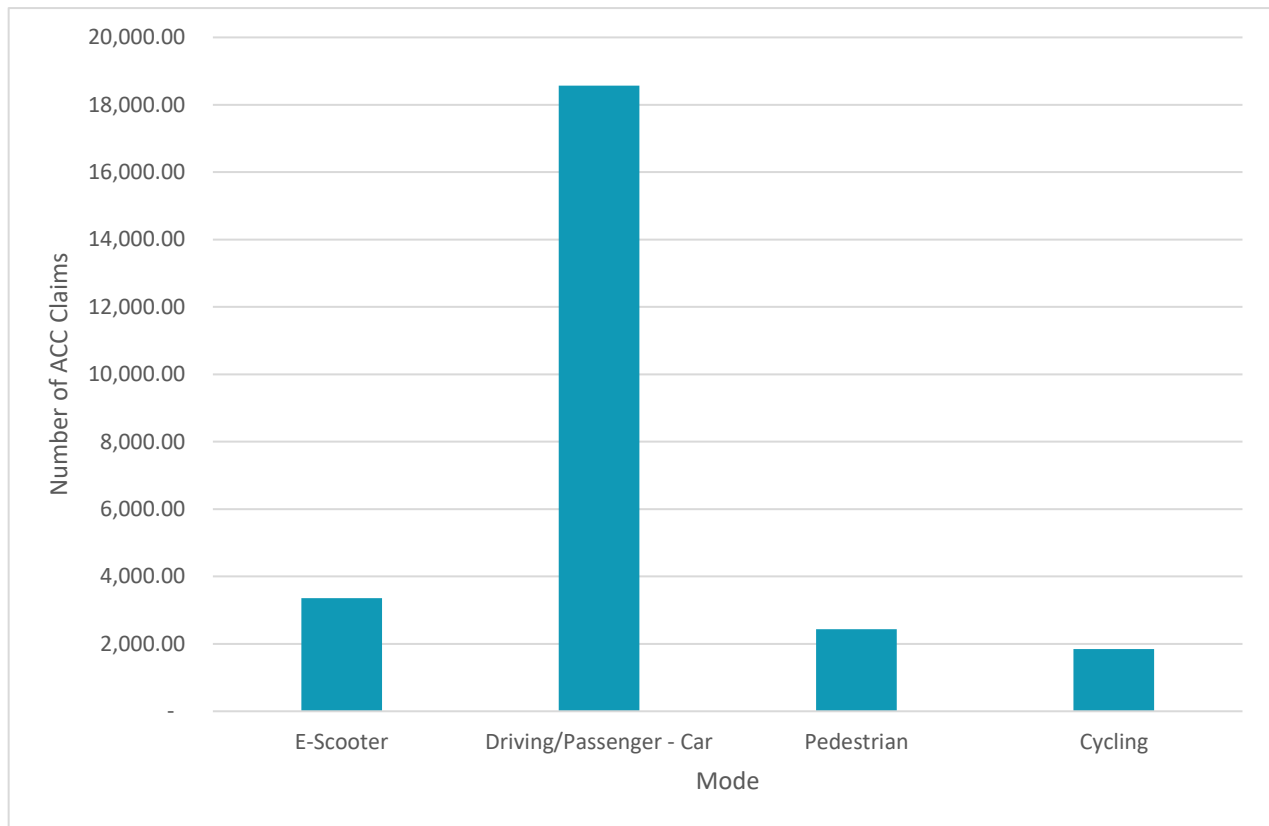


Source: ACC (2026).

6.2.8 ACC Claims by Mode

A separate data request was made in 2025 for number of new claims for road injuries between 2015 and 2024 across a range of modes (ACC 2025). Figure 6.8 shows this road injury claim data for the year 2024 alongside the e-scooter ACC data request made in 2026 for this report. Car road injuries have significantly more claims than the other modes, however there appear to be more e-scooter claims than for pedestrians and cycling.

Figure 6.8: ACC claims by mode 2024



Source: ACC (2025; 2026).

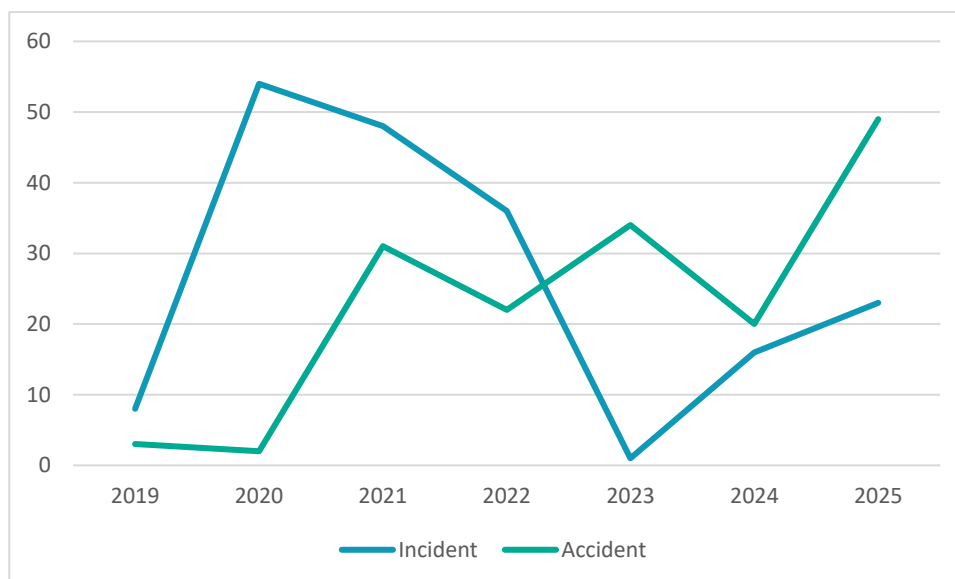
6.3 Auckland Council Operator Incidents and Accidents

Data was provided by AC, which shows incidents and accidents reported to them since 2019 from e-scooter operators.

AC requires consolidated reporting of incidents and accidents in Auckland on a weekly basis. An accident is defined as an 'unplanned or uncontrolled event that results in injury or death, or loss/damage of property', whereas an incident is defined as 'any occurrence, other than an accident, that is associated with the operation of a micromobility device and affects, or could affect, the safety of the user or any other person' (AC n.d. c 2025).

Figure 6.9 illustrates the recorded data from 2019 to 2022. During this period, incidents outnumbered accidents, after which it appears that the revised Code of Practice (Version One) clarified the definition of incidents and accidents more clearly, and accidents started to outnumber incidents.

Figure 6.9: Recorded rental e-scooter incidents and accidents - Auckland 2019 to 2025



Source: AC (2026).

When compared with the ACC claims data, it is clear that the recorded rental e-scooter incident and accident data for Auckland represents only a small proportion of the ACC e-scooter claims. Table 6.2 shows that the recorded incidents and accidents combined only represent between 1–14% of Auckland ACC claims.

Table 6.2: Comparison of AC reported incidents and accidents with ACC claims

Year	Auckland ACC claims	Auckland Council recorded incidents and accidents	Auckland Council % ACC claims represented
2019	1,173	11	1
2020	513	56	11
2021	564	79	14
2022	718	58	8
2023	937	35	4
2024	1,168	36	3
2025	1,013	72	7

Source: AC (2026), ACC (2026).

The reason for this discrepancy is unclear. It is possible that a significant portion of ACC claims were from privately owned devices, although a 2021 study carried out an observational survey into the number of privately owned and rental e-scooters in several locations, which showed that of those which could be positively identified, approximately 55% were rented. The study also included a survey which demonstrated that in Auckland, rental e-scooters were more likely to be involved in crashes than private devices (Martin et al. 2021).

Another possibility is that not all the incidents and accidents occurring on rental e-scooters are being reported by users or recorded by the operators. As noted in Section 4.8 there is no way for councils to verify that all incidents and accidents are being recorded. This data suggests significant underreporting.

6.4 Safety Trends Relating to Use

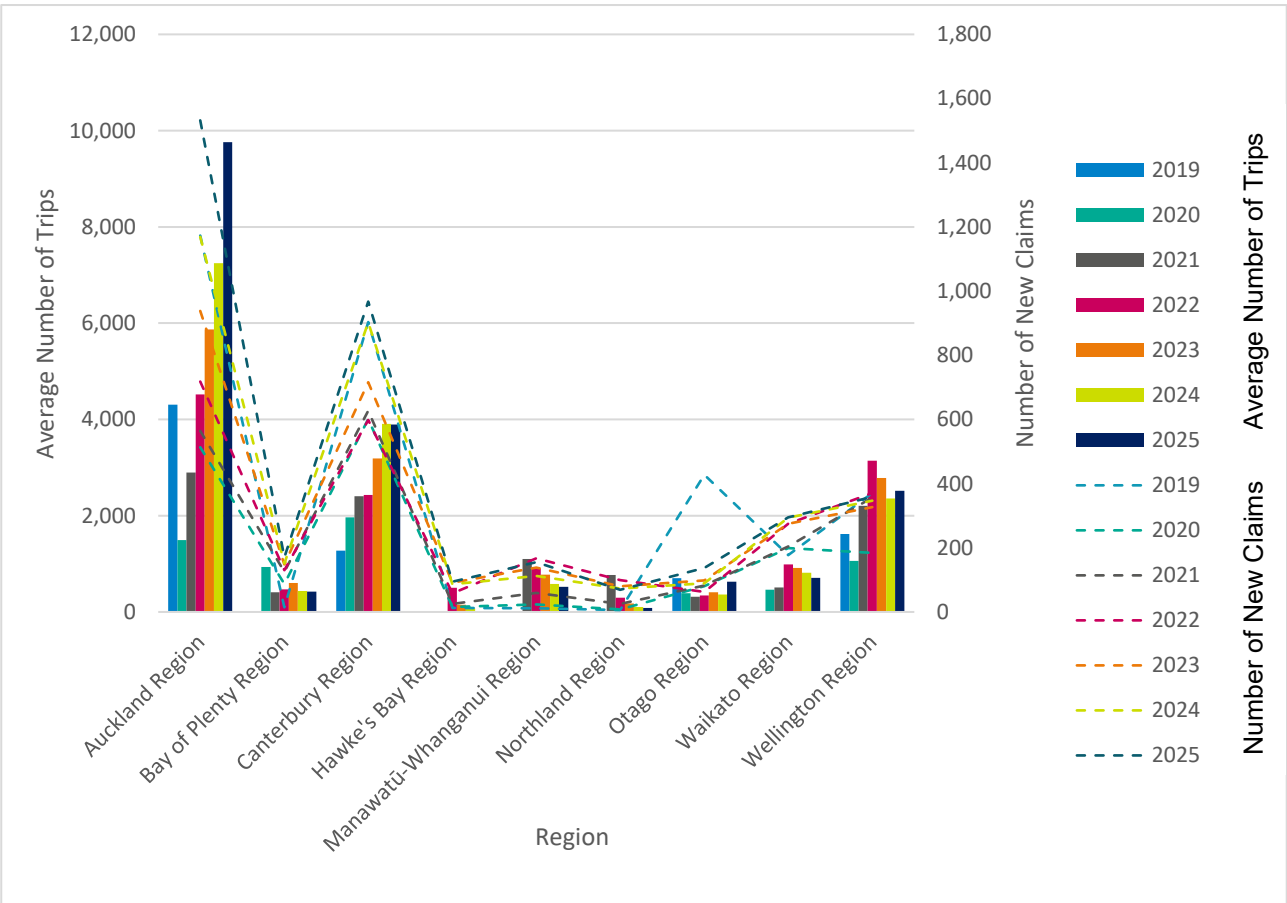
Most cities/ regions in New Zealand show a flattening or decreasing trend in rental e-scooter use, although the growth in the number of users in Auckland tends to dominate results.

The cost of active claims has also been steadily increasing with a sharp rise from 2023 to 2024.

6.4.1 Regional Trends

The growth in e-scooter use in Auckland is reflected in the magnitude of new claims. Ride Report data has been aggregated into regions as shown below in Figure 6.10 for comparison against the ACC data for new claims by region (shown in Figure 6.1).

Figure 6.10: Average number of trips per day by number of new claims



Source: Ride Report (2026), ACC (2026).

In the Auckland region both trips and claims have been rising steeply. In the Christchurch region, the growth in trips and claims seem to have slowed in 2024 and 2025. Most other regions show either a plateau or decrease in the average number of trips, and a slight increase in the number of new claims.

Table 6.3 and Table 6.4 demonstrate the higher use of rental e-scooters in Wellington compared with the Waikato region, despite similar numbers of active claims. This difference may reflect a higher ownership and use of private devices in Waikato resulting in a significant difference in safety outcomes.

Table 6.3: Number of active claims for the Waikato and Wellington Regions

	2019	2020	2021	2022	2023	2024	2025
Waikato Region	131	232	234	297	309	326	352
Wellington Region	317	220	341	407	360	401	408

Source: ACC (2026).

Table 6.4: Total distance travelled per year for the Waikato and Wellington Regions

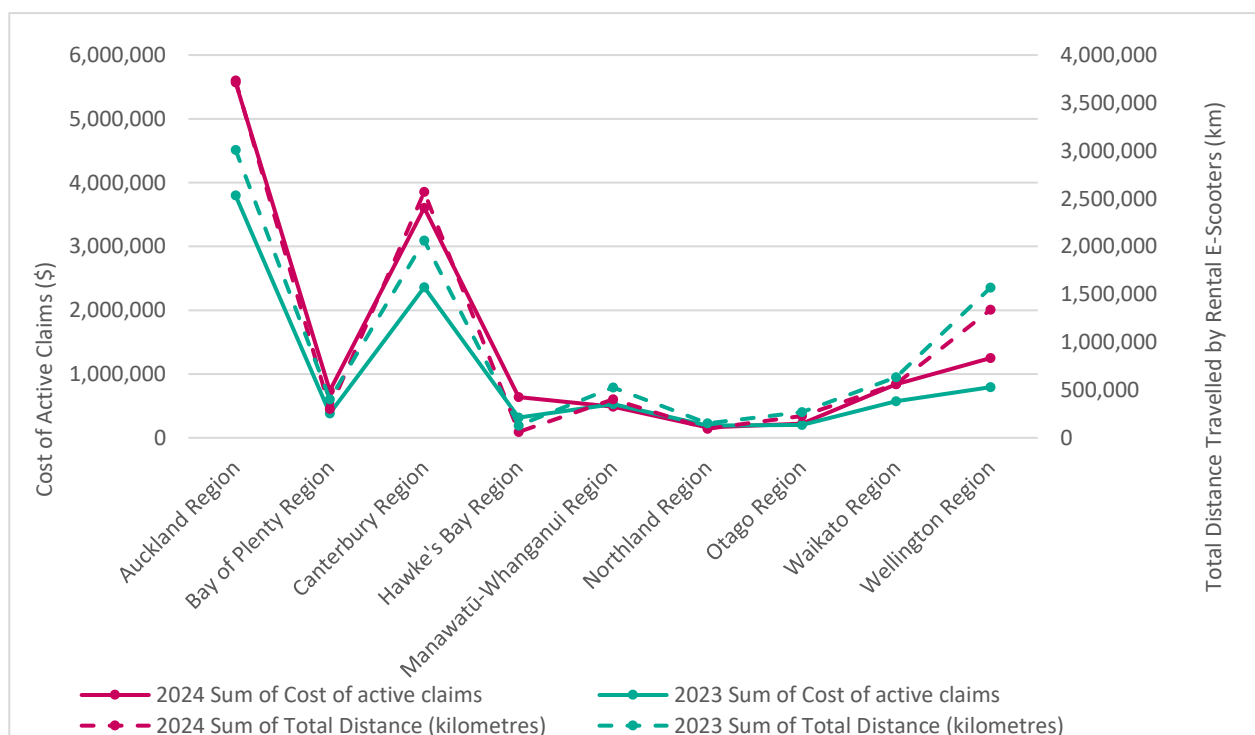
	2019	2020	2021	2022	2023	2024	2025
Waikato Region	–	40,073	345,848	560,535	511,450	484,413	486,666
Wellington Region	420,400	888,800	1,285,900	1,751,500	1,570,600	1,337,400	1,416,000

Source: Ride Report (2026).

6.4.2 Cost of Claims vs Distance Travelled

Figure 6.11 illustrates the relationship between the cost of active e-scooter claims and total distance travelled by rental e-scooters in 2023 and 2024.

Figure 6.11: Total distance travelled vs total cost of active claims 2023 and 2024



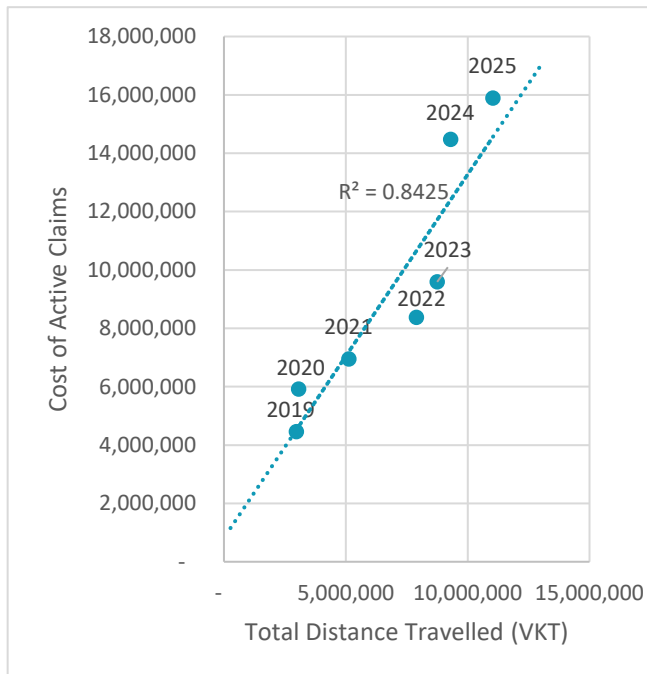
Source: ACC (2026) and Ride Report (2026).

The increase in the cost of active claims in 2024 does not directly relate to ridership of rental e-scooters. Figure 6.12 and Figure 6.13 show that when cost and active claims increase, the total distance travelled or average number of trips does not correlate linearly. This is shown by 2024 being much higher than 2023 on the y-axis, but not much further along on the x-axis. As discussed in Section 6.2.7, this leap is likely to partially relate to underlying inflation.

However, overall, the relationship between total rental e-scooter distance travelled and cost of active claims, as well as average number of rental e-scooter trips and cost per active claim, are both strong and positive.

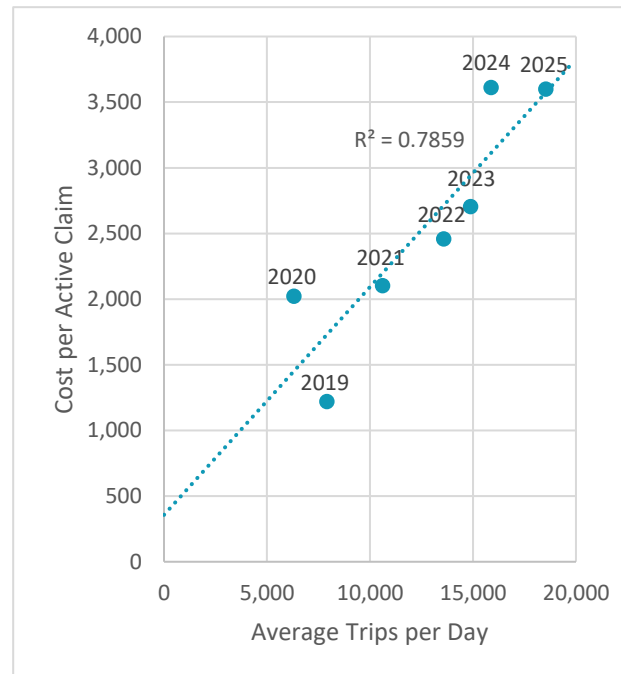
This is reiterated by coefficient of variation (R^2) values of around 0.8, indicating a strong correlation between the datasets.

Figure 6.12: Total distance travelled by cost of active claims



Source: ACC (2026), Ride Report (2026).

Figure 6.13: Average trips per day by cost per active claim



Source: ACC (2026), Ride Report (2026).

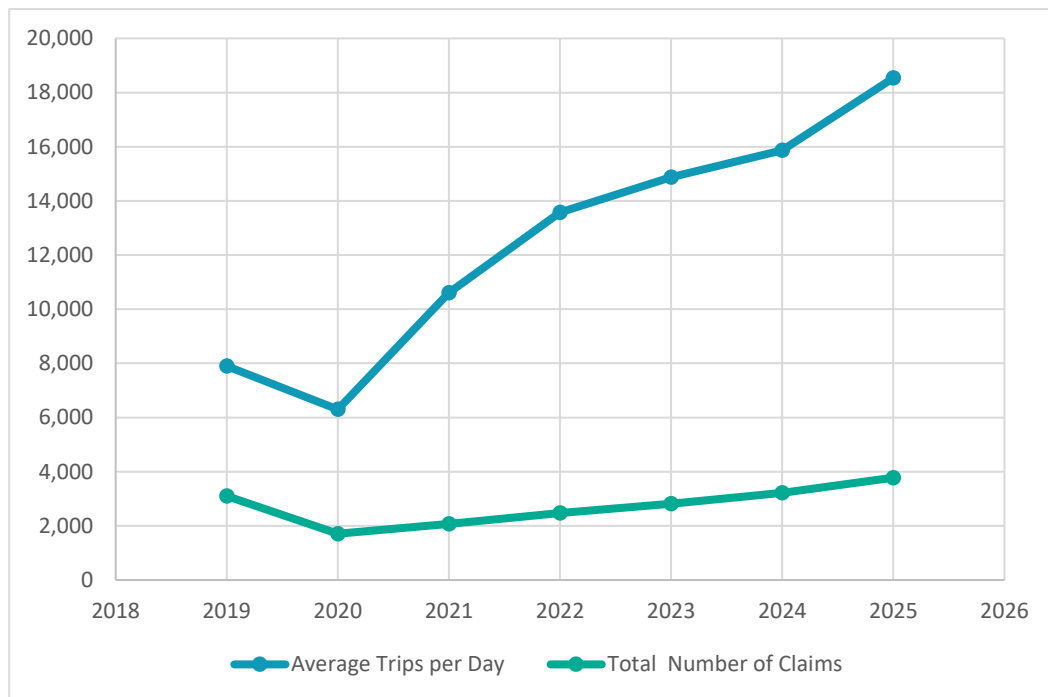
Changing the 2024 value in Figure 6.12 to reflect VKT as estimated from the HTS (Table 5.2) results in minimal change to the coefficient of determination ($R^2 = 0.8619$). However, if VKT were consistently estimated for each year using HTS data, it is likely that the R^2 value would increase. This is because such estimates would capture a greater share of total travel activity, including both privately owned and rental devices, resulting in higher and more representative VKT figures. In turn, this would be expected to strengthen the observed relationship between the cost of active claims and VKT.

6.4.3 Trips vs Total Claims

If the average number of trips per day is compared with the total number of claims, it is evident that the relationship is not linear. Figure 6.14 shows that while the average number of rental e-scooter trips in Ride Report (2026) have increased by 135% since 2019, the total number of claims has increased by only 22%.

A Welch's t-test (comparing two samples from populations of unequal variance) shows that the growth in rental e-scooter trips up to 2025 has been significantly greater than the increase in claims since 2019. A p value of 0.006 is recorded showing minimal likelihood that the difference between the two samples occurred coincidentally. However, year-to-year comparisons reveal that the differences in the rates of change each year between average trip counts and total claims are not consistently statistically significant.

Figure 6.14: Comparison of average trips per day (NZ) vs total number of claims



Source: ACC (2026), Ride Report (2026).

In addition, as noted above, the average trips per day does not include trips on private devices, ownership of which is known to be growing, whereas the total number of claims would represent both rental and private devices. Therefore, as the total number of trips is even higher than depicted, it is clear that the growth in claims is not increasing at the same rate as growth in trips.

While the increase in use of rental e-scooters appears to be related to the number of claims, the relationship is not direct. Trips are growing at a much faster rate than claims. Potential reasons for this are:

- a reduced number of crashes
- improved safety outcomes where a crash does not result in injury
- a significant and growing discrepancy in the number of claims being recorded.

6.5 Summary

The time series of crashes reported to the ACC demonstrates an upward trajectory in e-scooter crashes. The cost of ACC claims has also risen sharply since 2004, which suggests either the nature or complexity of crashes or the cost of treatment has increased sharply.

The growth in crash figures is, however, outpaced by the trip growth demonstrated by Ride Report (2026). Even if there is substantial growth in private devices in addition to rental devices, the trends suggests that crashes are becoming less common over time relative to the mode popularity, indicating that the measures in place are effective at controlling some of the safety concerns. However, the lack of data on private ownership of devices means that it is impossible to be clear on the volume of any underreporting of crashes and the relationship with usage.

7. Conclusions and Recommendations

7.1 Trends over time

7.1.1 E-Scooter Usage

Data on rental device deployment and use indicates that rental e-scooter usage is rapidly growing. The lack of data on private ownership or importation of devices limits firm conclusions, but all indicators show that use of e-scooters as a mode of transportation is becoming a fixture. In terms of usage, rental e-scooter use seems to be more closely aligned with population and device deployment figures than length of street network. Average trip distance also potentially varies by city size, with much shorter trips observed in larger cities such as Auckland than in smaller centres with fewer devices deployed.

Where freely available, rental e-scooters are predominantly used for short, local trips in dense urban contexts, reinforcing their role as a short-distance transport mode.

7.1.2 Are E-Scooters Becoming More or Less Safe?

Data on safety outcomes associated with e-scooters is limited. There is no e-scooter category in the CAS, and records of fatal crashes are not being kept. Nonetheless, over time, the data suggests that the growth in injury crashes is not keeping pace with the growth in use of rental devices. Even though private device use is unknown, if additional private trips are included, it makes the case stronger that as a travel mode, safety outcomes are improving.

It is undoubtedly true that the contractual requirements for use have contributed to some of the measures in place to prevent crashes and incidents and minimise the severity of outcomes. However, there is no consistency within the country and no ability for councils to enforce any rules which they wish to impose on operators. Some of the most common concerns councils have observed relate to safe parking of devices and their particular impact on vulnerable user groups, such as the mobility and visually impaired, yet these are not concerns which are captured in any reliable safety data source.

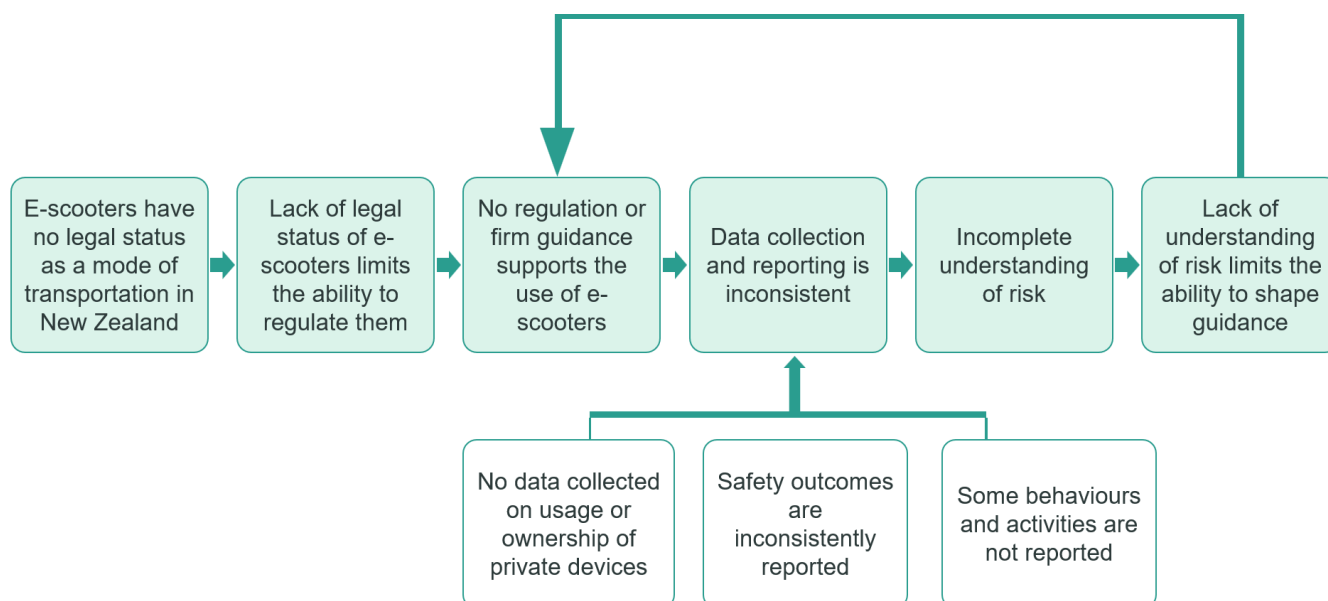
Ultimately, without a legal framework to support regulations, the only tool available to councils is not to grant a rental e-scooter contract or to cancel them entirely if operators fail to comply with terms and conditions.

Councils felt that e-scooters appeared overnight and struggled initially to regulate them. Despite improvements over time, this struggle is ongoing in the absence of national level guidance, particularly in the absence of legal frameworks. Councils have expressed frustration over this. In Australia, there is an ability to enforce and control rules around e-scooters as they are recognised as a vehicle. Without similar powers, New Zealand councils will never be able to control the e-scooter behaviour in the way in which they aspire to. Even with these powers, Australian jurisdictions have noted a failure to comply with certain rules.

7.1.3 Key Insights

There is a vicious cycle resulting from the lack of legal status of e-scooters in New Zealand which means that there is no requirement for reporting, or clear identification or recording of safety outcomes. This in turn means that there is an incomplete understanding of risk, making it difficult to form guidance. This relationship is illustrated in Figure 7.1.

Figure 7.1: The paradox of incomplete understanding of risk



In addition to the lack of guidance, there is a little understanding about the significance of wider issues such as nuisance and impacts on the mobility impaired as a result of rental device parking. These issues are not captured or reflected in safety statistics, yet dominate complaints to councils, potentially overshadowing real safety concerns.

Nonetheless, despite the lack of data, there is a clear trend indicating significant growth in this transportation mode. The growth in serious harm incidents is also slower than the growth in usage. This suggests a 'bedding in' of the transportation mode resulting in improving safety outcomes, potentially reflecting improved management.

There are significant concerns about rental devices and the inability of councils to control human behaviour yet given the lack of legal status of e-scooters, there are elements of control over rental devices which cannot be given to private devices. If there were no rental devices, it is possible that there would be more private devices with less ability to control speed and behaviour. There is also an opportunity to gather better data through automated reporting.

7.2 Overall Conclusions

E-scooters exist in an uncomfortable halfway place between pedestrian and vehicle. There is ongoing investment to move cyclists away from this grey area through new infrastructure development, which highlights the difficulty of existing in this space. The question is whether e-scooters should be treated as vehicles, cyclists, pedestrians or as their own mode. Currently, they are largely ignored. Recognition of e-scooters as a mode of transportation in their own right would enable targeted measures to address concerns.

Underreporting is a significant issue in this analysis. The ACC data supplied by operators demonstrates significant underreporting relative to the number of ACC claims, let alone less serious incidents. The ACC claims data, though rich, only represents those accidents which were serious enough to result in a claim, while fatal accidents do not result in ACC claims. There is no e-scooter category in the CAS and e-scooter crashes do not appear to be consistently recorded. Significantly, there is no reliable record of fatal accidents.

Ultimately, the fact that reported e-scooter claims are growing at a lower rate than rental usage suggests that the mode of transport has gradually improving safety outcomes. Despite this positive finding, this does not negate ongoing concerns around the management of devices and behaviour of users. Because e-scooters are not recognised and regulated as a vehicle, councils have a limited ability to regulate or control their use. While not safety concerns necessarily, the inability to control behaviours which operators and councils attempt to prevent will be an ongoing concern.

7.3 Recommendations

Based on this piece of research four key recommendations are suggested.

1. Review the legal framework around e-scooters with a goal of recognising them as a vehicle. This would enable:
 - a. e-scooters to be recognised as a mode of transportation
 - b. clearly targeted measures to address safety concerns specific to the mode to be applied.
2. Achieve consistency of management through national-level guidance on the regulation of rental devices to support council implementation. This should include:
 - a. device specification (eg, GPS capability, features such as lights)
 - b. reporting consistency
 - c. age, intoxication and tandem riding restrictions
 - d. speed of devices
 - e. helmet provision
 - f. how to manage parking
 - g. greater emphasis on usage and reporting of automatic alerts from devices themselves.
3. Conduct further research into private e-scooter ownership and use.
4. Support the development of infrastructure to assist with concerns over conflicts with other road users. Measures for councils to consider could include development of designated parking or usage areas, and automated monitoring and reporting of accidents.

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Appendix A Interview Notes with NZ Councils

A.1 Christchurch

	30 October 2025
Roles and responsibilities	Management of E-scooters including the change of operators and rewritten licence was a Council responsibility. Took approximately one year to work through licence changes.
Operators	Originally Neuron and Lime were the operators. Christchurch currently going through procurement. Aria and Lime are the new operators coming.
How were contracts formed?	Christchurch City Council (CCC) tried to find out information from others, such as Australia and Auckland. Did not have specific parameters for KPIs and licences. They did look at other councils and as a result added in details such as on helmets and multi-directional impact protection system (MIPS). Changed terms as required. Parliamentary inquiries in Australia provided some shared learnings.
Contract principles	CCC is generally aiming for minimal supervision and collaborative relationships with contractors. Has learned about hazards associated with e-scooters, such as parked vehicles and tandem riding. Has tried to raise the bar for safety.
Were you able to refer to guidance?	Draft Micromobility Guide was issued by NZTA c 2024. 'Regulating Shared Mobility in NZ' – in draft only.
History of operations	Licences were originally issued in 2018, possibly as a trial. Current contract is 3 years + 2 years right of renewal from 2025. Licences have got longer over time.
Reporting requirements	Councillors have asked for more information, so now there are more reporting requirements. Requiring both monthly and quarterly reporting
Safety reporting	Any crashes recorded need to be reported. The e-scooter itself can also record a violent stop. Nuisance devices and nuisance reporting also included. No requirement for ACC reporting, but serious incidents need to be reported. Unclear whether serious incidents are being reported or not.
Example reporting	A recent car vs e-scooter incident was self-reported by Lime, Lime says they will investigate further. Council doesn't generally hear anything else after this report.
Franchisee performance	Franchisees are meeting the minimum reporting requirements, but ACC asked for improved reporting and require the onus to be on the operator.
Safety improvements	Have geofenced to drop speeds and exclude rental devices from parking in some places. Geofencing is ad hoc by operators. Aiming for MIPS as standard, but still no requirement to use helmets.
Councillor requests	Councillors want information. CCC are still trusting operators to provide information. Need businesses to demonstrate they are compliant. How are businesses able to show they are managing behaviour? Councillors find it difficult to defend e-scooter behaviour.
Police involvement	No support from police. In Victoria/Qld police have been most effective in curbing poor behaviour, but e-scooters not allowed on footpaths in Victoria so can be stopped. Very little police can do as e-scooters are considered a pedestrian.
Aspirations	Initiated stronger contracts and had hopes for improved safety.

A.2 Wellington

	27 January 2026
History of Micromobility	It was a trial originally.
Generally do you consider rental e-scooters to be successful in Wellington?	Depends on success metric. Being utilised. Serve a specific audience. Not for everyone. Mistake to think they could be. Still learning High utilisation of devices. And high utilisation compared to negative feedback.
Did you have any available data on safety which was supplied to Councillors before their decision making?	Prior to most recent decision (Apr 2024) – substantial report prepared. Decision was to increase the cap. No substantive questions.
Is there another approval point before the next contract being let?	April 2024 paper allowed for licenses for up to 5 years permitted. Whole country had a situation with Beam – received legal advice to cancel.
Did these requirements change when franchises were renewed, and if so, why?	No big changes for this licensing period. Made speed limit cap more overt, (was always in existence). Parks and reserves (eg, Waitangi Park) were brought into contract. There are requirements to contact similar stakeholders, similar reporting requirements. Licensed agreements are under trading and public places policy which refers to code of practice. Code of practice is now version 8 or 9. Small constant evolutions through learnings since 2019. Not really. Looking at what other councils are doing. Good level of community practice and engagement.
Any guidance on contracts?	Should see some similarities. No national level guidance initially. Councils had to fill in the gaps, took a little while for that to filter down.
Is there any data which is available from the franchisees which is shareable?	This is not published in a standard way. There are reporting requirements. Ride Report was publicly funded but not anymore. Councils were using their own contracts to fund Ride Report. Then NZTA funded it throughout the whole country. But funding ceased under the last government. Now up to councils to fund – fees offset to fund this.
What are the biggest ongoing safety concerns with the e-scooter contracts?	Nothing in Wellington that's not within an acceptable level of risk. Every mode of transport has a degree of risk. Trying to manage that as well as possible within the parameters of the device, and accepting human behaviour. No specific alarm bells. Can go fast but not required to wear a helmet. There is a human behavioural element. Human roles. Technology of slowing down and no riding areas. Have a role in ensuring operators have the appropriate policies in place. At the moment, the sector is doing a lot of things to prevent things happening in the first place, but there is an inherent risk because there are humans involved.
Geofencing – how has that happened and does it apply to speed or parking?	Not enough time to enforce. GPS technology not refined enough to slow someone down. No optimum so just an educational-based approach. Onboarding through quizzes. Sometimes operators may do a campaign to educate.
How is the 'no parking or riding on footpath' on (eg) Willis Street enforced?	Onus is on operators to comply. People on the street can record rider number and time if they see them, public reports on incorrect behaviour.
How is the 1.8 m minimum footpath width from parking adhered to?	Don't actively get a metric of incorrect behaviours. Can't measure – don't have on street officers doing this work.
Reporting on non-compliance	Don't need to report on non-compliance. If someone reports scooter parked incorrectly, operator sends someone out to correct. This is reported back to the council. Information is not gathered or collated. Could be reported hypothetically but would be a lot of work. Operators need to report on deployment.
Policy requirements	Operators apply to trade in public places. Eg, sector-based policies, NZ-based policies which have to apply. Limit to what can be achieved, but operators have to set limits. Operators can refine when they are operating (ie, to keep back from the water).

	Cohesive services required. Don't expect everyone to ride, but want everyone to feel safe.
What do you think about helmets?	Council hasn't got a position on this. Personal devices can go quite fast. Would be a good idea but can't enforce. Operators can detect if helmets are being used, but could still be clipped on bag. Would be difficult to encourage as there is no legal requirement.

A.3 Auckland

	30 January 2026
Interactions with other councils	Now, limited contact. Used to be a micromobility forum – MoT, NZTA, different councils with micromobility. Share learnings and look into best practice. Led to Ride Report which NZTA paid for. Funding ran out. AC had code of practice for some time, so were already trying to make improvements. Accessible streets package never came to fruition, sort of withered out and felt like didn't necessarily need the forum.
How long have e-scooters been around?	E-scooters since end of 2018.
Generally do you consider rental e-scooters to be successful in Auckland?	What is the measure of success? Get high numbers of trips. In terms of a mode, it's popular. Trips are not long. E-bikes didn't do well. In terms of scale – a success. Heat maps really align with city centre. Also at transport hubs. Potential first mile last mile usage. Used at commuter times.
Alignment with strategic goals	Auckland has no strategy for micromobility. Work closely with Auckland Transport (AT). Had a steering committee with directors in AT and AC. This has become operational. Used at team level at licensing level. Not aligned with AT/AC wider transport strategy. Assessment criteria for assessing licence applications have new mobility principles. Strategic vision as described in Auckland Plan with principles. There is a line of sight from principles but in the day to day this is an operational matter.
How has the code of practice evolved? (Have there been any significant changes to improve safety?)	Rental micromobility just appeared. No coordinated effort to bring it in. Code of Practice very quickly pulled together. Has changed considerably over time. No strategy for delivery, all about managing what was there already. Went through various iterations, original code of practice – based originally on 'rideshare bike' code of practice. New change to code of practice requiring designated parking.
Legal premise for e-scooters in Auckland	Auckland doesn't tender out the contracts (Wellington does this) – AC licenses micromobility under a street trading bylaw. Not a commercial competitive tender. Bylaw criteria apply (generally around safety and nuisance). With reference to bylaws Auckland has created the code of practice. Can't require helmets or slow speed zones but can ask contractors to do this. Letter of expectations sets out contractor requests. This includes slow speed zones. Geofencing capability, smart technology etc. is required. What geofencing is used for differs between contractors. This is enforced through competition. If contractors meet the criteria they pass the first hurdle, and then Council looks for value-adds. Initially AC knew nothing, regulators' knowledge and expertise have grown considerably. Basic parameters now included.
Do you feel you have enough information to regulate micromobility?	Some high-level guidance would be helpful for new areas. At this point the cities that have guidance no longer need it.
In terms of your reporting requirements, are these made public to councillors?	Used to require analysis of a sample of parking photos, now they provide an analysis of the photos. People on the ground also monitoring. Using this to calculate % compliance.

	Statistics generated about helmet availability and parking. Also required to provide information on incidents and accidents. There are criteria for this. Trust model but if there are complaints/reports then Council would investigate. Early operators didn't supply all of the reporting required. Council don't routinely provide reports on safety but have done so from time to time.
How are you using technology to monitor safety (eg, do the e-scooters report incidents automatically)?	Have to have a safety risk management plan. Includes what has to be reported. No auto-reporting from devices to AC. Not a requirement. But need to be able to capture all of the information. Can supply the template accident report.
Is geofencing still happening? If so, how is it enforced?	Council doesn't specify where a device can be ridden. Has instead encouraged lower speed. Has considered making a couple of main arterials only to ride on the shared path eg, On K Road and Tamaki Drive. Designated parking – only parking in certain locations – technology is not perfect. Trialled camera tech on K Road – could detect cycle lanes using AI. Did an alarm when you rode on the road.
Do you feel you have enough information to inform your code of practice now?	Lots of information to inform – some is experiential rather than hard data. Availability of data and different tech continues to evolve. Attempted launch of self-driving device.
Are curfews a thing and how are they enforced?	Curfew zones in entertainment areas. This came about through concerns raised around drink riding. Can't stop somebody drink riding. Can't ban devices completely near alcohol but where drinking occurs, make it harder to get to the scooter, so you have to consciously walk to an area. This is dictated by the Letter of Expectations and the operators control it.
How are rules, eg, 'No more than six micromobility devices deployed in one location' monitored?	Still can't control humans, GPS and tech even if anyone wants to.
Do you have any statistics on safety or nuisance complaints?	Keep track of complaints. Informs decision making about policy – bylaws and the code of practice. Always concerns about footpath users. Over time model has matured. A lot of this is human behaviour. Can have some control over rentals. Overall the balance has shifted to people knowing and understanding what to expect. Not huge amounts of concern. If rentals were removed would have more private scooters, less control, riding at speed on footpaths would be more of a concern.
Have you had any feedback from the disability community?	An ongoing concern/conversation about how to improve things for the disability community. Designated parking would significantly improve things. Always had devices parked against the building line, this is not ideal for someone using a cane. Operators are very responsive to deploy kerbside rather than building side.
Biggest issue	Parking by a country mile. Expansion of parking to happen with the City Rail Loop (CRL). Lofty goal would be designated parking everywhere.
Wattage	Device must be within 300 W - definition of a device. Over 300 W is no longer an e-scooter. Rental e-scooters must comply. E-scooters declaration not to be a motor vehicle – 2018 Gazette
What do you think about helmets?	Expect that operators provide helmet with every device. Challenges with people stealing helmets. Monitoring with parking about numbers of scooters. If you enforce it, then it may reduce people's use of the mode. Outside of rentals, more devices are being used by young people eg, to ride to school. Rental devices are speed capped. Private e-scooters are very different in terms of helmet requirements (no speed restrictions mean users may want to ride faster and therefore wear a helmet). Providing helmets is probably a happy medium.

Appendix B Trip Distance

Table B.1 shows the average trip distance compared with the total length of the urban road network and population in the 15 cities. There is no obvious correlation of trip length against the length of the urban road network. However, it appears that the average trip distance tends to be shortest in larger cities by population, and those with the most active vehicles (see Figure 5.1). The cities with the longest average trip distances are Whangarei, Napier and Whanganui at 2.72 km, 2.62 km and 2.42 km respectively, whereas trip distances are under 2 km in Auckland, Wellington, Christchurch and Hamilton. This correlates with the cities with the most active vehicles.

Table B.1: Average distance (km) per individual trip by city

City	Length of Urban Road Network ⁽¹⁾ (2023)	Population (2023) ⁽²⁾	2019	2020	2021	2022	2023	2024	2025	Total Average
Auckland	4819.50	1,656,486	1.29	1.59	1.57	1.53	1.40	1.41	1.48	1.50
Christchurch	1679.20	391,383	2.47	1.44	1.48	1.75	1.78	1.81	1.92	1.70
Dunedin	717.60	128,901	1.29	1.03	1.33	1.68	1.82	1.74	1.51	1.52
Hamilton	668.20	174,741		1.40	1.81	2.29	1.83	1.89	1.93	1.86
Lower Hutt	456.00	107,562				1.56	1.67	0.93		1.39
Napier	313.50	64,695				3.00	2.37	2.50		2.62
Palmerston North	344.80	87,090			2.36	2.10	1.90	1.89	1.96	2.04
Porirua	232.40	59,445					1.76	1.71	2.12	1.86
Selwyn	382.40	78,144		1.69	2.38	2.03				2.03
Taupo	265.60	40,296				2.15	1.92	1.85		1.97
Tauranga	588.50	152,844		1.61	1.53	1.87	1.82	1.96	2.18	1.83
Waimakariri	306.80	66,246			1.71	1.57	1.61	1.48	1.55	1.58
Wellington	641.20	202,689	2.07	2.28	1.59	1.62	1.57	1.55	1.54	1.69
Whanganui	245.90	47,619				2.75	2.08			2.42
Whangarei	317.90	96,678			3.25	2.64	2.30	2.71	2.69	2.72
Total / Average	11979.50	3,354,819	1.78	1.58	1.90	2.04	1.72	1.67	1.72	1.92

1. The length of urban and rural, sealed and unsealed roads (NZTA 2025b).

2. Census Data (Statistics New Zealand 2023).

Source: Ride Report (2026).

Appendix C Regionality

ACC data is aggregated by region and therefore is not directly comparable with the city-based 2026 Ride Report data. To assist in comparison, the population of the New Zealand regions is presented below in Table C.1.

Table C.1: New Zealand region by population

Region	Population
Total - New Zealand by regional council	4,993,923
Northland region	194,007
Auckland region	1,656,486
Waikato region	498,771
Bay of Plenty region	334,140
Gisborne region	51,135
Hawke's Bay region	175,074
Taranaki region	126,015
Manawatū-Whanganui region	251,412
Wellington region	520,971
Tasman region	57,807
Nelson region	52,584
Marlborough region	49,431
West Coast region	33,390
Canterbury region	651,027
Otago region	240,900
Southland region	100,143
Area Outside region	633

Source: Census Data (Statistics New Zealand 2023).

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