

**City of
Ipswich**

- **2 Springfield Central E-Scooter Pilot Outcomes Report**
Attachment 1 Updated Officer's Report to include the reason for the
cessation of the trial 3

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INFRASTRUCTURE, PLANNING AND ASSETS COMMITTEE
MEETING AGENDA

14 OCTOBER
2025

Doc ID No: A11804369

ITEM: 2

SUBJECT: SPRINGFIELD CENTRAL E-SCOOTER PILOT OUTCOMES REPORT

AUTHOR: TRANSPORT INFRASTRUCTURE OFFICER

DATE: 23 SEPTEMBER 2025

EXECUTIVE SUMMARY

This is a report concerning the electric scooter (e-scooter) pilot undertaken within the Springfield Central area and presents the findings including trip numbers, distances and time of trips within the controlled area. Safety findings and responses are also presented as well as community feedback on the trial.

RECOMMENDATIONS

- A. That the report be received and noted.
- B. That the findings of this report be used to inform any future proposal for a shared micro-mobility scheme for the City of Ipswich.

RELATED PARTIES

There was no declaration of conflicts of interest.

IFUTURE THEME

Vibrant and Growing

PURPOSE OF REPORT/BACKGROUND

At the Growth, Infrastructure and Waste Committee meeting held on 4 November 2021, Council endorsed an e-scooter pilot in the Springfield Central area (refer to Attachment 1). As part of the endorsement to undertake an e-scooter pilot, it was also recommended that the outcomes of the e-scooter pilot be reported back to Council once completed, which is the focus of this report.

Following a competitive expression of interest process involving potential providers to undertake the e-scooter pilot, Beam Mobility and Council entered into an Operating Agreement. The e-scooter pilot was in place in the Springfield Central area from July 2023 to November 2024 whereby Beam Mobility managed the day to day e-scooter operations, including responding to the majority of community enquires raised.

During the e-scooter pilot, Beam Mobility captured and recorded trip data. This information has been provided to Council and used to evaluate and determine the outcome of the pilot in conjunction with community engagement activities undertaken by Council.

Prior to, during and post the e-scooter pilot, Council undertook various community engagement activities. The community engagement for the e-scooter pilot was undertaken through Council's *Shape Your Ipswich* platform.

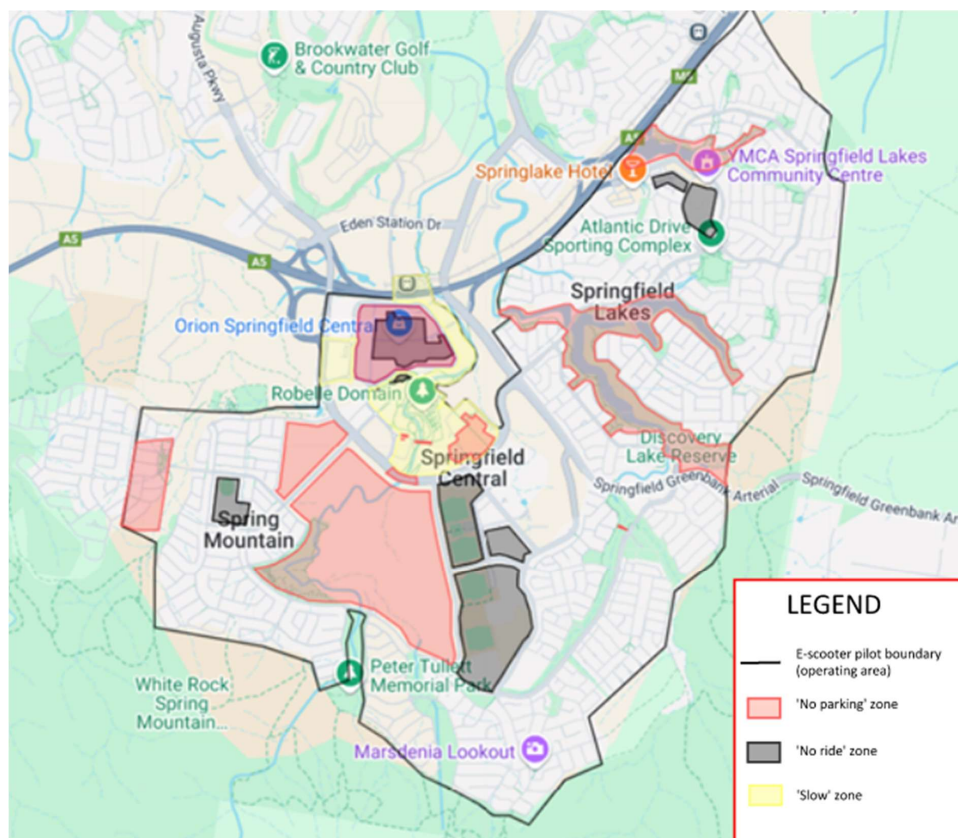
Springfield Central E-Scooter Pilot

The e-scooter pilot was undertaken within areas of Springfield Central, Springfield Lakes and Spring Mountain. Figure 1 below shows the e-scooter pilot operating boundaries, inclusive of the parking, no parking, slow and no ride zones that were in effect during the pilot.

Paragraph added to explain the reason for the cessation of the trial

As previously mentioned, the pilot was in place from July 2023 to November 2024. Council endorsed an extension of the pilot from the initially approved period of 6 months to 1 July 2025. During this extension period, the e-scooter operator (Beam Mobility) formally wrote to Council indicating that due to a change in their business operations they wished to cease the Springfield Central pilot. Beam Mobility outlined they could continue the pilot in Springfield Central if Council considered expanding the pilot into Ipswich Central. The expansion into Ipswich Central was not supported by Council. Therefore, Beam Mobility ceased the pilot in Springfield Central in November 2024.

Figure 1 – e-scooter pilot boundaries



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It should be noted that any reference to e-scooters within this report refers exclusively to the shared devices provided by Beam Mobility as part of the Springfield Central pilot. The information provided below does not apply to private e-scooter users in Ipswich.

Below is a summary of the data captured during the e-scooter pilot. More supporting data can be found in Attachment 2.

E-Scooter Pilot Trip Data:

During the pilot period between July 2023 to October 2024 inclusive, Beam Mobility captured and have provided to Council trip data. Table 1 below provides information collated (*Note: November 2024 data has been excluded as there was a significant reduction in Beam Mobility's operations as they began exiting the operating area*):

Table 1 – e-scooter pilot trip data – July 2023 to October 2024

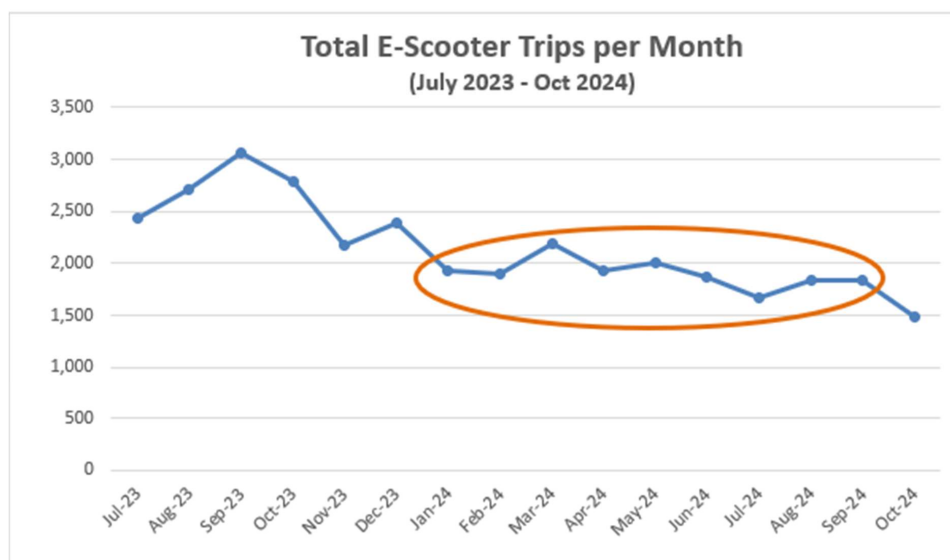
	Total Trips	Average Deployed Vehicles	Average Trip Duration (Mins)	Average Trip Distance (Kms)	Average trips per day
2023, Q3 July-Sept.	8186	106	13.37	2.11	89
2023, Q4 Oct-Dec.	7351	106	12	2.16	80
2024, Q1 Jan-March	6015	99	11	2.1	66
2024, Q2 April-June	5805	96	11	2	64
2024, Q3 July-Sept	5342	105	11.39	2.61	60.10
2024, Q4 Oct data only	1489	103	10.82	3.46	49.58
SUBTOTAL	34188				
AVERAGE		103	11.6	2.4	68.1

As outlined in the previous report to Council (refer to Attachment 1), studies have shown that e-scooters are most useful and cost effective for trips around 3km and 5-15 minutes in duration. As noted in Table 1 above, the average trip distance was 2.4km, and the average trip duration was 11.6 minutes. Therefore, that data suggests the Springfield Central e-scooter pilot was within the desired trip effectiveness range. In addition, it was noted that due to the trip data, the most likely trips occurring were 'first and last mile' connectivity trips through the network (i.e. short in distance and time).

Figure 2 below provides information on the total e-scooter trips per month. It shows how there was a high uptake at initiation of the pilot. Council officers have been advised a high initial uptake is typical within new e-scooter operating areas, which could be attributed to initial excitement and recreational usage. Figure 2 also identifies that following a few

months of the pilot being in place, there is a more stable trend of trips per month (typically from January 2024 through to September 2024 as highlighted).

Figure 2 – total e-scooter trips per month



Data provided by Beam Mobility have outlined that the following locations were the most popular origin / destination trips throughout the pilot. Further details regarding the origin / destinations below can be found in Attachment 2.

Springfield Central e-scooter pilot popular trips:

- Orion Shopping Centre and Robelle Domain parklands
- University of Southern Queensland Campus
- Springfield Central Train Station
- Springfield Train Station (access in Springfield Lakes)

Overall, the data has shown that access to public transport nodes were key destinations. When the pilot had been in place for some time, data also shows that more trips were being undertaken from the fringes of the pilot area into some of the key destinations. This does indicate that e-scooter use within the pilot area became more prevalent as riders became more familiar and / or confident with the devices. Riders appear to have used the e-scooters to undertake these shorter trips rather than perhaps walking or using a motor vehicle.

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Safety:

Throughout the pilot period, there were no significant Beam Mobility e-scooter safety incidents reported, with only one minor incident recorded. This does not include private use devices.

Should an issue arise, Beam Mobility did provide public liability insurance and were prepared to act, in a quick response time, in the interest of public safety.

It was noted that micro-mobility operators such as Beam Mobility, invest heavily in new technology which allows Council to have more control over e-scooters within city spaces, and encourages safer vehicle usage by the rider. Many safety controls are automatic or can be changed easily whereby the micro-mobility operator can apply almost immediately on request by Council (via their mapped system remotely). Safety controls that were implemented and were seen to be effective throughout the pilot are noted below:

- Restricted vehicle speeds for pedestrian activity areas (implemented at the University of Southern Queensland (UniSQ),
- Automatically turning the device off or applying the brake when outside of the operating boundary or in 'no ride / no go' zones,
- Apply 'no parking' zones where e-scooter parking may be unsafe or inconvenient to other footpath users. For example, 'no parking' zones were implemented gradually through Springfield Central and Springfield Lakes bridge/culverts to prevent parked e-scooters from being thrown into waterways. In addition, some businesses requested 'no parking' zones outside their premises.
- Encouraging parking through discounted parking locations on the map.

The advanced technology considered by micro-mobility companies allows for safer rides in many ground surface conditions such as the vehicles having shock absorption within their e-scooters being designed to stabilise the e-scooter over misaligned pavers, reducing the potential for over the handlebars accidents.

One of the prominent concerns during the pilot arose due to e-scooter parking placement or their usage near a business or residence. In particular, on termination of their trip, riders (users) leaving the e-scooter blocking the footpath for pedestrians. This concern required better compliance from the operator to ensure that e-scooters were left in an appropriate location. Some improved measures that were taken during the pilot by Council and the operator included:

- Minor modifications to restricted areas in the Beam App that was then available to all riders such as:
 - Additional 'slow' zones for businesses such as the UniSQ (e-scooter speed restricted to a maximum of 12km/h)
 - 'No parking' zones to prevent parking near the entrance to a business or residents' property
 - 'No parking' zones to encourage located areas for parking
- Targeted parking educational campaigns within the Beam App.
- Beam staff allocated to particular areas of need.

Future technology advancements are under consideration in the compliance space to improve safety and compliant parking placement.

On launch of the e-scooter pilot there was some misbehaviour by users, which quickly identified some areas for improvements in operations. For example, early in the pilot a Council inspection identified four e-scooters within the culvert near Grande Park. Beam Mobility was notified and within 24 hours the e-scooters were collected, the rider data was analysed, the rider was banned from the Beam Mobility platform, and the area near the culvert was made into a 'no parking' zone. No parking zones near areas such as culverts and rivers reduce the possibility of the heavy e-scooter being carried and thrown in.

LEGAL IMPLICATIONS

This report and its recommendations are consistent with the following legislative provisions:
Local Law 3 (Commercial Licensing)

Local Law No 3 (Commercial Licensing) will be undergoing a review during the Strategic Regulation Project Local Laws Review with the intention to include provisions to allow future schemes to operate and be managed in the local area. These will need to be in place before any new future shared micro-mobility scheme is implemented.

POLICY IMPLICATIONS

This report is consistent with iFuture, the Ipswich Transport Strategy 2025 (iGO) and iGO Intelligent Transport Systems Strategy.

RISK MANAGEMENT IMPLICATIONS

If Council does not continue to introduce and trial new transport technology and transportation modes, the City will continue to experience a high private vehicle dependency with greater demand for expensive new road infrastructure and upgrades, and congestion throughout the city may increase and likely worsen in the future.

FINANCIAL/RESOURCE IMPLICATIONS

The trial demonstrated that a scheme can operate and with no capital cost to Council where the infrastructure is already suitable for active transport.

There are minimal operational costs in managing the shared scheme and Council may have the opportunity to collect revenue from shared micro-mobility schemes once in operation and no longer a pilot.

COMMUNITY AND OTHER CONSULTATION

Overall, Council received minimal complaints given the total number of e-scooter trips. The *City of Ipswich Shared E-scooters in Ipswich Community Engagement Report* was finalised in February 2025 and can be found on Council's *Shape Your Ipswich* platform, under the *E-scooters in Ipswich* page (also shown in Attachment 3). The community engagement report outlines the community engagement undertaken for the shared e-scooter pilot in Springfield Central with feedback sought between 7 July 2024 and 31 January 2025.

Review and analysis of the data from all engagement activities identified the following key findings from the community:

Users (75 respondents)

- Among users, 81% had a positive experience, using e-scooters for both commuting and recreation. Comments generally highlighted the accessibility and sustainability of the transport mode.
- Responses from users indicated future growth in e-scooter riders across Ipswich, with 39% of users indicating they would consider purchasing a private e-scooter.

Non-Users (176 respondents)

- Non-users were particularly concerned about safety and regulation of the e-scooters, as well as poor visual appeal of e-scooters on the streets.
- There was less interest in purchasing a private e-scooter, with only 7% of non-users indicating they would consider purchasing a private e-scooter. However, respondents would be more inclined to use this transport method with improvements in dedicated infrastructure, and/or through the continuation of a hiring model.

Both Users and Non-Users

- Both users and non-users recognised accessibility benefits of e-scooters, noting it as an alternative option for those who cannot drive/distances too far to walk.
- Proposed solutions to address the identified safety and regulation concerns by both users and non-users included increased regulation of usage, community education, and dedicated infrastructure.

CONCLUSION

The e-scooter pilot undertaken in the Springfield Central area demonstrated an alternative mode of transport, a sustainable connection to public transport (particularly to the train stations) and the safety of rideables when there is a high level of control (to speed and location) of the devices that are designed for stability. The pilot showed minimal incidents in relation to safety with positive trip duration and a number of trips undertaken as part of the pilot. There was also positive community sentiment for e-scooter use during the pilot period through the community engagement undertaken.

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HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS	
OTHER DECISION https://iccecm.ipswich.qld.gov.au/id:A12060889/document/versions/latest	
(a) What is the Act/Decision being made?	Recommendation B states that the findings of this report be used to inform any future proposal for a shared micro-mobility scheme for the City of Ipswich
(b) What human rights are affected?	Nil
(c) How are the human rights limited?	Not applicable
(d) Is there a good reason for limiting the relevant rights? Is the limitation fair and reasonable?	Not applicable
(e) Conclusion	The decision is consistent with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	E-Scooter - GIW Committee Report 4 November 2021
2.	E-Scooter pilot supporting data
3.	E-Scooters in Ipswich - Community Engagement Report February 2025

Sally Peters

TRANSPORT INFRASTRUCTURE OFFICER

I concur with the recommendations contained in this report.

Mary Torres

INFRASTRUCTURE STRATEGY AND PLANNING MANAGER

I concur with the recommendations contained in this report.

Tony Dileo

MANAGER, INFRASTRUCTURE STRATEGY

I concur with the recommendations contained in this report.

Seren McKenzie

GENERAL MANAGER (ASSET AND INFRASTRUCTURE SERVICES)

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