

Risk Assessment for the trial and pilot of e-scooter rental in London



Applicable to: Transport for London

Residual Risk **WITHIN TOLERANCE**

Reference: **APPENDIX C**

No	Hazard	Activity / plant / Material	Persons that could be harmed	Consequence	Likelihood: Frequency and Probability (Very Low, Low, Medium, High, Very High)	Impact (Very Low, Low, Medium, High, Very High)	Mitigation / Actions
1	Anxiety and Possible increase in fear of going out and experiencing a collision with a trial rental e-scooter.	Going out in public	People, especially those with protected characteristics, including those with visual impairments, pregnant women, older people and those who find change difficult to manage.	- People, especially those with protected characteristics, including those with visual impairments, pregnant women, older people and those who find change difficult to manage, change their behaviours and do not go out in public	SHE: This relates to the likelihood of mental health injury associated with possible anxiety and increased fear of going out. Anxiety and possible increase in fear of going out are very serious and amongst certain groups quite likely. Several stakeholder groups have raised the concern of	SHE: This relates to the impact of mental health injury, following anxiety associated with the trial. The wellbeing of everyone, regardless of their background is very important. The mitigations that have been put in place will help to limit this impact, but it is ultimately	-The co-ordinated pan London trial with higher safety standards -Education, training and marketing programmes delivered by operators, TfL, boroughs etc focusing on safe, legal and considerate use -Community outreach delivered for those with accessibility needs

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					anxiety and fear associated with the improper use of trial rental e-scooters, in addition to existing anxieties. However, there is no evidence that this specifically will lead to mental health injury. With the mitigations that have been put in place for the trial, there is an opportunity for this risk to be	assessed as High. Customer & Stakeholder For TfL, every journey matters. An important feature of The Mayor's Transport Strategy is increasing the amount of Active Travel journeys undertaken in London. It will ultimately have impact on the	<ul style="list-style-type: none"> -Enhanced vehicle safety features e.g., lighting, horns etc -Geofencing available where appropriate -Number of rental e-scooters available can be amended -Monitoring and evaluation programme including data collection
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					<p>reduced. Therefore, the likelihood of mental health injury being caused from the anxiety associated with the trial is assessed as Low.</p> <p><u>Customer/Stakeholder</u></p> <p>There is no evidence to show that people, especially those with protected characteristics, including those with visual</p>	<p>delivery of this MTS goal if people don't feel that it is safe to carry out Active Travel journeys. The mitigations in place and constant reviews with the aim of improving the public experience will help to limit this, but the impact is assessed as Medium.</p>	<p>-EQIA compiled from engagement with important stakeholder groups</p>

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					<p>impairments, pregnant women, older people and those who find change difficult to manage change will not go out due to anxiety or fear of collisions. The EQIA for the trial highlights concerns raised by several groups, but none say that they would not go out as a result. Therefore, the likelihood of this impacting the delivery of the</p>	<p>Finance It is unlikely that there will be a direct financial impact to TfL in this case. Therefore, it is assessed as Low.</p> <p>Stakeholder Confidence This relates to the impact of negative media comments and coverage due to anxiety by people (especially with protected</p>	
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					<p>Mayor's Transport Strategy is assessed as Low.</p> <p>Finance It is unlikely that there will be a direct financial impact to TfL in this case. Therefore, the likelihood is assessed as Low.</p> <p>Stakeholder Confidence This relates to the likelihood of negative media comments and coverage due to</p>	<p>characteristics) in relation to the trial. This coverage and the extensive reach of social media at a time when confidence in going out generally (especially on public transport) due to the pandemic is low. Over time, this has eased, which means that the impact is</p>	
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					anxiety by people (especially with protected characteristics) in relation to the trial. The mitigations that have been put in place mean that the likelihood of this is assessed as Medium .	assessed as Medium .	
2	Collision with other vehicles. This includes other trial rental e-scooters. Some concerns associated with	Trial rental e-scooters being used correctly or incorrectly according to trial rules and regulations. This	-Trial rental e-scooter rider -Pedestrians -Occupants/riders/pillion of	-Injury (physical or psychological) to trial rental e-scooter riders. This includes death or serious injury. -Injury (physical or psychological) to members of the public/other drivers, rider/pillion/occupants of other vehicles. This includes death or serious injury.	SHE: There have been 20 serious injuries from 1,280,000 trial rental e-scooter trips from 7 th June 2021 to 3 rd July	SHE: The loss of any life, or any serious injury on our network is severe. Given our vision zero aims, regardless	-The co-ordinated pan London trial with higher safety standards -Enhanced vehicle safety

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	riding trial rental e-scooters include small vehicle size with fast sudden acceleration; motorised use of shared cycle tracks; small and ground level vehicle frame which is less visible; the rider is in a standing position; less easy to distinguish from pedestrians at times.	includes vehicles that become defective while in use.	other vehicles	-Reputational harm to TfL -Anxiety and Possible increase in fear or negative mental health effects from witnessing collisions	2022. Of these, the majority have not included other vehicles. Therefore, the likelihood is assessed as Low . Customer & Stakeholder: The likely service disruption is assessed as LOW . Finance: In most cases, it is expected that financial losses following collisions will be managed through the operator's	of likely frequency, this impact is assessed as High . Customer & stakeholder: Should any of the foreseeable incidents listed occur, the result is likely to be a relatively small number of customers/stakeholders affected with minimal disruption to service delivery	features e.g., lighting -Operator safety processes e.g., confirming training understood -Education, training and marketing programmes delivered by operators, TfL, boroughs etc focusing on safe use -Existing TfL road safety campaigns

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					<p>insurance, which they will be contractually required to have in place. Therefore, the likelihood of TfL incurring losses of £1m or more from vehicle collisions is Very Low.</p> <p>Stakeholder Confidence: Given the potential effect of press and social media attention, the likelihood is assessed as</p>	<p>or impact to assets. However, the possible impact of people with some protected characteristics becoming afraid to travel is very important. Therefore, the impact is assessed as Medium.</p> <p>Finance: Losses are likely to be less than £1m. Operators are contractually required to</p>	<p>-Operator maintenance programmes for rental e-scooters</p> <p>-Community outreach delivered to those with accessibility needs</p> <p>-Monitoring and evaluation programme including data collection</p> <p>-Parking provision on the Transport</p>
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					Medium.	<p>carry insurance. Therefore, the impact is assessed as Very Low.</p> <p>Stakeholder confidence:</p> <p>The likely impact of the foreseeable incidents occurring is On-going negative media coverage resulting in loss of confidence with significant regulator or stakeholder intrusion.</p>	for London Road Network (TLRN) will be risk assessed
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						Therefore, the impact is assessed as Medium.	
3	-Collision with anything that is not a vehicle, including people of any background or capability.	Trial rental e-scooters being used correctly or incorrectly according to trial rules and regulations. This includes vehicles that become defective while in use.	-Trial rental e-scooter rider. This includes riders of any background and capability. -Pedestrians -Occupants/riders/pillion of other vehicles	-Death to trial rental e-scooter riders -Injury (physical or psychological) to trial rental e-scooter riders, pedestrians and other road users. -Anxiety and Possible increase in fear or negative mental health effects -Reputational harm to TfL	SHE: There have been 20 serious injuries from 1,280,000 trial rental e-scooter trips from 7 th June 2021 to 3 rd July 2022. Of these, the majority have not included other vehicles. Therefore, the likelihood is assessed as Low. Customer &	SHE: the loss of any life, or any serious injury on our network is severe. Given our vision zero aims, regardless of likely frequency, this impact is assessed as High. Customer & stakeholder: Should any of	-The co-ordinated pan London trial with higher safety standards -Enhanced vehicle safety features e.g., lighting, horns etc -Education, training and marketing programmes delivered by

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					<p>Stakeholder: The likely service disruption is assessed as LOW.</p> <p>Finance: In most cases, it is expected that financial losses following collisions will be managed through the operator's insurance, which they will be contractually required to have in place. Therefore, the likelihood of TfL incurring losses of</p>	<p>the foreseeable incidents listed occur, the result is likely to be a relatively small number of customers/stakeholders affected with minimal disruption to service delivery or impact to assets. However, the possible impact of people with some protected characteristics becoming afraid</p>	<p>operators, TfL, boroughs etc focusing on safe, legal and considerate use</p> <p>-Operator safety processes e.g., confirming training understood</p> <p>-Geo-fencing available where appropriate</p> <p>-Notifications to alert of discarded rental e-scooters</p> <p>-operators contact</p>
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					<p>£1m or more from vehicle collisions is Very Low.</p> <p>Stakeholder Confidence: Given the potential effect of press and social media attention, the likelihood is assessed as Medium.</p>	<p>to travel is very important. Therefore, the impact is assessed as Medium.</p> <p>Finance: Losses are likely to be less than £1m. Operators are contractually required to carry insurance. Therefore, the impact is assessed as Very Low.</p> <p>Stakeholder confidence: The likely</p>	<p>details clear and accessible</p> <p>-Community outreach delivered to those with accessibility needs</p> <p>-Police enforcement programmes</p> <p>-Monitoring and evaluation programme including data collection to inform safety improvements</p>

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						impact of the foreseeable incidents occurring is On-going negative media coverage resulting in loss of confidence with significant regulator or stakeholder intrusion. Therefore, the impact is assessed as Medium .	
4	Other road users taking evasive action to avoid	Trial rental e-scooters being used correctly or	-Trial rental e-scooter rider	-Anxiety and Possible increase in fear of going out -Collision with other vehicles. This includes other trial	SHE: There have been 20 serious injuries from	SHE: the loss of any life, or any serious injury	-The co-ordinated pan London trial with higher safety

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	trial rental e-scooters. Factors giving rise to such a concern includes upright position of rider, less distinguishable from pedestrians, fast acceleration, novice riders, low position of vehicle/lights and unfamiliarity.	incorrectly according to trial rules and regulations. This includes vehicles that become defective while in use.	-Pedestrians Anyone, but particularly people with some protected characteristics (eg older people or pregnant women)	rental e-scooters. -Collision with anything that is not a vehicle, especially people. -Injury (physical or psychological) to trial rental e-scooter riders. This includes death or serious injury. -Injury (physical or psychological) to members of the public -Reputational harm to TfL	1,280,000 trial rental e-scooter trips from 7 th June 2021 to 3 rd July 2022. Of these, the majority have not included other vehicles. Therefore, the likelihood is assessed as Low . <u>Customer & Stakeholder:</u> The likely service disruption is assessed as LOW . <u>Finance:</u> In most cases, it is expected that financial losses	on our network is severe. Given our vision zero aims, regardless of likely frequency, this impact is assessed as High . <u>Customer & stakeholder:</u> Should any of the foreseeable incidents listed occur, the result is likely to be a relatively small number of customers/stakeholders	standards -Enhanced vehicle safety features e.g., lighting, horns etc -Education, training and marketing programmes delivered by operators, TfL, boroughs etc focusing on safe, legal and considerate use -Operator safety processes e.g., con

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					<p>following collisions will be managed through the operator's insurance, which they will be contractually required to have in place. Therefore, the likelihood of TfL incurring losses of £1m or more from vehicle collisions is Very Low.</p> <p>Stakeholder Confidence: Given the potential effect of</p>	<p>affected with minimal disruption to service delivery or impact to assets. However, the possible impact of people with some protected characteristics becoming afraid to travel is very important. In addition, the possible impact of people with some protected characteristics becoming afraid</p>	<p>firming training understood</p> <ul style="list-style-type: none"> -Geo-fencing available where appropriate -Notifications to alert of discarded rental e-scooters -Community outreach delivered to those with accessibility needs -Monitoring and evaluation programme including data

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					press and social media attention, the likelihood is assessed as Medium.	to travel is very important. Therefore, the impact is assessed as Medium. Finance: Losses are likely to be less than £1m. Operators are contractually required to carry insurance. Therefore, the impact is assessed as Very Low. Stakeholder confidence: There has been	collection to inform safety improvements

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						little negative media around the trial of e-scooters in London so far. Therefore, the impact is assessed as Low .	
5	DLR (driverless trains and some unstaffed stations)- trial rental e scooters being ridden onto the platform, or onto the tracks.	Trial rental e-scooters in use. This includes vehicles that become defective while being used.	-Trial rental e-scooter rider -Occupants/riders/pillion of other vehicles Anyone, but particularly people with	-Anxiety and possible increase in fear of going out -Injury (physical or psychological) to trial rental e-scooter riders. This includes death or serious injury. -Injury (physical or psychological) to members of the public/other drivers, rider/pillion/occupants of other vehicles. This includes death or serious injury. -Financial losses	SHE: Through a competitive procurement process, operators have met and, in many places, exceeded our high safety and operating requirements	SHE: TfL has ambitions of providing a harm-free transport network, so any injury on the TfL network is a serious occurrence. The	-E-scooters (trial and private-use) are banned from the TfL Public Transport network. Trial rental e-scooters can only be ridden in participating boroughs and on

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			some protected characteristics (eg older people or pregnant women)	<ul style="list-style-type: none"> -Insurance pay outs -Damage to trial rental e-scooter(s), personal property and/or TfL infrastructure 	with regards to vehicles, maintenance regimes, parking and customer education, including having strategies in place to mitigate risky behaviours. Further detail is included in an updated version of the EQIA. Added to this, the application of geofence technology at some DLR stations will	monitoring and analysis that will be carried out by operators and TfL throughout the trial will provide information that can aid operational (and police if required) deployment to "hotspot" locations. The ability to pause or cancel the trial can also minimise the impact of this	<ul style="list-style-type: none"> roads in accordance with trial rules -Education, training and marketing programmes delivered by operators, TfL, boroughs etc focusing on safe, legal and considerate use -Operator safety processes- eg. Checking that the training has been
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					reduce the likelihood of injury from riding on the platform or onto tracks. Trial rental e-scooters will also not be permitted on DLR trains (as per TfL Conditions of Carriage) and disincentivised from DLR stations through things such as the weight of the vehicles and hire pricing structure, thereby reducing the likelihood of	occurrence. Therefore, the impact is assessed as Low . Customer & Stakeholder: No events of this sort have taken place during the trial so far. Should such an incident occur, it is not likely that there will be any disruption to the overall TfL network, unless it causes injury,	understood. -Enhanced vehicle safety features e.g., Braking, lighting, horns etc -Geofence technology to stop trial rental e-scooters from being ridden in risky areas (eg. platform). Certain criteria apply (eg. No-go areas will not be applied where there is parking or in close proximity to
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					<p>this occurrence further. Therefore, likelihood is assessed as Very Low.</p> <p>Customer & Stakeholder: No events of this sort have taken place during the trial so far. In the event of such incidents occurring, it is likely that there will be minimal (if any) disruption to TfL services on the network. Therefore, the</p>	<p>damage or loss. In those instances, disruption will still be minimal, as most DLR services are near to other TfL services. Therefore, the impact is assessed as low.</p> <p>Finance: The likelihood of costs being incurred by TfL has been assessed as very low. Therefore, the impact on</p>	<p>significant cycling infrastructure (eg. Cycle Superhighway or TLRN). Further geo-fencing is available where appropriate</p> <p>-Number of rental e-scooters available can be amended</p> <p>-Monitoring and evaluation programme including data collection</p>

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					likelihood is assessed as Very low . Finance: Other than the possibility of replacing damaged infrastructure, there are no foreseeable financial implications to TfL resulting from this hazard. Therefore, the likelihood is assessed as Very low . Stakeholder Confidence: TfL is working closely	TfL is also likely to be Very low . Stakeholder confidence: Given the profile and status of London, and the various ways in which complaints can be made, the potential effects of negative press and social media commentary are significant. TfL is in contact regularly with	-EQIA compiled from engagement with important stakeholder groups -Trial rental e-scooters are not allowed on DLR trains
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					with important stakeholder groups throughout the trial but given the potential effect of press and social media attention, the likelihood is assessed as Low .	important stakeholder groups. However, some stakeholders, especially young and those with some protected characteristics (eg older people or pregnant women) may be negatively affected. This can cause reluctance to travel or even leave the home, meaning that the overall	
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						impact is assessed as Low	
6	Trial rental e-scooter users targeted by criminals. This includes vehicles being taken with force, personal belongings or data being stolen, and vandalism or tampering with/theft of vehicle parts.	Trial rental e-scooters in use or parked. This includes trial rental e-scooter users downloading the app, reading training documents online with a mobile device, or searching for parking locations.	<p>-Trial rental e-scooter rider</p> <p>-Occupants/riders/pillion of other vehicles</p> <p>-Emergency services personnel acting in official capacity</p> <p>Anyone, but particularly people with</p>	<p>-Anxiety and Possible increase in fear of going out</p> <p>-Injury (physical or psychological) to trial rental e-scooter riders. This includes death or serious injury.</p> <p>-Injury (physical or psychological) to members of the public/other drivers, rider/pillion/occupants of other vehicles. This includes death or serious injury.</p> <p>-Injury (physical or psychological) to emergency services personnel acting in official capacity</p> <p>-Financial losses</p> <p>-Insurance pay outs</p>	SHE: In discussions with CPOS, it is apparent that the number of criminal incidents associated with e-scooters (including privately owned vehicles) is growing. However, from the trial so far, there have been very few incidents	SHE: TfL can pause or restrict operations if required, as some other authorities in the UK have done. Added to this, the vehicle specifications and close working with police mentioned in the mitigation actions mean	<p>-Education, training and marketing programmes delivered by operators, TfL, boroughs etc focusing on safe, legal and considerate use</p> <p>-Parking provision made available for rental e-scooters</p> <p>-Geo-fencing</p>

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			some protected characteristics (eg older people or pregnant women)		of this nature, so the likelihood is Very Low . Customer & Stakeholder: In the event of the criminal behaviour occurring, it is likely that there will be minimal (if any) disruption to TfL services on the network. Therefore, the likelihood is assessed as Very low . Finance: Other than the possibility of	that the impact will be kept Low . Customer & Stakeholder: As the likelihood of service disruption following criminal activity is very low, the likely impact to TfL customers and stakeholders overall is also assessed as Very low . Finance: The likelihood of	available where appropriate -Programmes to remove poorly left rental e-scooters -Notifications to alert of discarded rental e-scooters -Operators contact details clear and accessible -Community outreach delivered to those with accessibility issues

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					replacing damaged infrastructure, there are no foreseeable financial implications to TfL resulting from this hazard. Therefore, the likelihood is assessed as Very low . Stakeholder Confidence: Given that there have been very	costs being incurred by TfL from criminal activity has been assessed as very low. Therefore, the impact on TfL is assessed as Very low . Stakeholder confidence: Given the profile and status of London, and the	<p>-Police enforcement programmes</p> <p>-Monitoring and evaluation programme including data collection</p> <p>-Boroughs have a legal duty to take necessary steps to</p>

Risk Assessment for the trial and pilot of e-scooter rental in London



Applicable to: Transport for London

Residual Risk **WITHIN TOLERANCE**

Reference: **APPENDIX C**

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					few incidents reported, the likelihood is assessed as Very Low	various ways in which complaints can be made, the potential effects of negative press and social media commentary are significant. However, the ability to pause or cancel the trial provides TfL an opportunity to	prevent crime and disorder ¹ -Vehicles designed with physical measures to prevent theft and vandalism

¹ <https://www.legislation.gov.uk/ukpga/1998/37/section/17/2005-01-18?timeline=true>

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						limit this. In addition, the possible impact of people with some protected characteristics becoming afraid to travel is very important. Therefore, the impact is assessed as Low	
7	Trial rental e-scooters used for criminal activity. This includes traffic offences, parking offences and riding on	Trial rental e-scooters used illegally. This includes riding on pavements or in contravention on any rules (eg TfL	-Trial rental e-scooter rider -Occupants/riders/pillion of other vehicles	-Anxiety and Possible increase in fear of going out -Injury (physical or psychological) to trial rental e-scooter riders. This includes death or serious injury. -Injury (physical or psychological) to members of the public/other drivers, rider/pillion/occupants of other	SHE: At the start of the trial, pavement riding was recorded in some areas. It continues to occur. In total,	SHE: TfL can pause or restrict operations if required, as some other authorities in the UK have	-Education, training and marketing programmes delivered by operators, TfL, boroughs etc

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	pavements.	CoC), committing crimes (eg theft) and evading police.	<p>-Emergency services personnel acting in official capacity</p> <p>Anyone, but particularly people with some protected characteristics (eg older people or pregnant women)</p>	<p>vehicles. This includes death or serious injury.</p> <p>-Injury (physical or psychological) to emergency services personnel acting in official capacity</p> <p>-Financial losses</p> <p>-Insurance pay outs</p>	<p>there have been very few incidents of pavement riding and tandem riding recorded for over 1 million trips taken. The mitigations in place, such as police, enforcement, distinctively marked vehicles and operator contact details being visible on vehicles may help to reduce the likelihood. It is</p>	<p>done. Added to this, the vehicle specifications and close working with police mentioned in the mitigation actions mean that the impact is assessed as Low. Customer & Stakeholder: The likelihood of service disruption following criminal activity is very low, the likely impact to</p>	<p>focusing on safe, legal and considerate use</p> <p>-Geo-fencing available where appropriate</p> <p>-Notifications to alert of discarded rental e-scooters</p> <p>-Operators contact details clear and accessible</p> <p>-Community outreach delivered to those with accessibility issues</p>
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					<p>therefore assessed as Very Low. Customer & Stakeholder: There has been no disruption to TfL services from these incidents so far during the trial. Therefore, the likelihood is assessed as Very low. Finance: Other than the possibility of replacing</p>	<p>TfL customers and stakeholders overall is also assessed as Very low. Finance: The likelihood of costs being incurred by TfL from criminal activity has been assessed as very low. Therefore, the impact on TfL is</p>	<p>-Police enforcement programmes</p> <p>-Monitoring and evaluation programme including data collection</p> <p>-Boroughs have a legal duty to take necessary steps to</p>

Risk Assessment for the trial and pilot of e-scooter rental in London



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					damaged infrastructure, there are no foreseeable financial implications to TfL resulting from this hazard. Therefore, the likelihood is assessed as Very low . Stakeholder Confidence: Looking at the coverage that has been received so	assessed as Very low . Stakeholder confidence: Given the profile and status of London, and the various ways in which complaints can be made, the potential effects of negative press and social media	prevent crime and disorder ² -Vehicles can be disabled remotely

² <https://www.legislation.gov.uk/ukpga/1998/37/section/17/2005-01-18?timeline=true>

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					far in the trial. Given the potential effect of press and social media attention, the likelihood is assessed as Low .	commentary are significant. The ability to pause or cancel the trial provides TfL an opportunity to limit this. However, the possible impact of people with some protected characteristics becoming afraid to travel is very important. Therefore, the impact is assessed as Medium .	

Risk Assessment for the trial and pilot of e-scooter rental in London



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8	Trial rental e-scooter Operator staff targeted by criminals. This includes vehicles being taken with force, personal belongings or data being stolen.	Field-based activities, including distributing, cleaning and collecting vehicles.	<p>-Trial rental e-scooter Operator staff</p> <p>-Emergency services personnel acting in official capacity</p> <p>Anyone, but particularly people with some protected characteristics (eg older people or pregnant women)</p>	<p>-Anxiety and Possible increase in fear of going out</p> <p>-Injury (physical or psychological) to trial rental e-scooter Operator staff. This includes death or serious injury.</p> <p>-Injury (physical or psychological) to members of the public/other drivers, rider/pillion/occupants of other vehicles. This includes death or serious injury.</p> <p>-Injury (physical or psychological) to emergency services personnel acting in official capacity</p> <p>-Financial losses</p> <p>-Insurance pay outs</p>	<p>SHE: No incidents have been recorded in the trial so far, so this is assessed as Very Low.</p> <p>Customer & Stakeholder: In the event of these incidents occurring, it is likely that there will be minimal (if any) disruption to TfL services on the network. Therefore, the likelihood is assessed as Very low.</p> <p>Finance:</p>	<p>SHE: TfL can pause or restrict operations if required, as some other authorities in the UK have done. Added to this, the vehicle specifications, operator risk assessments and close working with police mentioned in the mitigation actions mean that the impact is assessed as</p>	<p>-Operator risk assessment and training for staff carrying out field-based operations.</p> <p>-Education, training and marketing programmes delivered by operators, TfL, boroughs etc focusing on safe, legal and considerate use</p> <p>-Programmes to remove poorly left rental e-scooters</p>

Risk Assessment for the trial and pilot of e-scooter rental in London



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					Other than the possibility of replacing damaged infrastructure, there are no foreseeable financial implications to TfL resulting from this hazard. Therefore, the likelihood is assessed as Very low . Stakeholder Confidence: The trial has been running for over a year without any record of such	Low. Customer & Stakeholder: As the likelihood of service disruption following criminal activity is very low, the likely impact to TfL customers and stakeholders overall is also assessed as Very low . Finance: The likelihood of costs being incurred by TfL	<ul style="list-style-type: none"> -Notifications to alert of discarded rental e-scooters Operators contact details to be clear and accessible. -Community outreach delivered to those with accessibility issues -Police enforcement programmes -Monitoring and

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					incidents. It is unknown therefore what the likelihood of negative press and social media attention for this type of incident is. It is therefore assessed as Low	from criminal activity has been assessed as very low. The impact on TfL is assessed as Very low . Stakeholder confidence: Given the profile and status of London, and the various ways in which complaints can	evaluation programme including data collection -Boroughs have a legal duty to take necessary steps to prevent crime and disorder ³ -Vehicles designed

³ <https://www.legislation.gov.uk/ukpga/1998/37/section/17/2005-01-18?timeline=true>

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						be made, the potential effects of negative press and social media commentary are significant. However, the ability to pause or cancel the trial provides TfL an opportunity to limit this. In addition, the possible impact of people with some protected characteristics becoming afraid	with physical measures to prevent theft and vandalism
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						to travel is very important. Therefore, the impact is assessed as Medium.	
10	Nuisance: -noise, light or other issues associated with any parking or docking facilities.	-Storing or parking trial rental e-scooters -Discarding or failing to correctly store or park trial rental e-scooters	-Trial rental e-scooter rider -Pedestrians -Local residents or businesses -Anyone, but especially people with	-Harm to pedestrians -Anxiety or possible increased fear of going out -Damage to trial rental e-scooters, -Damage to mobility aids and vehicles -Private nuisance action by affected individuals leading to fines against operators	SHE: Due to the controls in place, including close liaison with stakeholder groups, there have been relatively few of these types of nuisance-related incidents. Therefore, the	SHE: Due to the size of the trial and TfL's ability to manage, restrict or pause the growth of operators based on performance, the impact is assessed as Low.	-Messaging before, during and after trial to stakeholders from the trial boroughs, TfL and operators -Training/briefing provided with Terms and Conditions, as well as on-going support from the operator

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			some protected characteristics (eg visually impaired)	<ul style="list-style-type: none"> -Reputational harm to TfL, trial boroughs and/or operators -Insurance pay out(s)/ premium rise -Complaints -Dumping of trial rental e-scooters in waterways 	<p>likelihood of these occurring is assessed as LOW.</p> <p>Customer & Stakeholder: These occurrences have not impacted the TfL public transport network. Therefore, the likelihood is assessed as Very Low.</p> <p>Finance: Should these consequences occur, the likely costs to TfL would be less than £1m.</p>	<p>Customer & stakeholder: Taken as a part of the whole TfL operation, the consequence would be a small number of customers/stakeholders affected with minimal disruption to service delivery or impact to assets. Therefore, the impact is assessed as Very Low.</p>	<ul style="list-style-type: none"> -operator staff in the field deployed quickly to investigate and address local problems -Intervention or possible enforcement action by Local Authority to abate any statutory nuisance -Vehicle specifications include contact details for reporting back to the operator and specific identification numbers that link back to the operator and trial
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					<p>Therefore, the likelihood is assessed as Very Low</p> <p>Stakeholder Confidence: Given the various ways in which complaints can be made and the amount of negative press and social media commentary that is carried with news cycles, the likelihood of damage being caused to stakeholder</p>	<p>Finance: Should these consequences occur, TfL can act in various ways, so the impact is assessed as Very Low</p> <p>Stakeholder Confidence: The option of pausing or cancelling the trial on safety grounds gives TfL the opportunity to limit the impact of negative</p>	<p>-Design of any parking in line with requirements</p> <p>-Close liaison between boroughs, operator and TfL</p> <p>-All trial rental e-scooters have a means of self-standing (e.g., Kickstand)</p> <p>- Operators have devices on their vehicles that report when a parked vehicle has fallen over (when parked) or otherwise removed from a</p>
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					confidence is assessed as Medium.	media coverage. However, the possible impact of people with some protected characteristics becoming afraid to travel is very important. Therefore, the impact is assessed as Medium	<p>parking area</p> <p>-Operators are contractually obliged to find and adopt new ways of improving user and public safety</p> <p>-Parking bays at TfL Stations are designed to fit with national DfT parking guidelines</p> <p>-Parking bays at TfL Stations are located according to criteria that includes safety (e.g. well-lit areas; clearly marked out</p>

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							bays; not blocking any signage) -Ongoing monitoring throughout the trial and engagement with Operators and stakeholders to identify and implement improvements as appropriate
11	-Incorrect management of battery lifecycle	-Maintenance of trial rental e-scooters	-TfL -Trial boroughs -Trial Operators	-Breaches of waste legislation -Loss: -Fines against operators -Prosecutions against TfL -Reputational harm to TfL and/or operators			-Operators are contractually obliged to ensure the safe and legally compliant repurposing or disposal of batteries

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12	-No change to the overall level of car use and/or displacement of Active Travel journeys	-Use of rental trial rental e-scooters	-Trial rental e-scooter users -People who visit, live or work in London -Disabled, older, pregnant people	-Undermining Active travel plans and worsening health, as the objective of lowering car use is not met, but Active Travel journeys are rather replaced by trial rental e-scooter journeys -Long term health problems such as obesity and the effects of air pollution -Disabled, older or pregnant people have reduced confidence while carrying out Active Travel journeys	HSE: Given the introduction of new congestion charging terms, non-car journeys are currently more attractive than ever. Trial rental e-scooter distribution is data led and strategically	HSE: Although the identified consequences can contribute to health problems, they are unlikely to be the sole cause, so the impact is assessed as Very Low.	-Adoption of “priority areas” throughout the trial to encourage uptake by specific groups (e.g., some car journeys) -Trial operators under obligation to replenish trial rental e-scooter distribution across participating boroughs

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					<p>applied, which may help, but there is little evidence to show that trial rental e-scooters have replaced car journeys. Therefore, the likelihood is assessed as Medium.</p>		<p>daily</p> <ul style="list-style-type: none"> -The project team collect data to inform future policy and strategy for managing mode shift - TfL customer communications campaign targeted at sustainable mode shift we want to see from car drivers -Operators working with TfL to better understand the mode-shift implications

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13	-Transmission of COVID-19, or other diseases -Adverse reactions from contact with cleaning chemicals	-Routine and emergency cleaning of trial rental e-scooters	-Operators' staff -Members of the public -trial rental e-scooter users -Animals -Any other person coming into contact with trial rental e-scooters	-Anything ranging from mild illness to death Any conditions resulting from adverse reactions. -Reputational damage to TfL, trial boroughs and/or operators	SHE: To date, there have been no confirmed cases of people having caught any diseases or suffered adverse reactions from using trial rental e-scooters in London. Therefore, the likelihood is assessed as Very Low .	SHE: At the time of this assessment, there is a COVID-19 pandemic. The number of COVID-19 infections appears to be rising. However, at the same time, the number of deaths with COVID-19 has fallen well below peak levels. Nevertheless,	-The co-ordinated pan London trial with higher safety standards -Implementation of tiered system of cleaning i.e. the Top 30 bays which have the highest usage are to be cleaned at more frequent intervals -Operator maintenance programmes for rental e-scooters -Existing Covid-19

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						given the pandemic, the impact is assessed as Medium.	<p>marketing and awareness raising messages</p> <p>-Education, training and marketing programmes delivered by operators, TfL, boroughs etc focusing on safe, legal and considerate use</p> <p>-Monitoring and evaluation programme including data collection</p>
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							<p>- The Operator clean the touch points daily; and provide a reactive clean when required (confirmed COVID-19 cases).</p> <p>-The operators use antibacterial agents which are equal to, or greater in strength than those used on other TfL assets.</p> <p>-COSHH assessments of cleaning products</p> <p>-Ensuring cleaning products will not have</p>

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							adverse environmental impact -PHE instructions on hand hygiene, face coverings, social distancing/emerging controls

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