



## Information Governance

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Date: 20 April 2021

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**  
**Request ID: FOI321953341**

Thank you for your request for information relating to E-scooter trial.

Your request and our responses are shown below:

**Unless specified otherwise, please provide information up to the date that this Freedom of Information request is completed (or if the most recent data you have).**

**1. Please provide:**

**a. the number of e-scooters currently in operation;**

100

**b. the proposed total number of e-scooters to be rolled out as part of the trial;**

Whilst there is no proposed total number of e-scooters, as the eventual number will be dependent on a multitude of factors, the VSO in place in the West Midlands Combined Authority refers to a maximum vehicle number of 7,500 across all trial locations.

**c. the total number of rides since the trial began;**

4,942

**d. the total number of users;**

1,297

**e. the average length of an e-scooter journey;**

2.1 km

**f. any data around what journeys e-scooters may have replaced (e.g. walking journeys, car journeys, bus journeys etc.).**

In June 2020, our Global User Survey revealed that 14% of Voi trips replace car trips (a 27% increase from 2019) and that 42% of Voi users combine e-scooters with public transportation.

More recently, an in-app survey conducted in the UK between March and April 2021 revealed that 27.5% of trips replace cars. This is significantly higher than in other European countries and we plan to work with researchers to deep dive into the data and better understand modal shift in the UK

**2. Please provide the total number of complaints about the e-scooter trial;**

Five corporate complaints have been received relating to e-scooters.

**a. If it is within the time/cost limit set by the FOI Act, please provide a brief description / any relevant categorisation of each complaint listed in your answer to question 2.**

Four complaints relate to dangerous driving and one complaint relates to the initial trial ending after five days.

**3. Please provide the number of incidents reported in the e-scooter trial;**

To understand the scale of incidents in a way that is comparable across our trial areas, we find it most useful to consider the reports passed on to us by our users and members of the public.

These incidents include the accidents we have already discussed, but also add cases of property damage resulting from the use of e-scooters - there have been 2 incidents fitting this definition since the start of the trial in Coventry/University of Warwick

**a. If it is within the time/cost limit set by the FOI Act, please provide a brief description / any relevant categorisation of each incident listed in your answer to question 3.**

Over the course of the trial in Coventry/University of Warwick to date, there have been two incidents, both being as a result of slight injuries to the rider.

For context, there have been over 4,900 rides completed in Coventry to date, meaning that there is

one incident for every ~2,450 rides, with the vast majority of incidents being minor in nature.

**4. Please provide the number of injuries reported in the e-scooter trial;**

Over the course of the trial in the Coventry/University of Warwick to date we have had 2 injuries, both classified as slight injuries (minor cuts and scrapes). Injuries include all injuries where a Voi rental-scheme e-scooter was involved that has been reported to Voi, whether the individual is a Voi user or not and whether or not the injury was arising from the use of an e-scooter.

We are made aware of injuries through a number of channels, but mostly reports are submitted directly to us by our users. We note that injury statistics for other modes of transport are often based on reports to police and would like to make clear that the figure above is not comparable to injury-data reported to police, as few of these injuries result from road traffic collisions and/or would have been reported to the police.

**a. If it is within the time/cost limit set by the FOI Act, please provide a brief description / any relevant categorisation of each injury listed in your answer to question 4.**

In terms of categorisation, we can use hospital admission as a marker for more serious injuries which also allows us to compare e-scooters with data collected by the NHS on hospitalisation resulting from the use of pedal cycles in the UK. There have been 0 hospital admissions during the trial in Coventry.

For a point of comparison, we can look to the data published by the NHS on emergency hospital admission of pedal cyclists. In the year 2019-2020 there were 13,476 admissions which equates to a hospital admission rate of 2.4 per million km travelled.

**5. Please provide the number of collisions reported in the e-scooter trial;**

There has been 1 collision (where a user has collided with either a stationary object or another road or pavement user) that resulted in a slight injury.

**a. If it is within the time/cost limit set by the FOI Act, please provide a brief description / any relevant categorisation of each collision listed in your answer to question 5.**

Considering the total number of rides in Coventry to date, we can see that there has been 1 collision resulting in injury for every ~4,900 rides. In this specific incident a user was hit by a motor vehicle that failed to stop, only minor scrapes were suffered by the user.

**6. Please provide the number of users who have been banned from the e-scooter trial;**

Voi operates a 3 strike policy which means that reported incidents of non-compliant behaviour can lead to a "strike" on a user's account and after 3 strikes that user will be permanently blocked.

**a. If it is within the time/cost limit set by the FOI Act, please provide a brief description / any relevant categorisation of each ban listed in your answer to question 6.**

There have been no permanent blockages.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its FOI/EIR [Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**