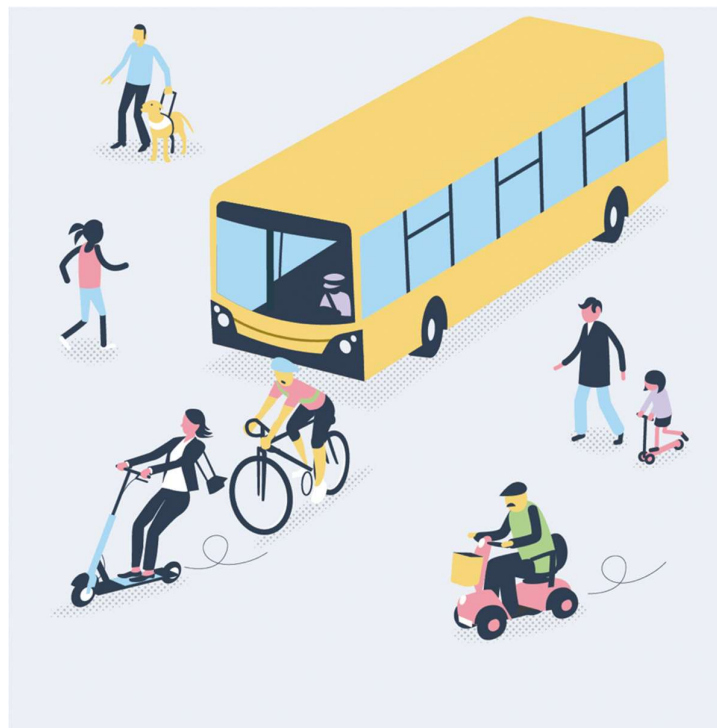# Disability Inclusion Charter for Micromobility - specifically, e-scooters

Date: 6 May 2022

Version: Delivered V3.1

The need for a charter

This disability-inclusion charter sets out a commitment from micromobility operators and other signatory organisations to the public to implement and deploy micromobility in a responsible way that will support more positive outcomes to all.

We understand that if introduced without understanding of pedestrian and rider diversity, there may be negative impacts from micromobility on various groups of people. This includes those with permanent, temporary, or situational access needs and considerations, such as those with various lived experiences of disability, parents of young children and those with age-related needs.

Signatories commit to this charter in order to:

- continually seek to understand how micromobility impacts different people in the community
- design and innovate to alleviate any negative impacts and enable positive impacts from the introduction and increased use of micromobility to those in our communities with diverse needs and considerations, and to
- use the capability in our organisations to support the development of an increasingly inclusive and equitable society with safe urban environments that are enjoyable to all.

To deliver on this commitment, we the signatories will work with others in the micromobility sector, governments, urban councils, advocacy and community groups, and individuals.

Micromobility and e-scooters

Although this charter has been developed more specifically with insights gathered around e-scooters, most charter elements are equally applicable to any form of urban micromobility.

A number of the discussions at the roundtables and survey responses specifically commented on other forms of micromobility such as bicycles, e-bikes, electric urban tricycles, seated e-scooters, electric wheelchairs and mobility scooters.

Unless identified as being applicable specifically to e-scooters, the charter elements are believed to be relevant across a range of forms of micromobility.

Who was involved in developing this charter?

This charter is based on feedback from 5 roundtable discussion groups involving 36 participants (17 female / 19 male). These were made up of community leaders and individual disability inclusion advocates with a wide range of perspectives, as well as those responsible for the introduction or governance of micromobility in their region. It was also informed by a survey of 120 people with additional needs. The insights included people from across a range of regions in the UK and Ireland.

Those involved represented advocacy groups, disabled people's organisations, governance organisations or themselves, with the following experience:

- sight loss
- hearing loss
- mobility and dexterity impairments
- chronic and fluctuating health conditions
- neuro-diversity – including autism, ADHD, dyslexia, dyspraxia
- mental health conditions – including anxiety and depression
- age related needs
- disability-inclusive transport organisations
- sustainable transport organisations
- regional transport organisations
- local councils

104 survey respondents had specific personal access needs including sensory loss, physical disabilities and cognitive differences. The other 16 respondents were parents and childminders who frequently travel with young children.

The commitment

As signatories to this charter, we commit to consider and work to address the needs of all people in the local community, regardless of ability or disability, age, and other access needs, where we deploy urban micromobility transport services.

We will proactively work with local communities, councils, special interest groups and others to make sure that micromobility is disability-inclusive and has a positive and equitable impact across the community.

Where to from here?

This charter is by no means final or complete. It is a living document that can be revised and updated in agreement with local communities and other stakeholders to continue to best deliver to the underlying objectives described in The Commitment.

It will be improved through ongoing diverse community engagement and progression of inclusive awareness, products and service design, innovation and practices.

It can be further strengthened by increasing cross-industry collaboration between micromobility operators, and collaboration with other stakeholders such as local councils, legislators, police and service providers.
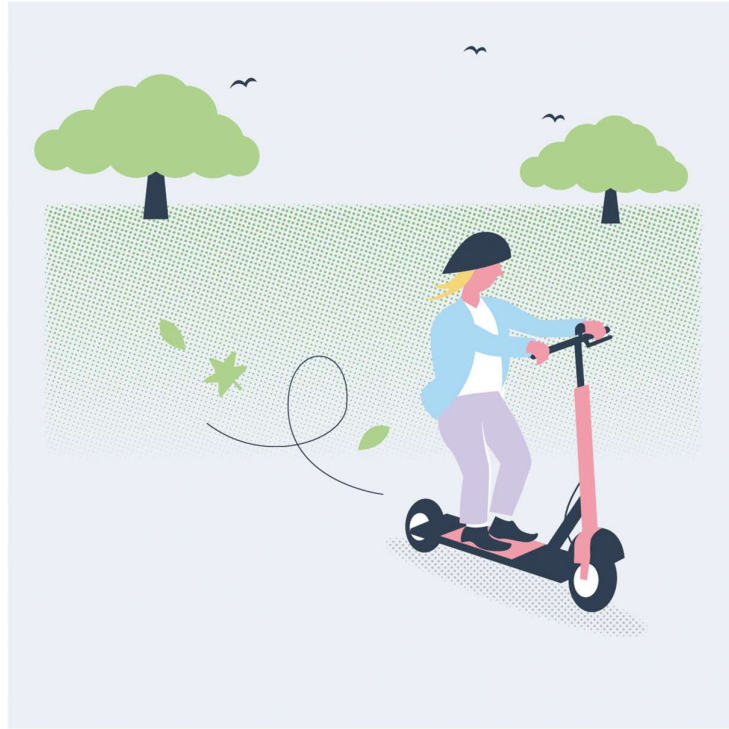
The charter

We, as signatories of the charter, commit to following this charter, and to review our progress against the charter annually:

1. Broad community engagement.

1.1 Regularly engage with pan-disability diverse reference group/s to,

- Understand changing perspectives, concerns and needs across the broader disability community and sub-communities
- Deep dive into specific issues and ensure that a range of diverse views are gathered and understood to get a richer picture of the specific issue and options to address it
- Co-create and test solutions, products and services. Do this both related to disability specifically (such as a design solution like a sound emission) as well as for broader mainstream design (such as the accessibility of the app or anti-microbial design considerations).
- Help develop messaging and public information that specifically addresses myths, fears and interest amongst the broader community including those with access needs
- Consider how these insights also reflect intersectional needs (such as ethnicity, age, gender, socio-economic status etc.) and how you combine these insights with all other insight gathered

**1.2 Regularly engage with broader community representatives and group/s to,**

- Build awareness in the broader community of those who may be impacted by micro mobility use (positively or negatively) and how needs are being addressed
- Understand other additional needs based on non-disability related characteristics (socio-economic, gender, ethnicity, etc.) that may impact

1.3 Communicate to the broader community

- How to hire a micromobility device, minimum requirements, and the cost of hiring

- What the rider is responsible for (riding safely, parking safely, obeying road rules, not riding on footpaths, speed limits etc.) in a way that is clear, understandable, regularly reviewed and aligned to rider rules
- What the provider is responsible for (providing a vehicle in a safe condition, insurance …)
- How you can help people build the skills and awareness to rent, ride and park easily and safely
- As accurately as possible share benefits and costs of the introduction of e-scooters to different environments and urban areas. Share benefits such as rider use, reduced car travel, positive health, environmental, social, cost, time, or any other credibly measured benefit. Also communicate accidents, issues, complaints, and wastage such as deliberately destroyed or damaged e-scooters to help build open and accurate knowledge in society.

2.   Inclusive product and service design.
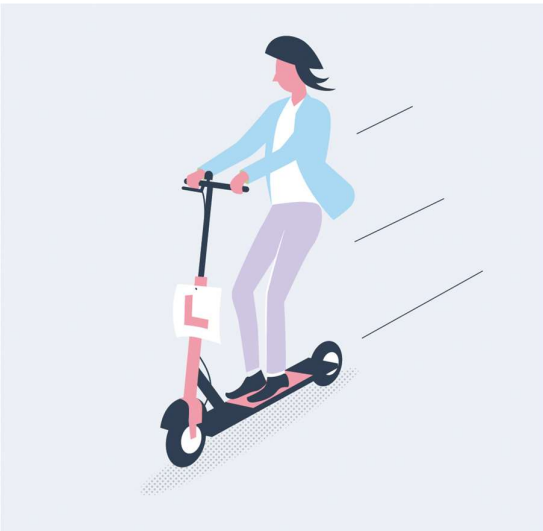
2.1 Proactive product and service design to support responsible and safe usage for all including,

- Providing people with the opportunity to build skills, awareness and knowledge prior to use and as they get started using e-scooters and other micromobility devices
- Helping people maintain responsible riding practices at all times, particularly in relation to speed, awareness of others, particularly those who may be at greater risk of harm due to physical, sensory, cognitive or health related additional needs (visible or non-visible), use in pedestrian spaces, and complying with road rules
- Provide indicator lights, operable without the user taking their hands off the handlebars
- Considering the use of digital and connected technologies to know when micromobility devices are being used irresponsibly
- Identifying more common use cases that may lead to irresponsible or dangerous riding, and design solutions, rules and/or norms of behaviour to address them. E.g., mixed use areas with no clearly designated pedestrian space; someone not looking ahead as they are checking online maps on their phone as they go (high proportion of riders are tourists and

in a new area/ on a new route); or drink riding in areas or at times of day that this is likely to be a more substantial risk than usual. Keep building and addressing these as experience builds

- Develop a sound that the e-scooter could emit that supports the needs of blind, deaf-blind and low-vision pedestrians and those with limited ability to look around. This sound design should also consider people with autism or other individuals who may be sound- sensitive
- Consider the use of daytime running lights as standard to improve visibility for people with low vision and especially for people who have dual sensory loss who also have difficulty hearing sounds. The use of lights should conform to safety standards (G-mark) to cater for all users including people who may be light-sensitive and drivers, especially if segregated pathways are used where micromobility riders may be riding towards cars
- Consider dual-projection lights to illuminate the rider better at night, in addition to in front of and behind the micro mobility device

2.2 Proactive product and service design to support responsible parking

- Clarity for riders about where and how they may safely leave an e-scooter or other micromobility device parked
- Developing easily identified, well-marked, and clearly visible parking areas in environments which have been considered and chosen for pedestrian safety as well as rider convenience
- Build in inclusive design considerations for all infrastructure. This means engaging with a wide variety of stakeholders including those with lived experiences of disability and other diverse characteristics as outlined in Section 1
- Use connected design to make it easy for riders to park the e-scooter or other micromobility device responsibly, and difficult for them to leave it in a space that could be a hazard to others in the community, specifically considering those with disabilities

2.3 Proactive product and service design to not exclude disabled users unduly or specifically to include users with additional needs

- Consider alternative micromobility designs that would allow people with additional needs to also use this new low carbon, convenient form of transport. In particular, designs such as vehicles that help people who have reduced balance, seated devices or devices that work in conjunction with manual wheelchairs
- Ensure all elements of the rider experience consider and are designed to support varying human capabilities, adaptive and assistive approaches
- Ensure the digital experiences consider and are accessible to all potential users, designed to support varying human capabilities, adaptive and assistive approaches
- Consider end to end journeys and how these would work for people with additional needs

3.   Collaborate to develop new socially responsible norms of riding.
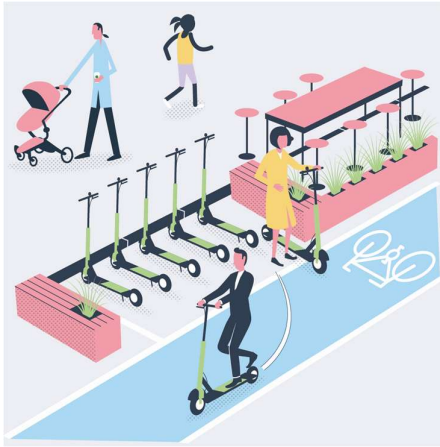
3.1 Work with authorities and other providers to

- Develop a clear and easy to learn code of conduct for riders and communicate this widely to increase the speed of these becoming accepted social norms
- Build micromobility into a "wheeled-proficiency" test which is required for all users of wheeled vehicles (including cyclists, micromobility users and mobility scooters).
- Agree to a single, clear and responsible set of rules and regulations to help establish and enforce new responsible norms of behaviour
- Monitor behaviour, define clear consequences and reward, restrict and fine riders depending on how they are complying with the agreed rules of usage. Consider setting up a common restriction list across all providers so that a person banned from one provider is banned across all providers.
- Ensure that micro mobility complements rather than replaces other forms of public transport that may be the only accessible and usable form for some people with disabilities

3.2 Collaborate with others across the industry to

- Continue to build skills, social norms and behaviours that support all users of the urban environment building confidence in the introduction of this new transport format.
- Consider using digital and connected technologies to support disabled pedestrians knowing where e-scooters are (in use or parked)

4. Innovate to create future cities that are better for everyone.

4.1 Integrated transport modes and systems

- Provide multi-modal information to help integrate micromobility with other forms of transport including public transport and walking
- Use service and product design to enhance multi-modal integration of transport hubs and transition points for travellers
- Share information in open formats where it can support greater ease of multi-model planning and journey management
- Provide suitable choices and options in transport to suit varying personal access needs, preferences and considerations

4.2 Lowering the environmental, social, safety and other costs of transport

- Integrate micromobility into cities and towns to provide maximum environmental benefits by reducing individual car journeys and complementing public transport
- Work with local councils and businesses to identify where the maximum benefits can be achieved
- Review the lifecycle environmental impact of micromobility itself and identify and implement improvements where possible

4.3 Work towards integrating smart technology into transport

- Monitor new developments in technology related to vehicle safety and include these in new designs as appropriate
- Work with other transport providers (cars, buses etc.) to investigate the development of shared connectivity protocols to allow smart transport devices to be aware of each other to avoid collisions
- Create shared technology-enabled protocols on right of way, rules of engagement etc.

- Sensors could also be used to alert riders or limit the device around obstacles. This could lower risks of hitting pedestrians or objects such as parked cars
- Review use of AI to allow a 3-wheeled vehicle using computer vision to return to a responsible parking location if it is left in an unsuitable place. Advancement of on-board localised AI and sensors to reduce irresponsible riding or parking