

## Vanessa Langtry

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**From:** Geordie Lascelles  
**Sent:** Thursday, 12 August 2021 3:20 PM  
**To:** Jessica Cause  
**Subject:** FW: Local Law Approval Neuron  
**Attachments:** Information Notice Neuron31-3-2021.pdf; SFinance.Pr21033115050.pdf

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**From:** Geordie Lascelles  
**Sent:** Wednesday, 31 March 2021 3:44 PM  
**To:** [REDACTED] <[REDACTED]> **Category A**  
**Subject:** Local Law Approval Neuron

Hi [REDACTED] **Category A**

As discussed please find attached signed Local Law Approval and Information Notice. We will need to get further information soon in regards to the call centre/ enquiry phone number and also your local Supervisors contact details so I can pass this onto our staff.

I wish you every success and look forward to the popular introduction of E-scooters in the Region.

Regards

**GEORDIE LASCELLES**  
Branch Manager Parks, Sport & Natural Areas  
T 1300 883 699  
E [REDACTED]



**Category A**

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## INFORMATION NOTICE

Issued pursuant to section 9 of *Local Law No. 1 (Administration) 2011*

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Legislative Authority/Description	Detail
The decision	To issue you with an Approval pursuant to <i>Subordinate Local Law 1.2 (Commercial Use of Local Government Controlled Areas and Roads) 2011</i> including conditions.
The reasons for the decision	I have made this decision on the basis of the following questions of fact and evidence: <ul style="list-style-type: none"><li>• Details as provided in the application form dated 9 March 2021</li><li>• Proposal presented at the Consultation Meeting of Council on 1 March 2021 – Bundaberg E-Scooter Information Document Neuron Mobility</li><li>• Neuron User Field MAgreement = Operator Agreement template as provided by Neuron</li><li>• Conditions that will ordinarily be imposed on an approval as detailed in Section 6 <i>Subordinate Local Law 1.2 (Commercial Use of Local Government Controlled Areas and Roads) 2011</i></li><li>• Taking into account potential for nuisance, inconvenience, annoyance, pedestrian and vehicle safety, public and user safety, property, hygiene, aesthetics, &amp; amenity.</li><li>• Consistency with the purpose of the reserves</li><li>• Expected demand and maximising the public benefit</li></ul>
Right to review of the decision	You may apply for a review of the decision within 14 days after the notice is given.

How to apply for review of the decision

You may apply for review in writing:

- a) By post:  
The Chief Executive Officer  
PO Box 3130  
BUNDABERG QLD 4670
- b) By email:  
[ceo@bundaberg.qld.gov.au](mailto:ceo@bundaberg.qld.gov.au)
- c) Over the counter:  
190 Bourbong Street  
BUNDABERG QLD 4670

Your application for review must:

- a) Be accompanied by a statement of the grounds on which you seek a review of the decision; and
- b) Be supported by enough information to enable the Council to review the decision.

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## LOCAL LAW APPROVAL

*Issued pursuant to Local Law No. 1 (Administration) 2011 and*

*Subordinate Local Law No. 1.2 (Commercial Use of Local Government Controlled Areas and Road) 2011*

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Approval Holder: Neuron Mobility (Australia) Pty Ltd ACN 632 570 355,

Of: 3 Crombie Street, Milton, Q 4064

Date of Notice: 1 April 2021

TAKE NOTICE that pursuant to section 10 of Bundaberg Regional Council's *Local Law No. 1 (Administration) 2011* the Approval Holder is provided with an Approval to undertake the Approved Activity listed below in accordance with the conditions of this Approval.

	<b>Legislative Authority/Description</b>	<b>Detail</b>
	<b>Type of Approval</b>	<b>Commercial use of local government controlled areas and roads</b>
1	Approved Activity	Provision of personal E-scooter hire sharing services on specified Council Controlled Areas and Roads with a maximum of 250 E-scooters within the council area.  Personal E-scooter (scooter) means a scooter, designed to carry one person, with one or more wheels and propelled by an electric motor, with an effective stopping system and when propelled by electric motor cannot reach a speed of more than 25 kilometres per hour on level ground.
2	Where can the Approved Activity be conducted	The Approved Activity may be conducted on areas as specified in Annexure A and Annexure B (The boundary extent of riding zones).
3	When can the Approved Activity be conducted	The Approved Activity may be conducted on all days and at all times of day unless as set out in the Special Conditions
4	Method of sale of goods or services for the Approved Activity	Payment for the Approved Activity must take place electronically.
5	Specific measures to ensure safety	The Approval Holder must ensure that the following specific measures are taken to ensure the safety of people participating in the Approved Activity or impacted by the Approved Activity. <ul style="list-style-type: none"><li>- maintain the Personal E-scooters in good mechanical repair and condition so as to minimise the risk of injuries to users of the Personal E-scooters</li></ul>

		<ul style="list-style-type: none"> <li>- maintain the scooters in a clean and sanitary condition.</li> <li>- provide safe use information and education to personal users electronically and displayed on the scooter</li> <li>- provide an integrated helmet lock ensuring that helmets are physically secured to the scooters when parked and therefore available to users. The trip may not be ended and transaction complete until the helmet is returned and secured to the scooter.</li> <li>- ensure that the scooters comply with the relevant legislation and standards during the Term.</li> </ul>																								
6	Specific measures to avoid nuisance	<p>The Approval Holder must take the following measures to ensure that any nuisance is avoided:</p> <ul style="list-style-type: none"> <li>- Proactively and regularly collect scooters and return them to parking check points (deployment zones)</li> <li>- Adequately respond to and resolve complaints and incidents in a timely manner. Respond to each of the following scooter or deployment issues within the specified response time.</li> </ul> <table border="1"> <thead> <tr> <th>Issue</th> <th>Examples (without limitation)</th> <th>Response time upon becoming aware</th> </tr> </thead> <tbody> <tr> <td>Dangerously located</td> <td>Hanging from a structure On a median strip</td> <td>Within 1 hour during normal business hours or 3 hours outside of business hours</td> </tr> <tr> <td>Impeding access</td> <td>Impeding property access or parked across pedestrian kerb ramp</td> <td>Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td>Blocking pavement passage</td> <td>Blocking passage on pavement but not pedestrian kerb ramp or property access</td> <td>Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td>Toppled e-scooter</td> <td>Not parked in a standing position</td> <td>Within 12 hours</td> </tr> <tr> <td>Inappropriate density or outside geofence area</td> <td>Cluster and excessive density</td> <td>Within 12 hours</td> </tr> <tr> <td>Unused – outside of a parking zone</td> <td>Unused for more than 72 hours</td> <td>Within 12 hours</td> </tr> <tr> <td>Inappropriately located</td> <td>Parked on turfed areas of</td> <td>Within 24 hours</td> </tr> </tbody> </table>	Issue	Examples (without limitation)	Response time upon becoming aware	Dangerously located	Hanging from a structure On a median strip	Within 1 hour during normal business hours or 3 hours outside of business hours	Impeding access	Impeding property access or parked across pedestrian kerb ramp	Within 3 hours during normal business hours or 6 hours outside of business hours	Blocking pavement passage	Blocking passage on pavement but not pedestrian kerb ramp or property access	Within 3 hours during normal business hours or 6 hours outside of business hours	Toppled e-scooter	Not parked in a standing position	Within 12 hours	Inappropriate density or outside geofence area	Cluster and excessive density	Within 12 hours	Unused – outside of a parking zone	Unused for more than 72 hours	Within 12 hours	Inappropriately located	Parked on turfed areas of	Within 24 hours
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			park lands and squares	
		Damaged faulty or abandoned	Missing wheels	Within 24 hours
7	Approved signage	There shall be no third-party advertising on the e-Scooter or public signage. Council may give written approval for specified signage identifying or delineating parking check points (supply zones).		
8	Release and Indemnity	<p>The Approval Holder acknowledges and agrees that:</p> <ul style="list-style-type: none"> <li>• They have inspected the local government controlled area or road and it is satisfactory to their purposes.</li> <li>• It understands and assumes all risks in accessing the local government controlled area or road.</li> <li>• It assumes all risks in undertaking the Approved Activity for itself, its employees, contractors, agents and invitees.</li> </ul> <p>Further, this Approval is given on the basis that the Approval Holder indemnifies and agrees to keep indemnified the Council against all actions, suits, proceedings, claims, demands, costs, losses, damages and expenses ("Claim") arising out of or in any way connected to or resulting from the exercise of this Approval or the Approved Activity (all of which are referred to as ("the indemnified acts or omissions")) save to the extent that the Claim arises as a result of any negligent act of Council. The Approval Holder hereby releases and discharges the Council from any Claim relating to the indemnified acts or omissions which may be made against the Council.</p>		
9	Insurances	<p>The Approval Holder must hold and keep current for the Term of the Approval:</p> <ul style="list-style-type: none"> <li>• Public Liability insurance for not less than \$20 million.</li> <li>• 3<sup>rd</sup> party property damage.</li> </ul> <p>Evidence of its insurance (including a certificate of currency) is to be provided to Council prior to the commencement date.</p>		
10	Damage to Council Property	The Approval Holder or its employees, contractors, agents or invitees must not damage Council property or any property on the local government controlled area or road ("Property"). If Property is damaged, the Approval Holder is responsible for all costs associated with the damage (including any Claim) and is responsible for reinstating the Property to the same condition as it was prior to the damage taking place.		
11	Special Conditions	a) The Approval Holder must provide anonymised trip data collection to Council to assist with ongoing network planning and facility improvements comprising a monthly report or data spreadsheet (in excel and/or other agreed format) containing information on all trips undertaken in the reporting month. This data may include, but is not limited to; dates and times, Origin &		

destination, trip length, trip duration, and summary data including total number of trips, total distance, user demographics, and most popular sites.

- b) Various zones may be determined by Council and the Approval Holder shall implement these in a timely manner. These zones may include but are not limited to geofence boundary extent of riding zones, no riding zones, speed restrictions, hours of operation in certain zones, parking check points (deployment zones) and no parking zones. Council may request these areas be altered from time to time through the term of the permit including temporary implementation for example for events or construction activities.
- c) No riding zones located within the Boundary Extent of the riding zone include footpaths on the following roads:
  - a. Bourbong Street, Bundaberg, but only between Maryborough Street and Tantitha Street
  - b. Bauer Street, Bargara, but only between the Esplanade and See Street
  - c. See Street, Bargara but only from the intersection with Bauer Street north for 100m and south for 100m.In no riding zones the engine shall shut off and bring the E-scooter to a slow and steady stop. Users shall be informed they are in a no-riding or restricted zone by a voice alert and Mobile App notification.
- d) In a speed restricted zone the scooter must slow and users are not able to ride above the specified speed limit – Currently known speed restricted areas are:
  - a. Bargara Foreshore Streetscape, Burkitt Street to Whalley Street (12km/hr),
  - b. Botanic Gardens (15km/hr),
  - c. Riverside Parkland, Quay Street, Bundaberg (12km/hr),
  - d. Lake Ellen Heritage Hub Playground area, The By Wash, Bundaberg (12km/hr),
  - e. Alexandra Park Children's Play area and Zoo, Quay Street, Bundaberg (12km/hr).
- e) In a time restricted zone scooters are not able to be operated as it is outside opening hours. Current zones are:
  - a. Queens Park, 29 Queen Street. Opening hours to 6am to 6pm daily
  - b. Botanic Gardens, Mt Perry Road, Bundaberg. Opening hours 5.30am to 6.45pm daily, September to April inclusive and 6.30am to 6pm daily May to August inclusive.
- f) In a no parking zone users are not able to end their trip, turn the scooter off and complete the transaction.
- g) Several Preferred Parking Check Points (Deployment Zones) will be established. These zones are to be determined in partnership between the Approval Holder and Council, however Council will have the final

		<p>power to specify locations. The locations may be altered during the term of the Approval. The Approval Holder may determine the numbers of e-scooters to be located at each of these parking zones. E-scooters are to be collected and returned to defined parking zones following any battery charging and maintenance, and at least every 72 hours.</p> <p>h) The Approval Holder is required to provide adequate customer service assistance points and representatives to adequately receive and respond to enquiries and complaints. The Approval Holder shall be contactable through multiple channels including telephone, email, website, Mobile App, and social media platforms. The number of complaints received, and response times are to be provided to Council in a monthly report.</p> <p>i) Council is to be immediately notified of any serious injuries and provided with details of the incident.</p> <p>j) The Approval Holder must ensure that the Approved Activity is conducted in accordance with the proposal presented at the Consultation Meeting of Council on 1 March 2021, Annexure C – Bundaberg E-Scooter Information Document Neuron Mobility, except for Service area zone &amp; parking deployment zones.</p>
12	Compliance with Approval	<p>The Approval Holder must ensure each condition of the Approval is complied with.</p> <p>Maximum penalty – 50 penalty units</p>
13	General Conditions of Approval	<p>a. The Approval Holder must ensure that the Approved Activity is conducted only in accordance with the conditions of this Approval.</p> <p>b. The Approved Activity must not cause nuisance, inconvenience or annoyance to:</p> <ol style="list-style-type: none"> <li>i. The occupier or any land which adjoins the location of the prescribed activity; or</li> <li>ii. Vehicular traffic; or</li> <li>iii. Pedestrian traffic.</li> </ol> <p>c. The Approved Activity must not have a detrimental effect on the amenity of the surrounding areas.</p> <p>d. You must produce the approval for inspection on demand by an authorised person.</p> <p>e. The Approval Holder must take all general measures and any specific measures to protect the safety of persons who may be involved in, or affected by, the Approved Activity.</p> <p>f. The Approval Holder must pay Council the prescribed fee as resolved in Council Fees and Charges</p>
14	Expiry of Approval (Term of the Approval)	<p>This Approval expires on 31 March 2022. Application may be made for renewal of the approval.</p>

In granting this Approval the Council is satisfied that:

- a) The Approval Holder has confirmed that it has obtained all relevant approvals, licences and permits from any relevant regulator, statutory body or government agency.



- b) The Approved Activity is adequate to protect public health, safety and amenity and prevent environmental harm.
- c) The Approved Activity is consistent with the restriction of commercial use of local government controlled areas and does not provide an unfair advantage.
- d) The Approval is consistent with the purpose of the local law.
- e) The Approved Activity does not unduly interfere with the proper use of the local government controlled area or road.



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Stuart Randle  
Acting Chief Executive Officer  
Approved under delegation of the Bundaberg Regional Council

## Annexure A

Where the Activity may be conducted – the boundary extent of riding zones

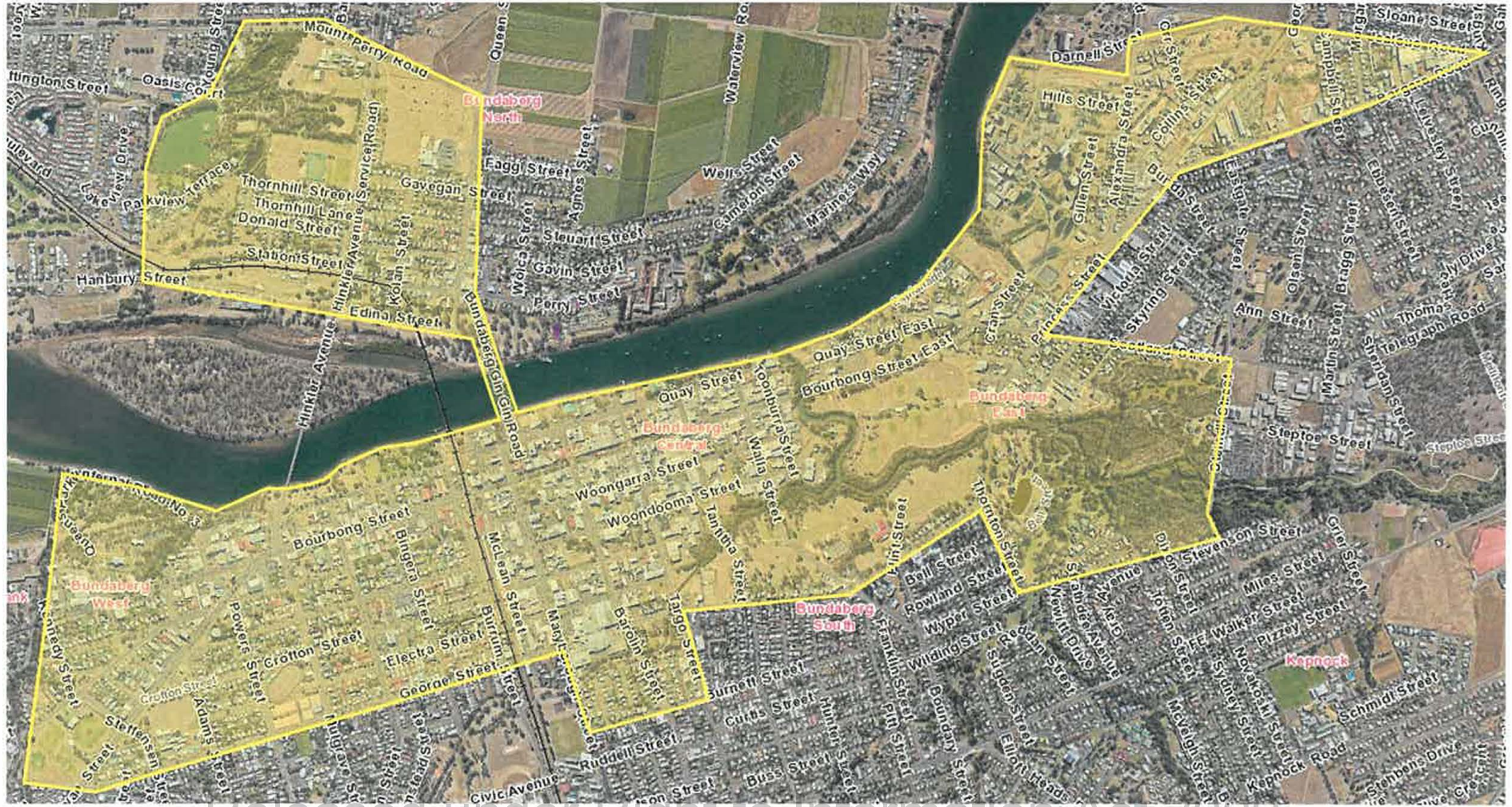
Bargara



## Annexure B

Where the Activity may be conducted – the boundary extent of riding zones

### Bundaberg

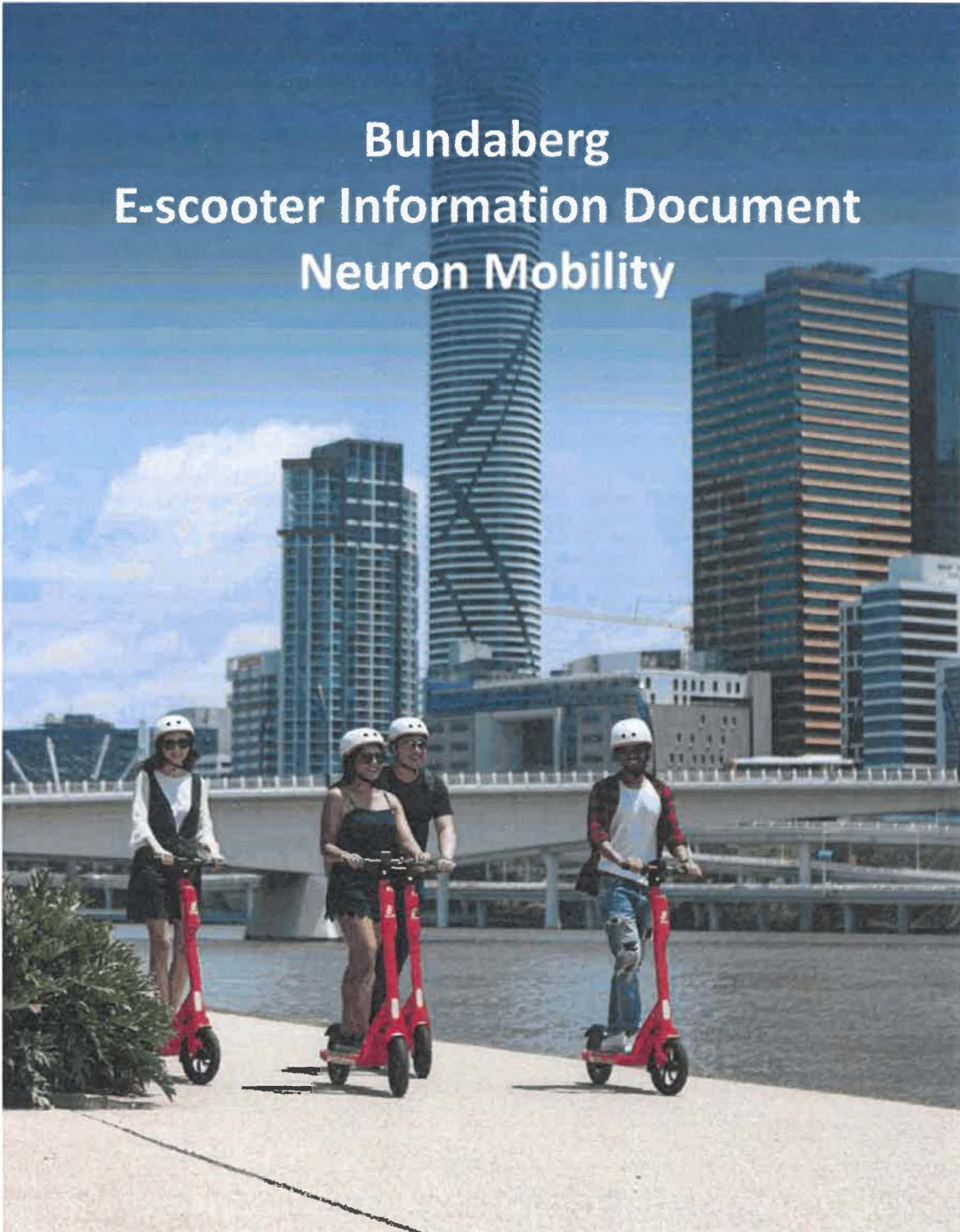


## **Annexure C**

Proposal presented to Councillors

Released under Right to Information Act 2009

# Bundaberg E-scooter Information Document Neuron Mobility



Released under Right to Information Act 2009

### Executive Summary

First and foremost, Neuron is delighted to share our e-scooter information document with Bundaberg Regional Council. We believe that our offering is uniquely positioned to support the goals and interests of the Bundaberg community.

**We look forward to offering BRC a world class mobility service that is uniquely tailored to local needs-** As the leading e-scooter operator in Australia & New Zealand, with over 5,000 scooters launched in partnership with various city and region councils, we believe that we are uniquely positioned to meet the local needs of Bundaberg whilst maintaining our global product and service quality. Our team understands that no two cities are the same as they have unique intricacies that require a customisable solution for successful micro-mobility integration. **We are eager to work with the BRC to customise our solution for Bundaberg.** With Neuron, Bundaberg will get the **latest and greatest technology** the e-scooter industry has to offer and continue to do so throughout our partnership.

**We put safety at the heart of everything we do** - Safety dictates every aspect of our e-scooter operations, from product design, employee onboarding, training, operating procedures, rider safety information and how we partner with local stakeholders such as BRC. Our unique e-scooters are **purpose-built for safety and sharing and have a number of features to enhance safety for users.** These unique safety features include our wide 8.3" (210mm) e-scooter deck and 11.5" (290mm) silicon wheels for stability and comfort, our daily 60+ point mechanical and safety checks and our **world-first helmet lock and voice guidance, that guides users on a range of warnings and alerts.** [REDACTED] including setting up relevant geofences for no riding and slow speed zones. We also hold Public Liability Insurance and industry leading Personal Accident Insurance. (See Section 3.0 for further information on our safety and maintenance regimes, and Section 5.0 for more details on our insurance policy)

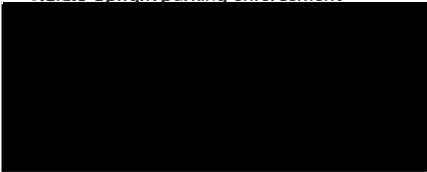

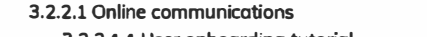

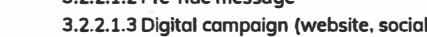



Category B

**We are committed to being a long term BRC partner, and are excited to support BRC in achieving its advocacy priorities** across economic, social, human and green infrastructure. We believe that alongside BRC, we would be able to **contribute positively to priorities of the Council including providing a carbon-free mode of transportation** [REDACTED]

Category B

Neuron is excited to bring an industry leading e-scooter sharing operation to the Bundaberg region. We look forward to a fruitful, lasting partnership.

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Neuron - Bundaberg Regional Council Information Document



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## 1.0 Introduction to Neuron

### 1.1 Neuron as a company

Founded in 2016, Neuron is the leading e-scooter operator in Australia & New Zealand and the fastest growing micro-mobility service in Asia Pacific.

Today, Neuron is the most experienced e-scooter operator in Australia and New Zealand (>5,000 vehicles) with permits to operate in Brisbane, Townsville, Auckland, Darwin, Canberra, Western Alliance of Adelaide (West Torrens, Charles Stuart and Port Adelaide Enfield), City of Adelaide (Central Business District and North Adelaide), Dunedin, and more soon. We are also one of the few operators globally approved for trial in the United Kingdom.

Following the successful introduction of our e-scooters in the City of Adelaide and Darwin, we've also partnered with our local council partners to introduce e-bikes in 2020 to expand the range of micromobility options available.

Globally, we have >1,000,000 unique users who have travelled >115,000,000 km (equivalent to >2,800 journeys across the circumference of the earth) on Neuron's e-mobility services.

Country	City	Launch date	Status	# e-scooters	# e-bikes
Australia	Brisbane	July'19	Active		
Australia	Townsville	Sep'20	Active		
Australia	Adelaide	Feb'20	Active		
Australia	Darwin	Jan'20	Active		
Australia	Canberra	Sep'20	Active		
New Zealand	Auckland	Jan'20	Active		
New Zealand	Dunedin	Feb'21	Active		
United Kingdom	Slough	Oct'20	Active		
United Kingdom	Newcastle	Feb'21	Active		

Category B



South Korea    Seoul    Feb'21    Active    [Redacted]    **Category B**

**1.2 References from other cities**

Neuron prides itself on striving to build strong collaborative relationships with our council and government partners. Please see references below for council contacts managing the relationships within our Australia cities.

City	Reference
Brisbane	Name: [Redacted] Role: Contract Delivery Manager, Brisbane City Council Email: [Redacted] Contact: [Redacted]
Townsville	Name: [Redacted] Role: Economic Activation Officer – Future Cities Email: [Redacted] Contact: [Redacted]
Adelaide	Name: [Redacted] Role: Team Leader, Business Centre Email: [Redacted] Contact: [Redacted]
Darwin	Name: [Redacted] Role: General Manager Innovation Growth and Development Services Email: [Redacted] Contact: [Redacted]

**Category A**

**1.3 Brisbane as a case study**

After a rigorous selection process from nine applicant operators, Brisbane City Council selected Neuron to be the largest operator in Brisbane from July 2019 with a fleet of 600 e-scooters. This was due to Neuron's innovation and safety credentials and desire to solve local challenges in partnership with the council. To quote BCC's Deputy Mayor, "...with Neuron, we're seeing a lower centre of gravity with a wider board, power packs underneath the boards so it's more stable..".

**Collaboration with City Council:** Neuron worked in collaboration with Brisbane City Council to invent and operationalise the world's first helmet lock solution that revolutionised the industry and user safety.

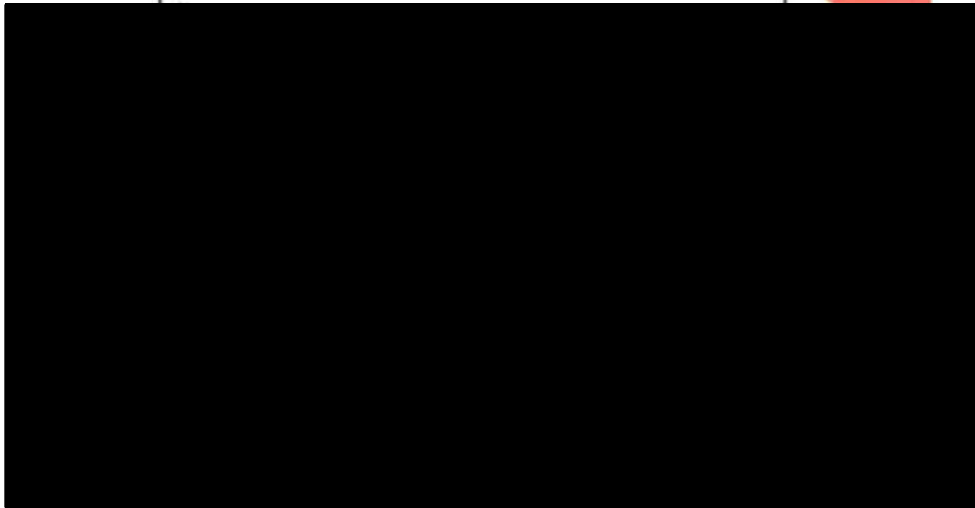
[Redacted]

**Category B**

Recently, Neuron's contract has been further extended for another 12-months, a recognition of the successful partnership between Brisbane City Council and Neuron. Neuron has also conducted a



survey to understand the impact of e-scooters in the city, especially in a COVID-19 environment. Please refer to the image below for further details.



Category B

1.4 Darwin as a case study

Neuron was granted a 12 month exclusive trial with the City of Darwin in the Northern Territory of Australia. Prior to launch, Neuron worked closely with the City to customise the trial and localise operations for Darwin's requirements. Launched in January 2020, feedback from the local community has been overwhelmingly positive with local residents and stakeholders.

**Operating area expansion and e-scooter cap increase:** Neuron's eScooter trial in Darwin has been an overwhelming success during the first six months of operations and [redacted] Neuron and City of Darwin continue to receive continuous requests from both users and non-users for expansion of Neuron's service area. [redacted]

Category B



### Neuron case study - Darwin

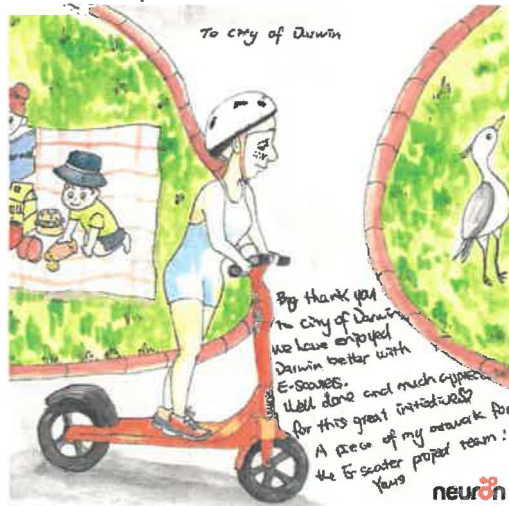
No. of scooters	250 e-scooters
Trial period	12 month trial
Operators	Neuron is the sole trial participant
Trial process?	Neuron and Council collaborated closely on the trial format, before it was announced
State laws?	NT exemptions have been granted under the Motor Vehicles Act and Traffic Act.
Speed limit	15km/h (some 12km/h slow speed zones)
Where can e-scooters operate?	A 5km stretch across the CBD, Waterfront and Cullen Bay on footpaths, shared bike & pedestrian paths
Helmets?	Mandatory

#### What benefits has Darwin seen from e-scooters?

- Neuron's e-scooter operation has been described as "an economic consumption multiplier" by Joshua Sattler (GM Innovation and Growth at City of Darwin)
- E-scooters have dispersed last mile transport, replacing short car trips and reducing the congestion and emissions in the city.
- Neuron has also had a positive impact as an employer, creating more jobs for the city

Category B

The picture below was submitted from a customer who thoroughly enjoyed the benefits Neuron scooters have brought to Darwin and praised the council for their ambition.





## 2.0 Neuron in Bundaberg

Neuron believes that we can positively contribute to the Bundaberg community by offering a friendly, affordable and sustainable mode of transportation in Bundaberg, with key focus on Bundaberg CBD (including Burnett riverside) and Borgoro upon launch. Beyond that we will also work closely with Bundaberg Regional Council and the local community to ensure we constantly improve upon our product and services.

### 2.1 Local employment

[Redacted]

Category B

### 2.2 Community Engagement

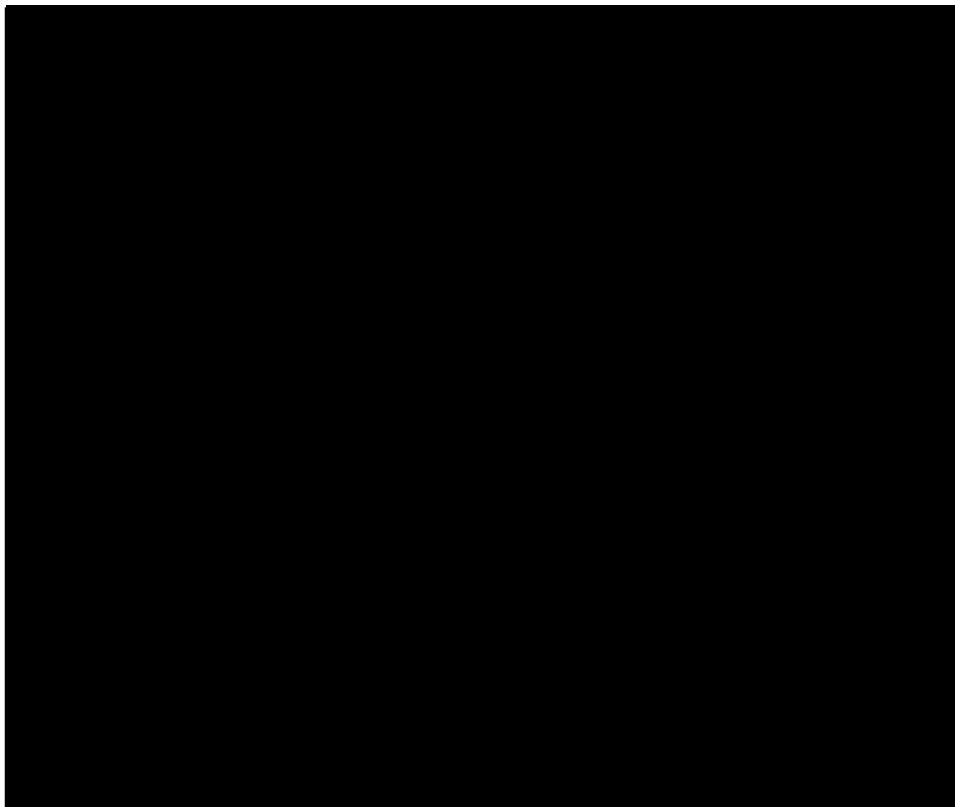
Whilst Neuron believes that micromobility has many societal and environmental benefits once introduced in a city, we are well aware that some groups in the community may have concerns around e-scooter ride sharing introductions. We know from experience that these concerns tend to be centered around accessibility, parking and deployment areas, or the speed of e-scooters.

Neuron will follow our tried and tested [Redacted], utilised throughout our ANZ cities, to ensure that the risks to vulnerable users of our road, footpath, shared paths, bike paths, and other related infrastructure, are minimised, and at times entirely removed. [Redacted]

Category B

[Redacted]

Category B

**Category B**

### 2.3 Sustainability

In line with BRC's Sustainable Bundaberg 2030 goals, sustainability is at the heart of Neuron's product and operations. (See Section 3.6 for full details on how we maintain and continuously improve upon the sustainability of our operations).

### 2.4 Operational Resilience

Neuron has worked with numerous locales of varying populations, including Darwin, AU with a population of ~130,000 and Townsville, AU with a population of ~185,000. Our e-scooters, built to withstand extreme weather conditions, have been safely ridden on hilly landscapes as in Auckland, and across different climates e.g. windy Adelaide and rainy Darwin.

As an operator in Townsville (QLD), we have developed local expertise in operating in similar weather conditions, and are familiar with potential extreme conditions. Since our launch in Townsville, we

**Category B**

Neuron - Bundaberg Regional Council Information Document



Category B

Please also see Section 4.3 on our COVID-19 operational plan



### 3.0 Safety and Innovation

#### 3.1 Hardware

The ANZ region is Neuron's top priority globally. Neuron focuses its investment in technology that resolves the local challenges of the region. This focus has enabled Neuron to be the first in the world to integrate a physical helmet lock, which would physically hold a helmet in place unless unlocked by the user through Neuron's app, onto its scooters.

Neuron's proprietary e-scooter, the N3, features 11.5" wheels and a 11.5" platform (54% wider than the standard scooter sharing deck), swappable batteries, and is also one of the few German PLEV Dynamic Stability standard approved shared scooters globally. This scooter is designed to provide more stability to users and is able to withstand uneven terrain.

Neuron scooters are equipped with advanced smart technology with active GPS, known internally as internet-of-thing (IoT) systems.

Category B

Below are some images comparing the proprietary N3 scooter to other standard scooters used in the sharing economy.



Neuron scooters were developed with safety and ease of use in mind and feature the following enhanced safety features:

- **Automotive standard frame** – The N3 frame adheres to automotive standards to create a stronger and most importantly safer frame which protects users and reduces break-down frequency.



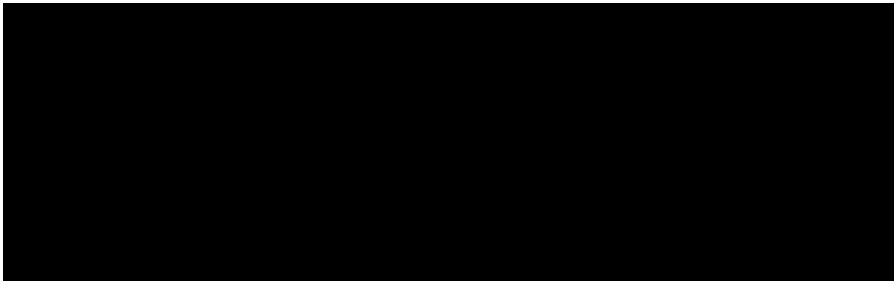
- **11.5-inch tyres** - Larger tyres ensure rider safety. The N3 spots a 11.5-inch wheel which is able to clear road imperfections easily, which reduces the risk to users and improves user experience.
- **Over-the-air speed limit change ready** - N3 provides unprecedented control to Neuron and the University administrators. The speed limit of N3 can be dynamically changed from one area to the other. Users who enter this area from elsewhere will automatically have their speed limit capped over-the-air.
- **Swappable batteries** - Neuron's swappable battery technology allows batteries to be swapped-out within minutes of locating a scooter, instead of having to be hauled back to be charged for 6 - 8 hours. [REDACTED]
- **Integrated helmet lock** - Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially

Category B

Please refer to Appendix A for the detailed specifications of Neuron's proprietary N3 scooters.



3.2 User education and behavior management



Category B



3.2.1.1 Geofencing technology [redacted]

Category B

Neuron is able to deploy a geofence according to the areas of the maps, in partnership with the Council. We are able to dynamically update the geofence as required by the Council. This can be implemented very quickly and amended for large events.

Our GPS geofence technology combines location data from Neuron scooters and users' mobile phones and is able to geofence ride-able and park-able areas. [redacted]

Category B

Users are then obligated to push the scooter out of the restricted zone and into the allowed geofence. A buffer would be required to account for GPS accuracy and latency.

3.2.1.2 Speed limit enforcement

Neuron scooters are equipped with the ability to limit its maximum speed to [redacted]

Category B

Users who enter these areas from elsewhere will automatically have their speed limit capped over-the-air. This will ensure that users are unable to exceed the speed limit just by riding the scooters normally. [redacted]

Category B

3.2.1.3 Proper parking enforcement

Scooters will be parked on the streets in compliance with Bundaberg's code of conduct. [redacted]

Category B

In addition, users are required to take a photo of the e-scooter after it has been parked. Parking compliance is then monitored through users' end-trip photos [redacted]. If a user continually violates responsible parking, they may face the risk of being suspended from Neuron's service. Neuron also commits to have open channels of communication that will allow members of the public to report errantly parked scooters.

3.2.1.4 Integrated helmet lock [redacted]

Category B

Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially. [redacted]



3.2.1.5 Upright parking enforcement [redacted]

[redacted]  
[redacted] In such situations, as well as when Neuron is made aware that a scooter has not been parked appropriately for any reason, Neuron's operations team will be deployed to ensure compliance.

Category B

[redacted]

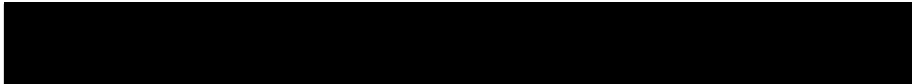
Category B

[redacted]  
[redacted] If a fall is detected, a push notification is automatically sent to the user to determine if assistance is required. If the user selects assistance, Neuron's app would prompt the user with the local emergency assistance number.

Category B

[redacted]

Category B



Category B

### 3.2.2 User communication, engagement and education

Neuron has a comprehensive online and offline user communication, engagement and education program to promote user compliance.

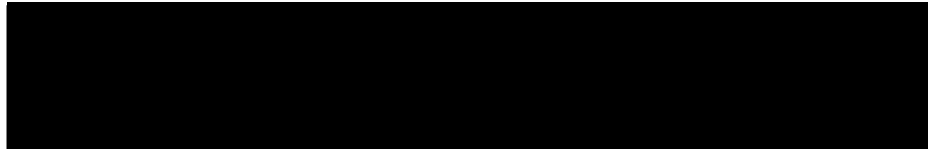
#### 3.2.2.1 Online communications

##### 3.2.2.1.1 User onboarding tutorial

Before Neuron users are allowed to commence their first ride on a Neuron scooter, they are required to go through a series of in-app electric scooter riding, helmet use and parking best-practice lessons. This onboarding process has been built into the mobile app to ensure that all users are fully informed of the do's and don'ts of scooter-sharing before they commence riding.

The training, which has to be completed by all first time users before they are allowed to operate a Neuron scooter, includes, but is not limited to:

- How to start the e-scooter
- How to operate safety features including brakes, lights and the bell
- Minimum age restriction of 18
- Safe riding best practices through a GIF guide
- Awareness of applicable state laws when riding and parking
- Speed limits
- Compulsory helmet usage
- Parking responsibly in parking areas
- Use of pedestrian paths / roads
- Other safety reminders including not having have more than one rider per scooter, and to not ride under the influence



Category B

##### 3.2.2.1.2 Pre-ride message

Before a user starts a trip, they'd be shown a simple and concise messaging on do's and don'ts



Category B



Riding Responsibly

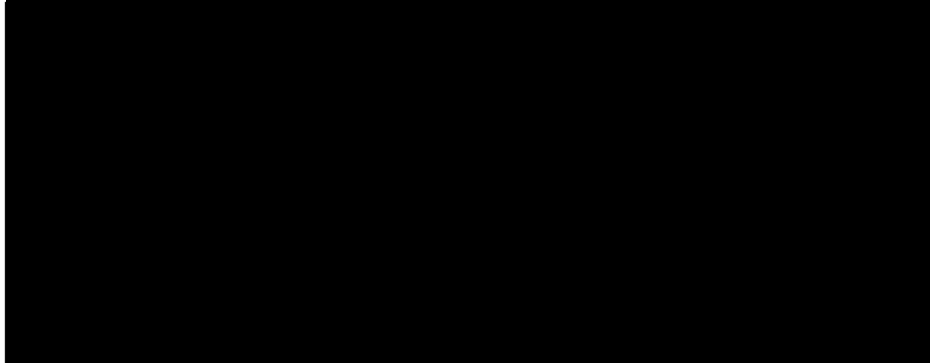
- Always wear a helmet!
- Observe all speed limits.
- Do not ride when impaired.
- No passengers: one rider per scooter.
- Avoid roads, stay vigilant, and look out for other road users.
- Turn on the headlights in the dark or in bad weather.
- Park responsibly: do not obstruct paths, doorways and common areas.
- Contact the authorities in an emergency.

Read our complete [Riding Rules](#).



3.2.2.1.3 Digital campaign (website, social media, email)

In addition to in-app digital campaigns, Neuron has been building and will continue to build a publicly available online repository of knowledge so as to constantly educate the public on responsible riding including applicable state laws. This repository is available on Neuron's website at <https://www.neuron.qld.gov.au/how-to-safety/>.



Category B

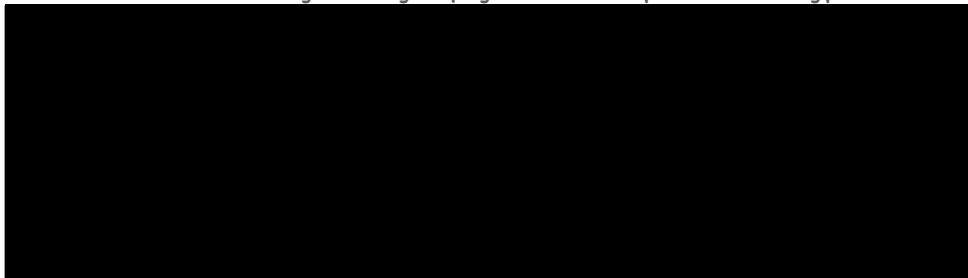


Category B

3.2.2.2 Offline communications

3.2.2.2.1 Safe-Riding Programme

Neuron commits to launching safe-riding campaigns to educate the public on safe riding practices.



Category B

3.2.2.2.2 Signage on scooters

On each scooter, Neuron would deploy attention catching stickers to show users the high priority do's and don'ts.





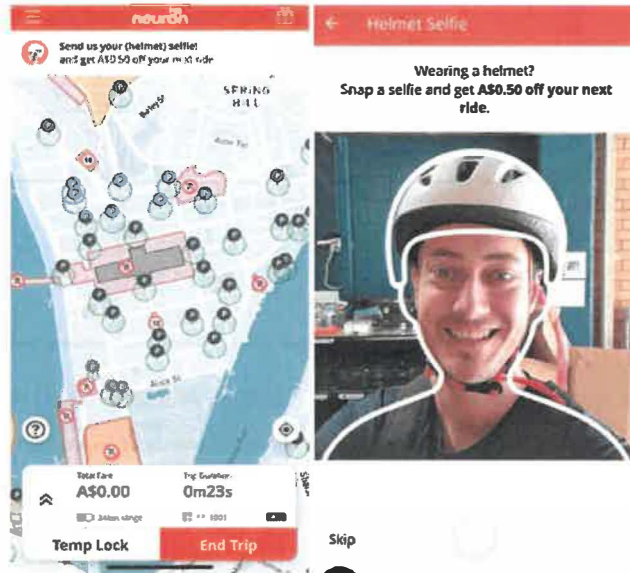


3.2.3 User incentivization

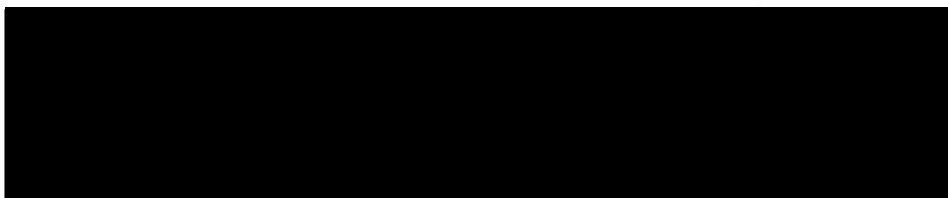
Neuron has a number of incentivization programs to encourage safe usage.

- **Helmet use:** Users are prompted to take a selfie with a helmet on before they start a trip. [REDACTED], the user's account would be credited with AUD 0.25. This incentive can be activated each trip
- **Incentivised parking:** If a user parked in a designated parking area, the user's account would be credited with AUD 0.20. This incentive can be activated each trip
- **Incentivised trip:** If a user utilizes a scooter from an area with excess scooters, they'd receive AUD 1 in discount

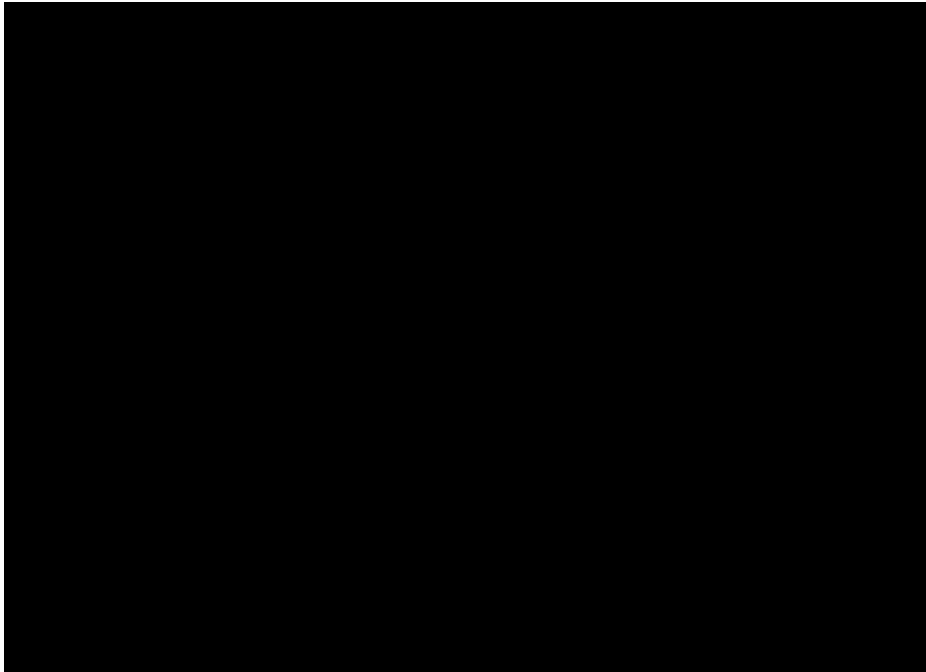
Category B



3.2.4 User sanctions



Category B

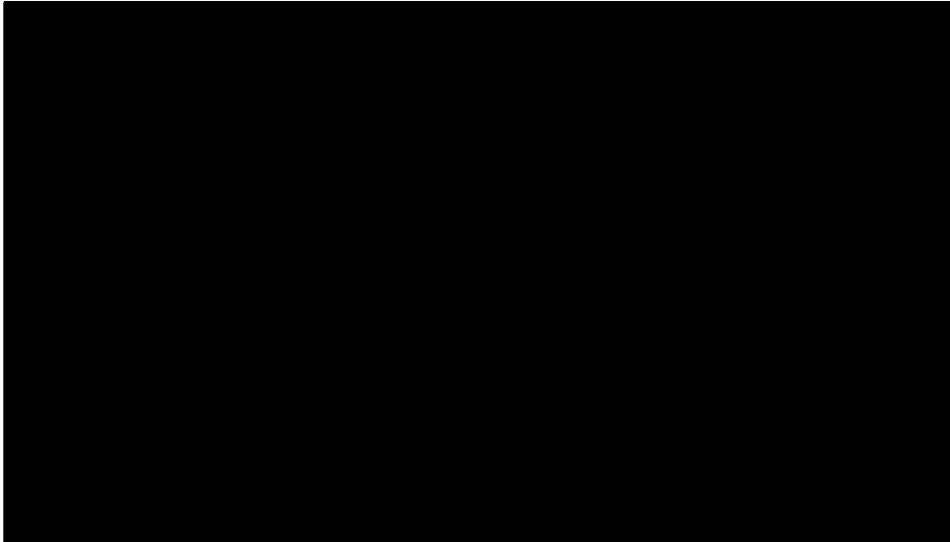


Category B



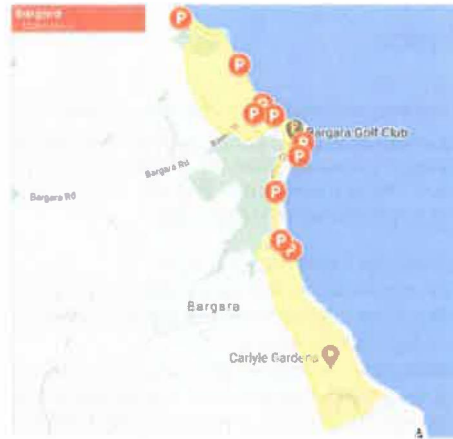
### 4.0 Operational plan

#### 4.1 Number of scooters, service area & deployment zones



Category B





For each of the marked parking stations, we have marked out exact parking spots, with four examples as seen below. It should be noted that these are not definitive parking spots and should be utilised as a guide only until further operational mapping can be completed on the ground



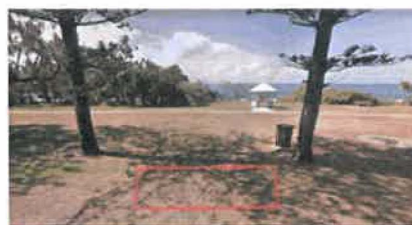
Hinkler Central



Outside Bargara Real Estate



Bundaberg Library



Esplanade X Clarke St

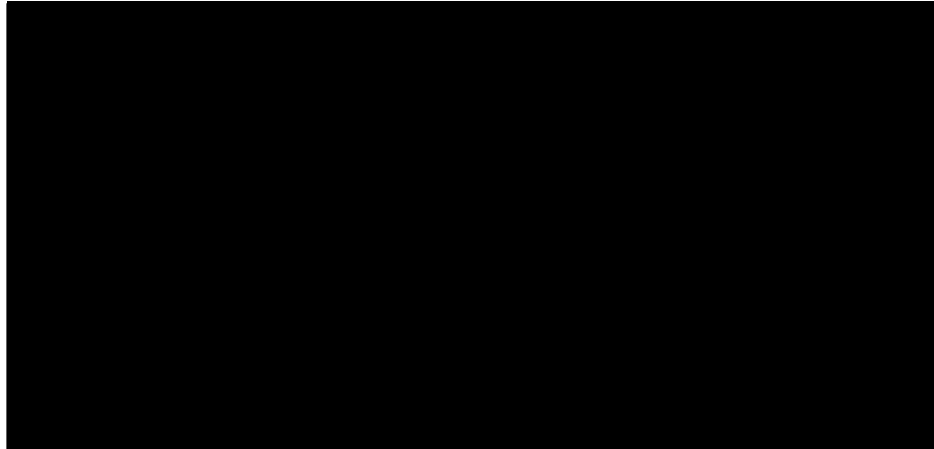


4.2 Safety checks and maintenance



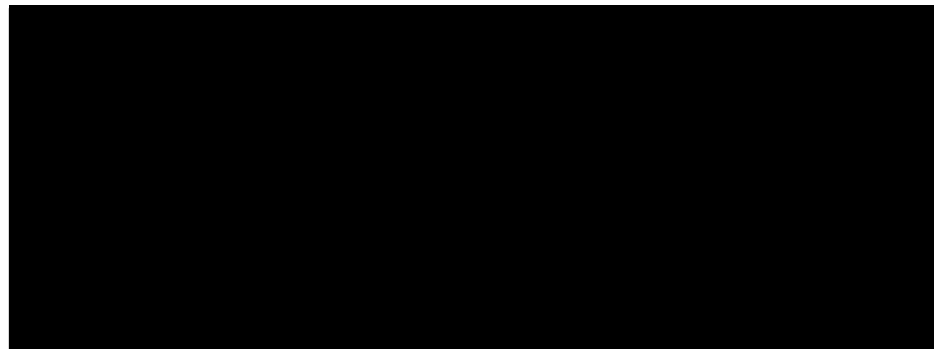
Category B

4.2.1 Three-day road-worthiness check

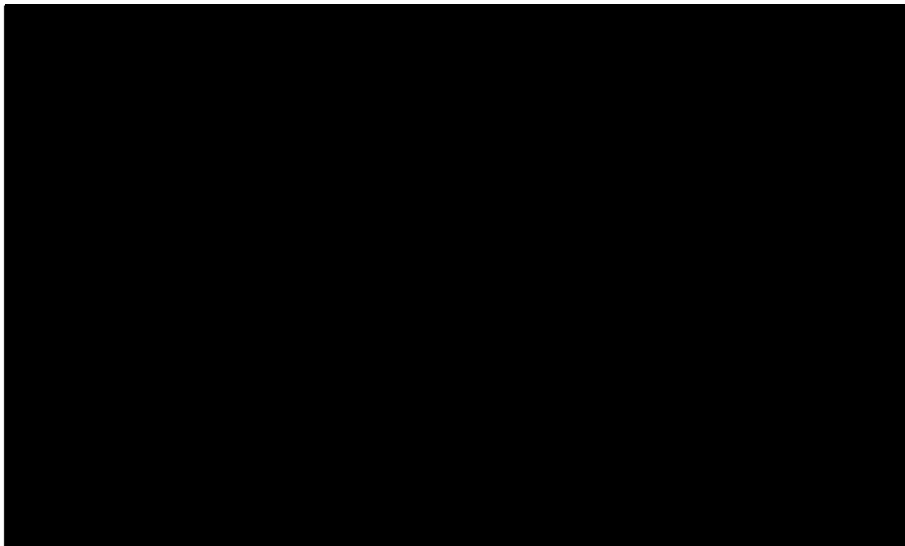


Category B

4.2.2 Thirty-day inspection and maintenance

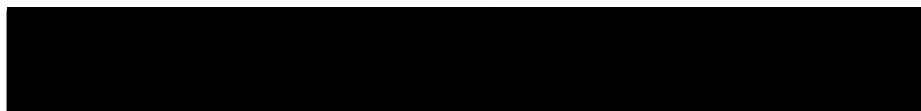


Category B



Category B

4.2.3 Battery Inspections



Category B

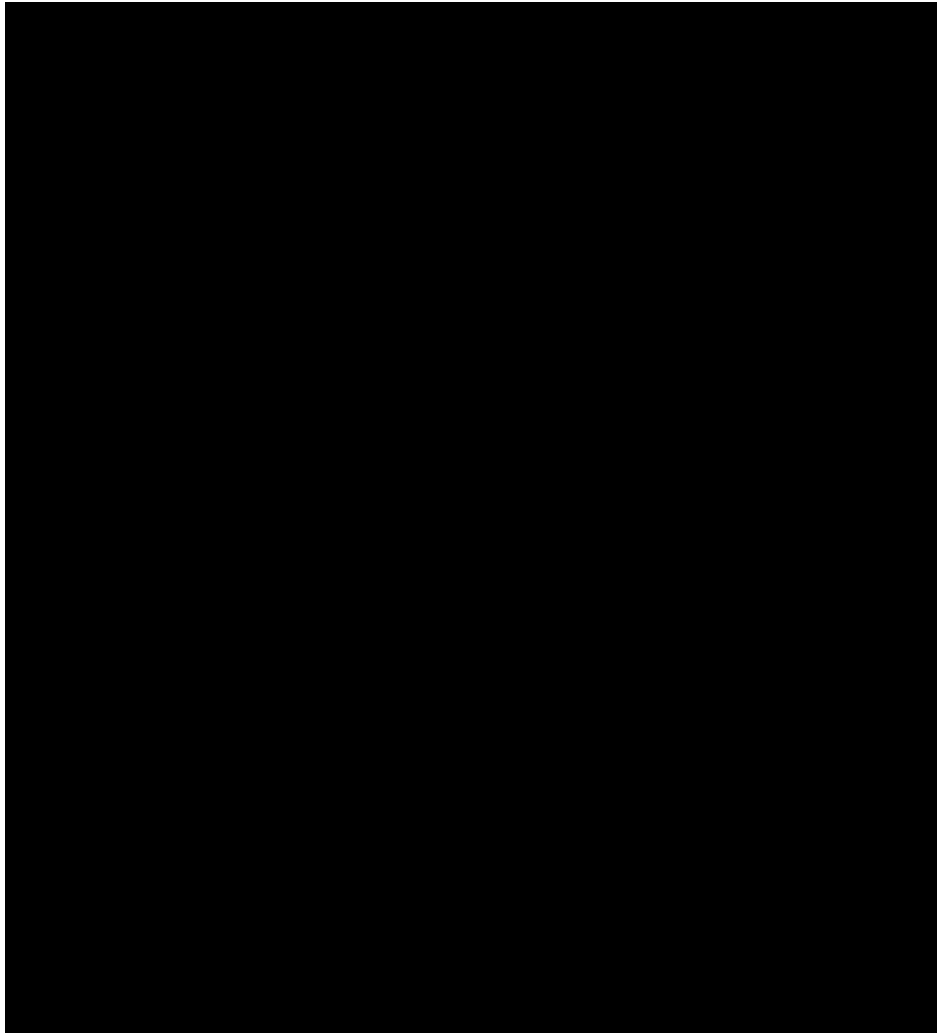
4.2.4 User reported faults

At the end of every trip, users are prompted to report any issues they find with the scooter. [redacted]  
[redacted]  
[redacted] Neuron's patrollers would also constantly patrol the service area to identify and retrieve damaged scooters.

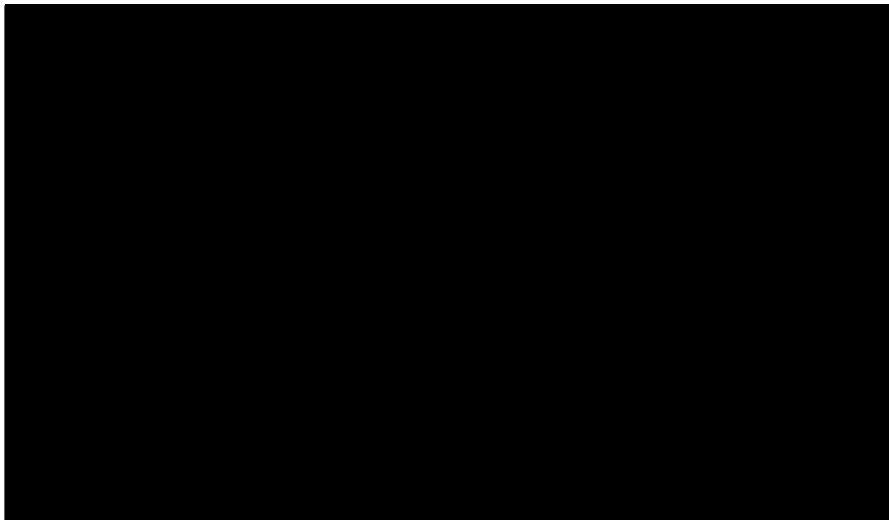
Category B



4.3 COVID-19 operational framework

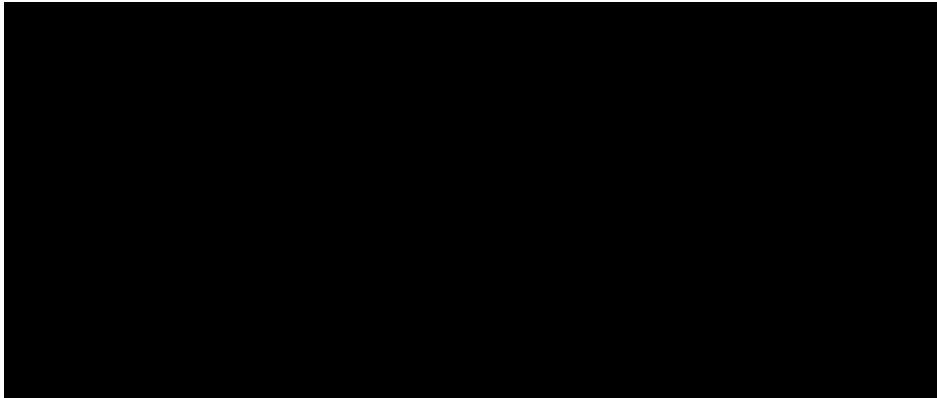


Category B



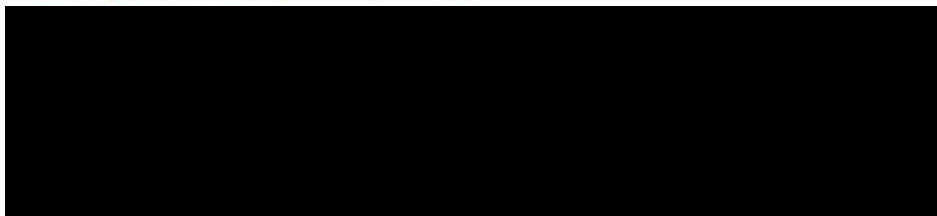
Category B

4.4 Sustainable operations



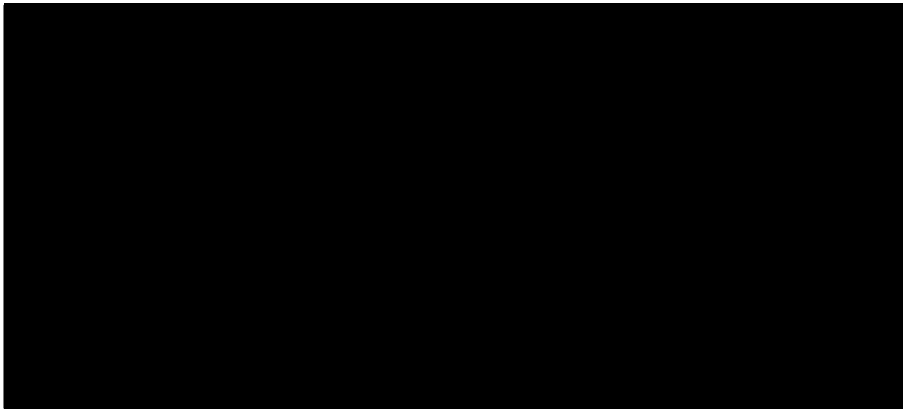
Category B

4.4.1 Life-Cycle Assessment on Carbon Emissions



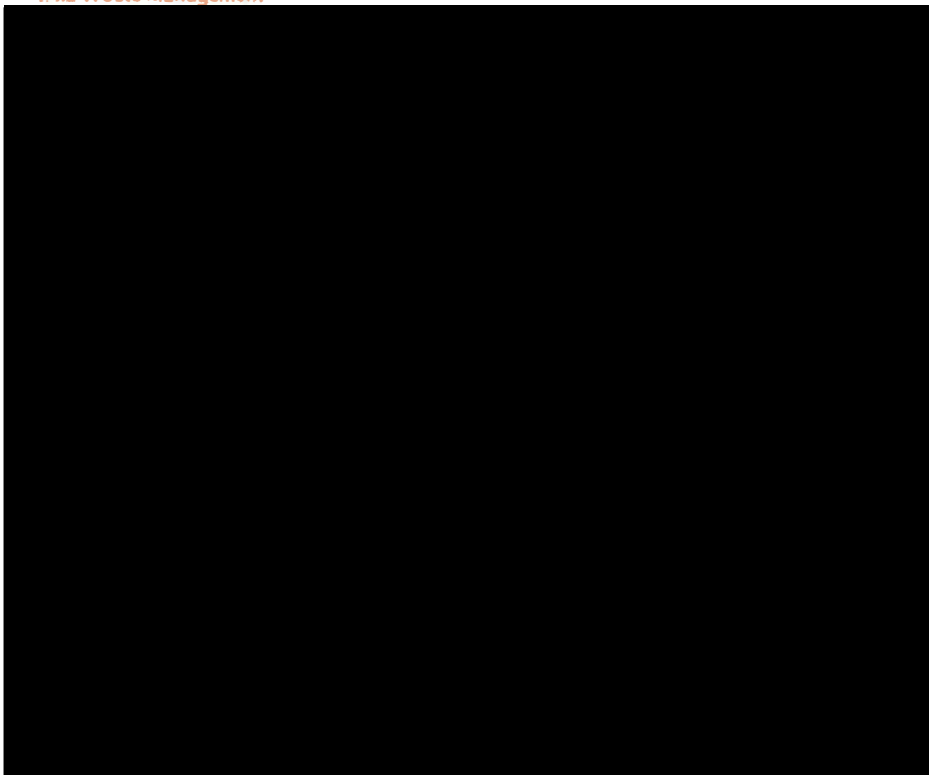
Category B



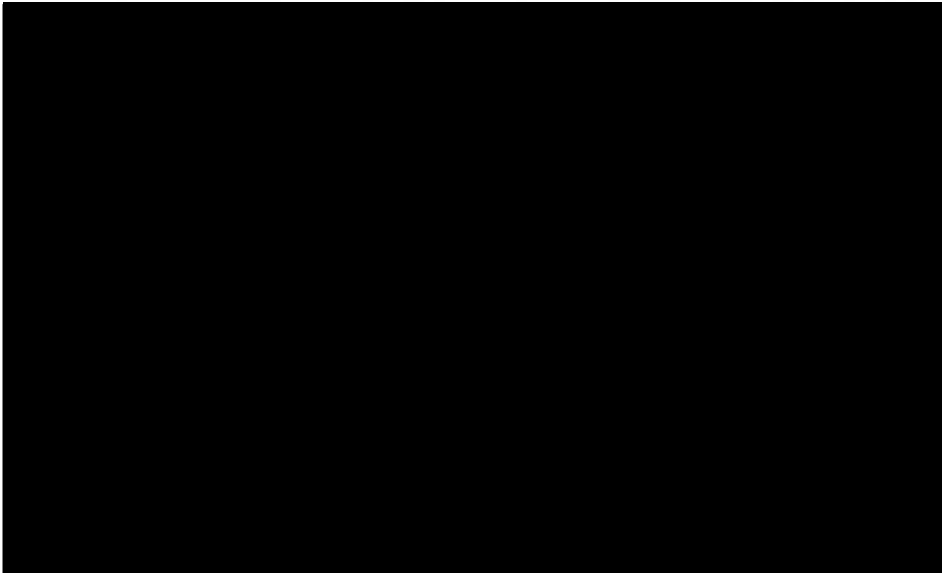


Category B

4.4.2 Waste Management

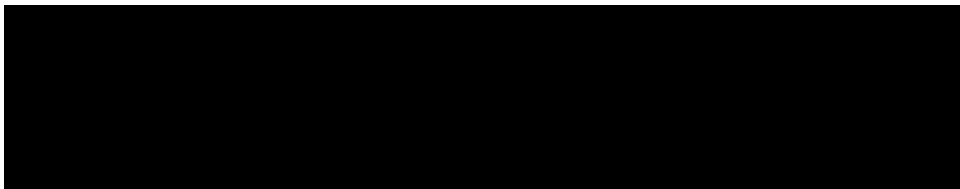


Category B

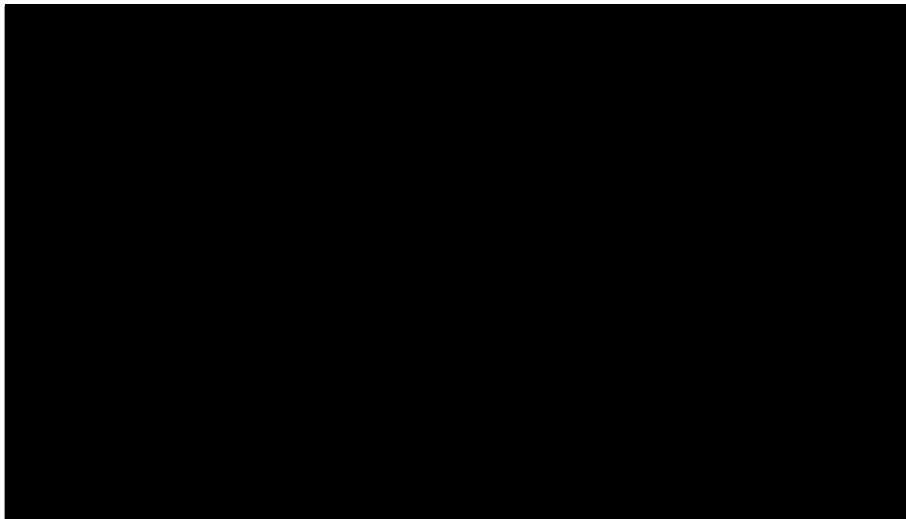


Category B

4.5 Rigorously trained-staff rather than independent contractors



Category B



Category B

[Please refer to Appendix B for a list of Neuron's training modules.](#)



## 5.0 Insurances - Public Liability & Personal Accident

Neuron has invested significantly in insurance to provide coverage for its users and the public, and meets all legislative requirements. Neuron provides two main forms of insurance:

- **Public Liability Insurance** to cover the Public, users and Neuron on catastrophic events
- **No-fault Personal Accident Insurance** which provides assistance to users as and when they require it the most

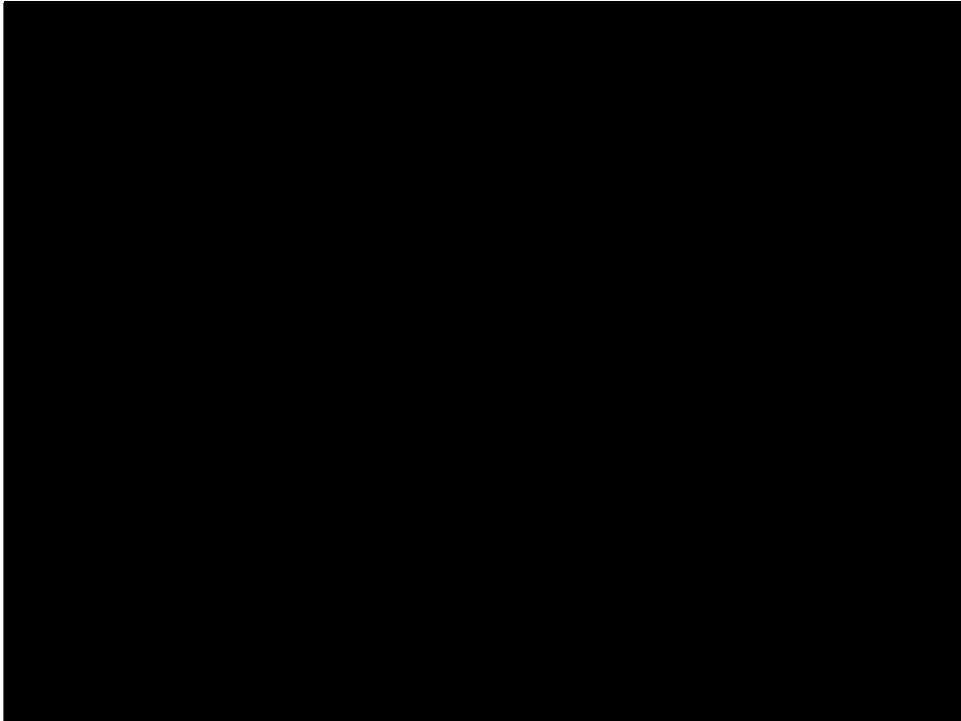
Insurance type	Policy no	Extent of cover	
		Per incident \$A	In aggregate \$A
General Liability Insurance	B1230PC08818A19	20,000,000	20,000,000
	B0621CNEUR000219		
	02E002148EXL		
Personal Accident Insurance	A11320AAA	Varies based on incident	50,000 per person



## 6.0 Customer service plan

### 6.1 Procedures for handling of all enquiries and complaints

Neuron approaches customer service with the aim of ensuring that our service remains accessible. We have had experience responding to customer service queries on e-scooter shared service for more than four years, and have since built up standardised operating procedures, policies, response time service level agreements and training programs that have been tailored and are continually refined for an e-scooter sharing business.



**Category B**



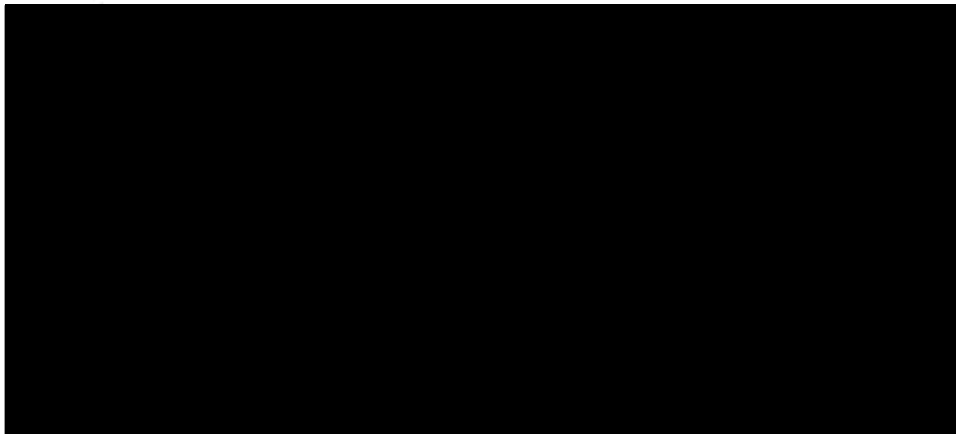
Query type	Resolution & process
General queries (e.g. where are Neuron scooters, how much are the charge, how does it work)	
Public feedback (e.g. obstruction, inappropriately placed scooters, request for Neuron stotion)	
Account setup	
Refund	
Scooter malfunction	

Category B

For situations that are more serious, our customer service representatives are trained to recognise them and initiate the process for incident management.

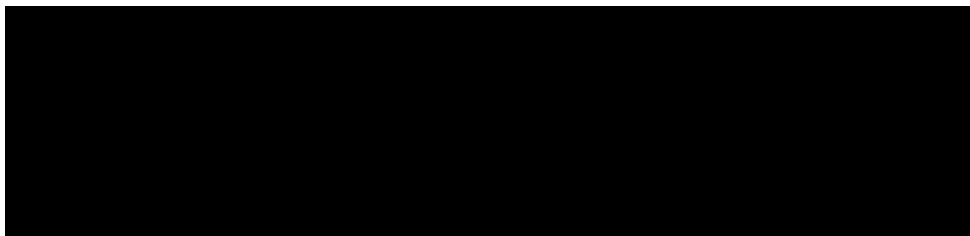


6.2 Staff education to ensure highest levels of customer service are attained and maintained



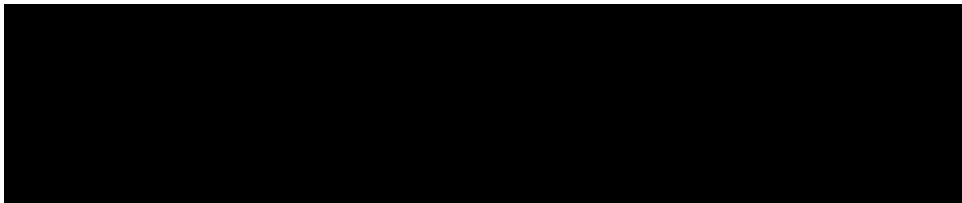
Category B

6.3 Indicative performance standards for handling of enquiries and complaints



Category B

6.4 Number and qualifications of staff who will provide this service



Category B

6.5 Location/s of enquiry and assistance points where enquiries and complaints will be managed

Neuron will maintain a 24/7 customer service operation, where we are contactable through more than 7 channels including:



- Facebook (FB Page: Neuron Australia)
- Instagram (@neuron\_mobility)
- Email (info@neuron.sg)
- In-app feedback
- In-app chat (live chat)
- Call centre (24/7): TBA for Bundaberg
- Website (<https://www.neuron.sg/#contact>)
- Other sources (e.g. Twitter (@Neuron\_Mobility), app-stores (iOS and Android), direct message to Neuron staff).

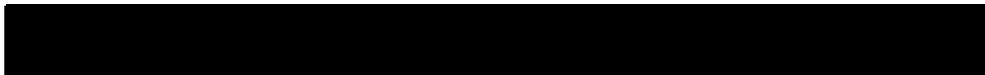
Online forms are also available for members of the public to submit enquiries and complaints. These include:

- Inappropriate parking (<https://www.rideneuron.com/bad-parking/>)
- Damaged e-scooters (<https://www.rideneuron.com/scooter-damage/>)
- Reporting an incident (<https://www.rideneuron.com/incident-report/>)

Users are able to immediately communicate with Neuron customer service representatives through live chat and call if urgent assistance is required. Feedback received from other channels will be served within [REDACTED]. Resources will be optimized based on the service level mentioned above. If Neuron is not able to meet said service level, additional resources would be added.

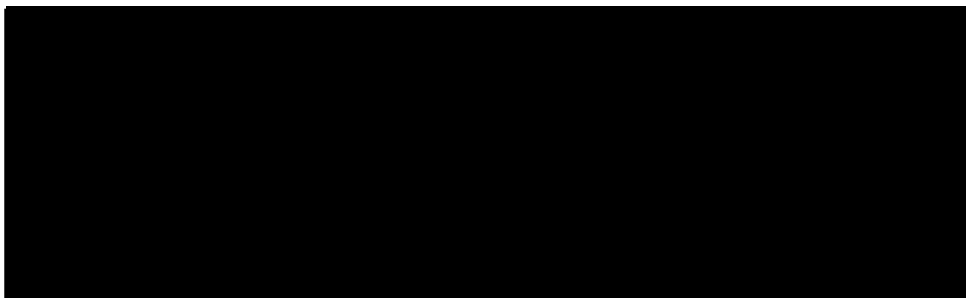
Category B

6.6 Hours of availability of customer service and supervisory staff



Category B

6.7 How the complaints register will be maintained



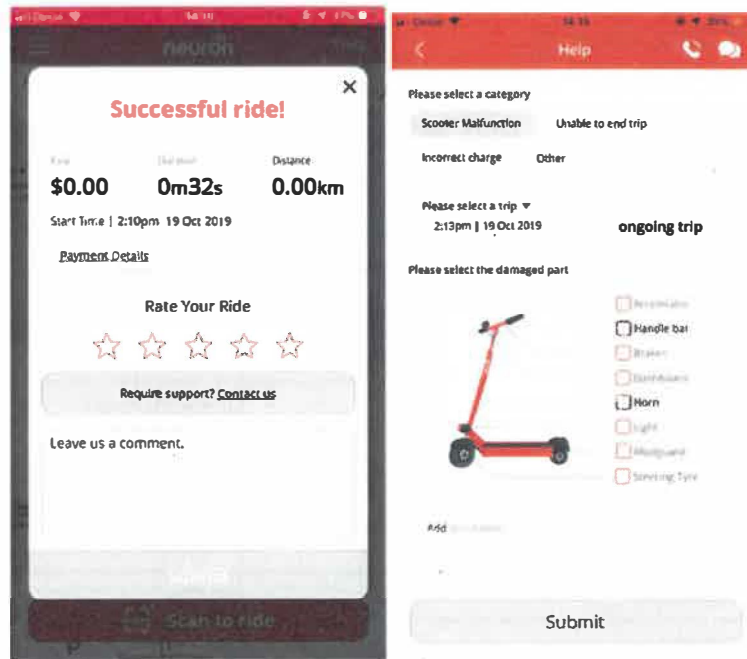
Category B

6.8 Proposed information leaflets, forms and reports that will be used in providing this service

We commit to remaining easily contactable by members of the public. Each Neuron scooter will have a sticker with contact information attached. Members of the public can reach Neuron through the contact details made available on the sticker.

Users are also able to lodge complaints through the Neuron app before, during and after a ride:





6.9 Neuron correspondence with Bundaberg Regional Council



Category B

Title	Regional General <u>Manager</u>	Global Head of <u>Operations</u>
-------	---------------------------------	----------------------------------

Name [Redacted]

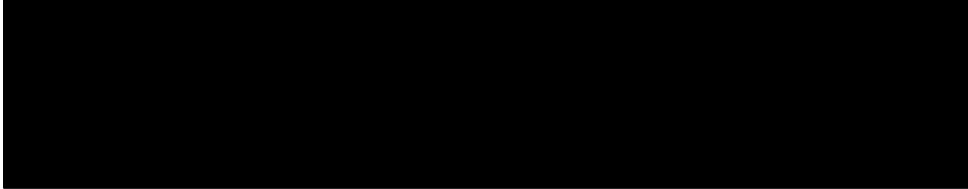
Phone number [Redacted]

Email [Redacted]

Category A

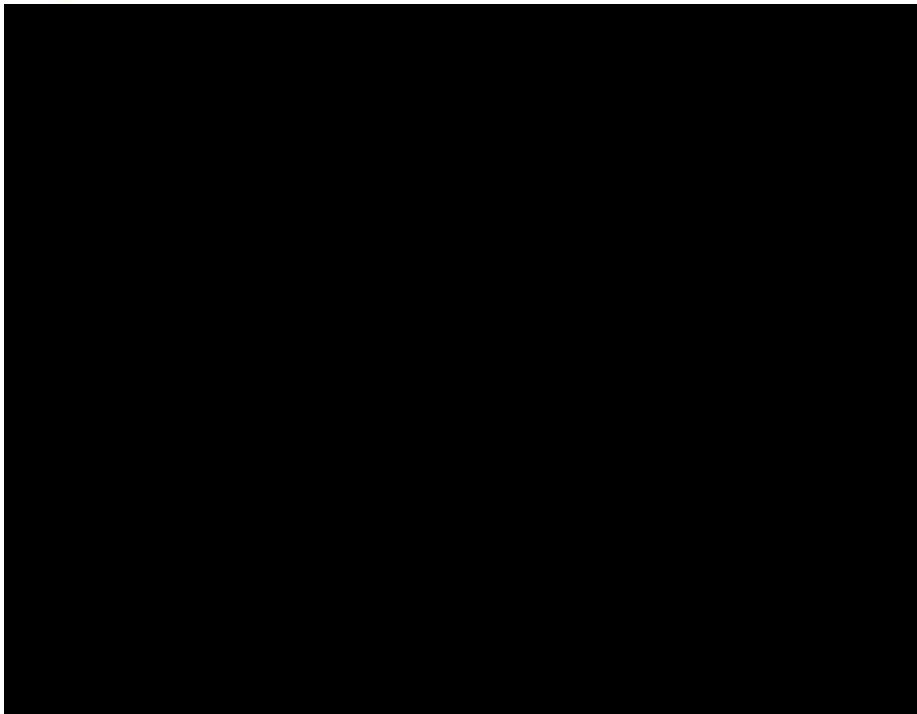


## 7.0 Data sharing



Category B

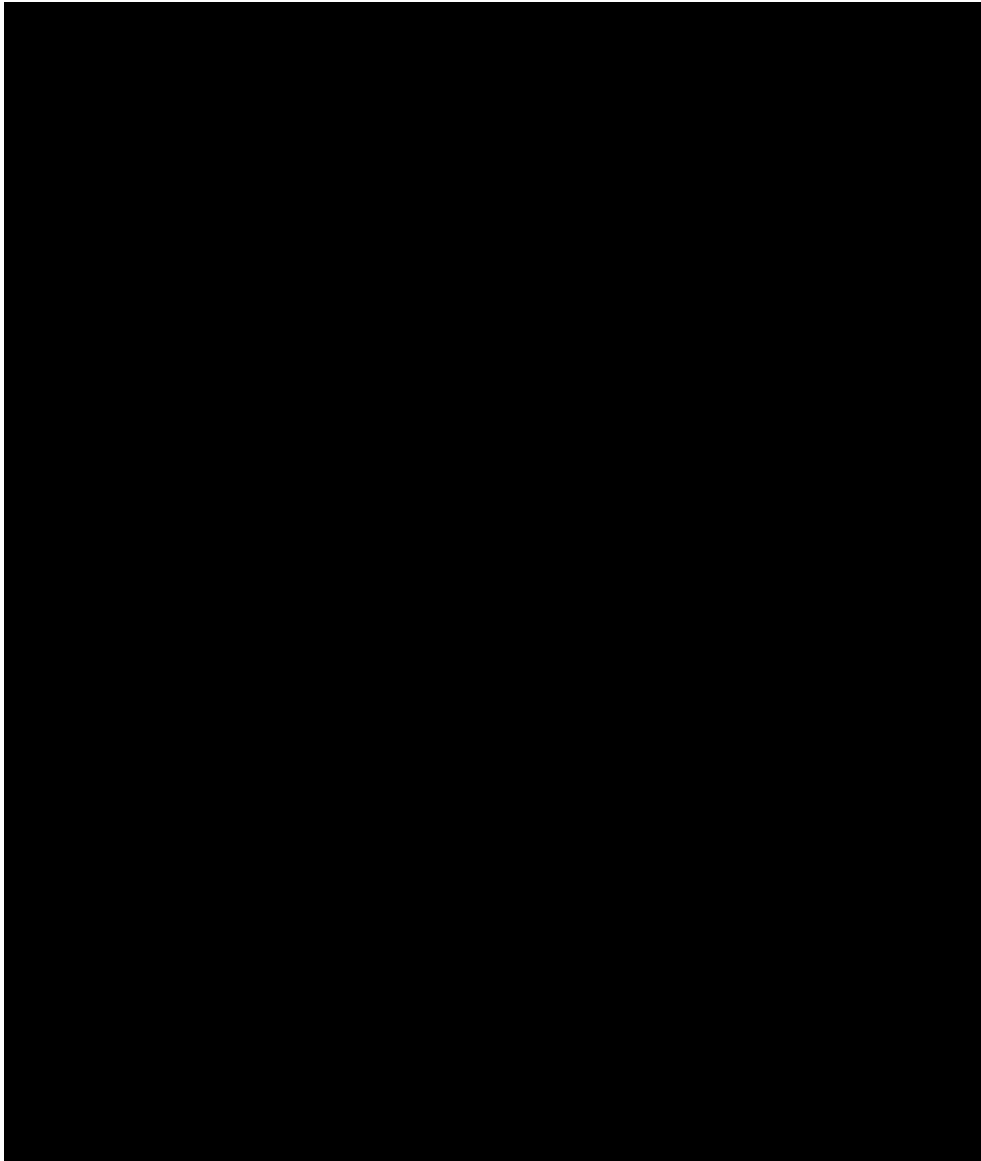
### 7.1 API data provisioning through MDS



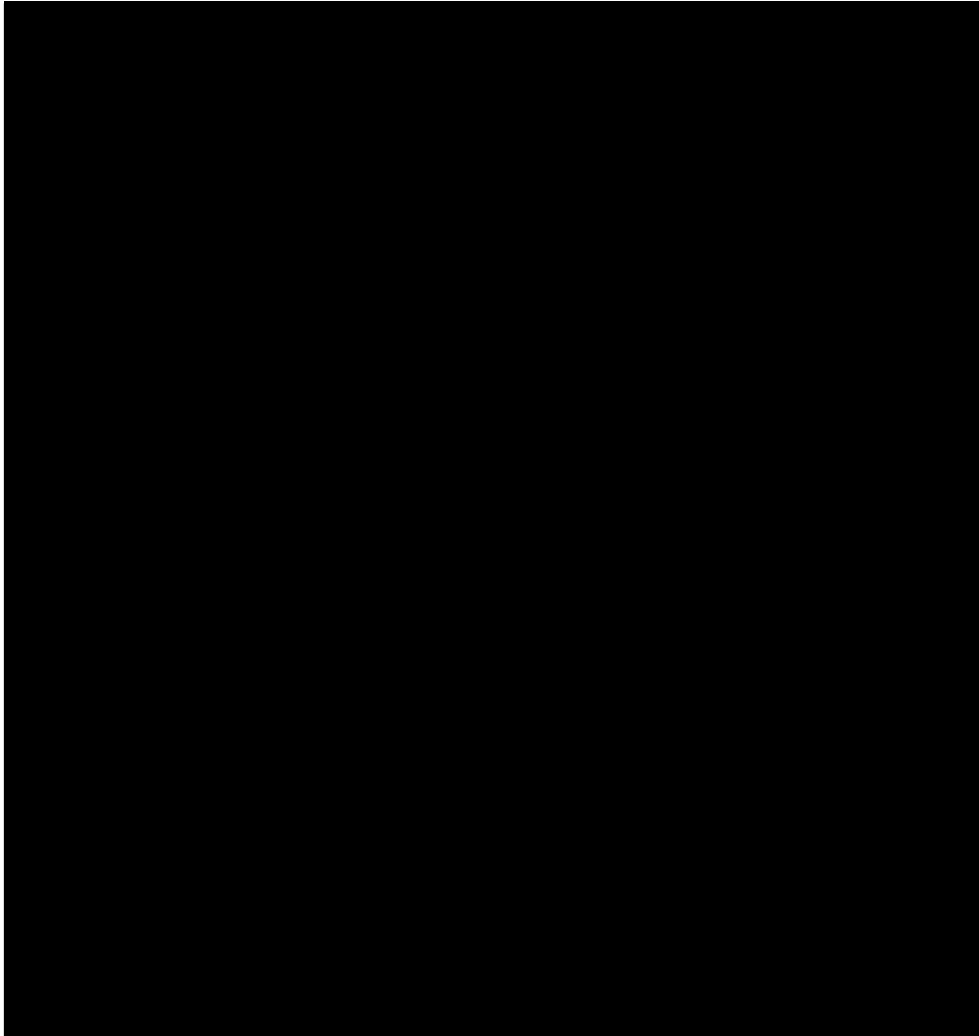
Category B



7.2 Tableau Dashboards



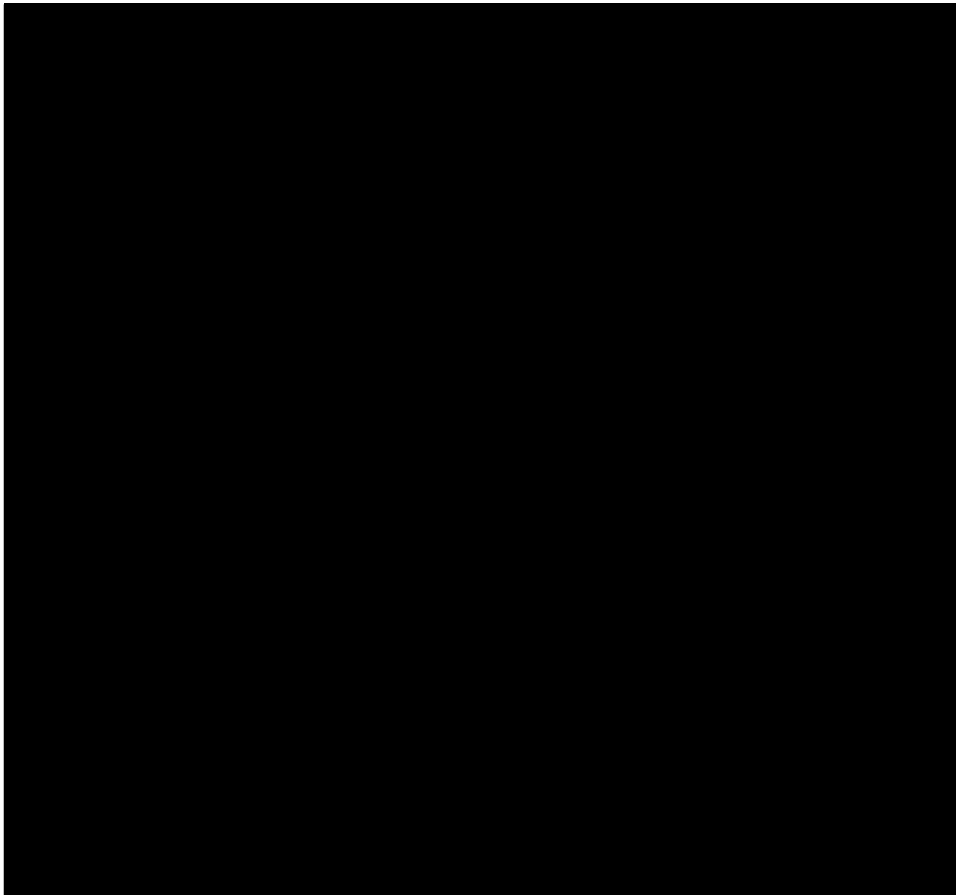
Category B



Category B



7.3 Monthly reporting of data and insights

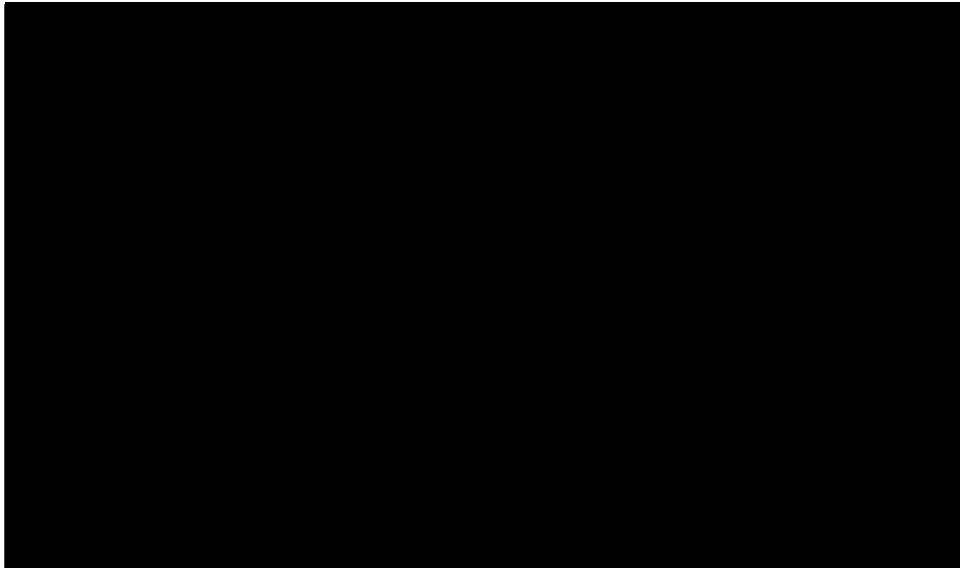


Category B



## 8.0 Compliance Schedule

Please refer to section 2.2.1 Compliance enforcement through technology to see the various methods of prevention. There will be occasions where Neuron's ground operations team will need to resolve. In order to resolve this within reasonable timeframes, we have proposed committing the below service response times, but we are open to discussion.



**Category B**



## 9.0 Media Coverage across Australia & New Zealand

Below are some links to some independent coverage Neuron has received across Australia & New Zealand.

1. **Our launch in Auckland and a great video that shows our N3 e-scooter - Stuff (10 Jan)** [Road testing Neuron's 'safest' scooters before they launch on Friday](#)
2. **Neuron's N3 e-scooter in a group test with the competition - Stuff (15 Jan)** [Auckland e-scooters: Beam, Neuron, Flamingo and Jump, which is the best?](#)
3. **Another Group test amongst competitors - New Zealand Herald (18 Jan)** [Battle of the e-scooters: Beam, Jump, Neuron and Flamingo take to Auckland's streets](#)
4. **Our Helmet Lock - Channel 7 (22 Jan)** [Fleet of brand new e-scooters is about to roll out across Brisbane](#)
5. **The Mandarin (24 Apr)** [Brisbane City Council encouraging health workers to travel with e-scooters](#)
6. **Local Government Focus (18 May)** [Council-enabled transport helps essential workers](#)



Appendix A: Vehicle specifications

Generation 3 Neuron Proprietary E-scooter (N3) Specifications	
Properties	Spec
Vehicle dimensions	
Standpipe inclination	
Vehicle weight	
Range	
Front Suspension	
Rear suspension	
Ingress Protection	
IoT firmware update	
Rated power of motor	
Motor type	
Max speed	
Speed Cap	
No-parking zone	

Category B





Maximum gradeability	
Maximum loading	
Drive Way	
Braking	
Charging Type	
Voice notification	
Battery lock	
Vehicle Certification	
Battery Certification	
Battery Waterproof	
Battery Cell Units	
Tyres	
Frame	
Reflector	
Front Light	
Rear Light	
Bell	

Category B

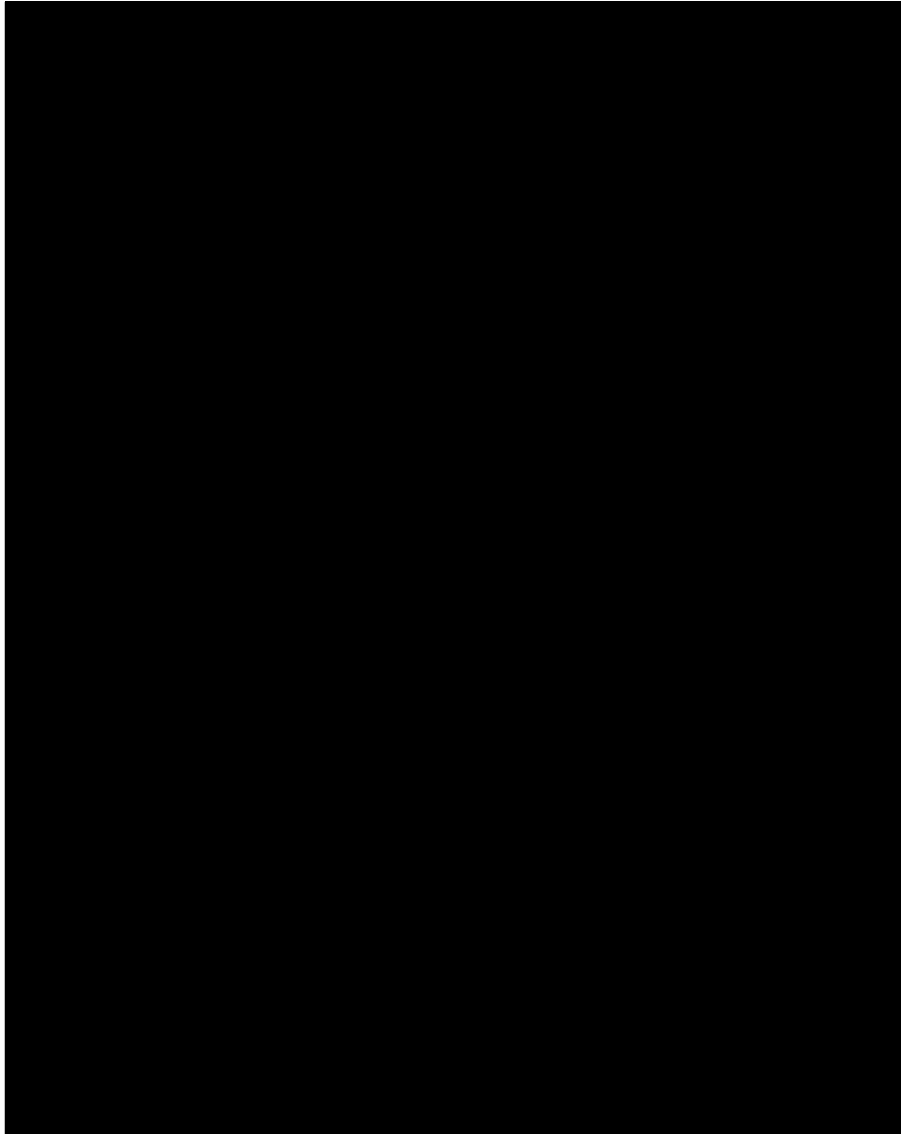


Current version number	
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Sensors	

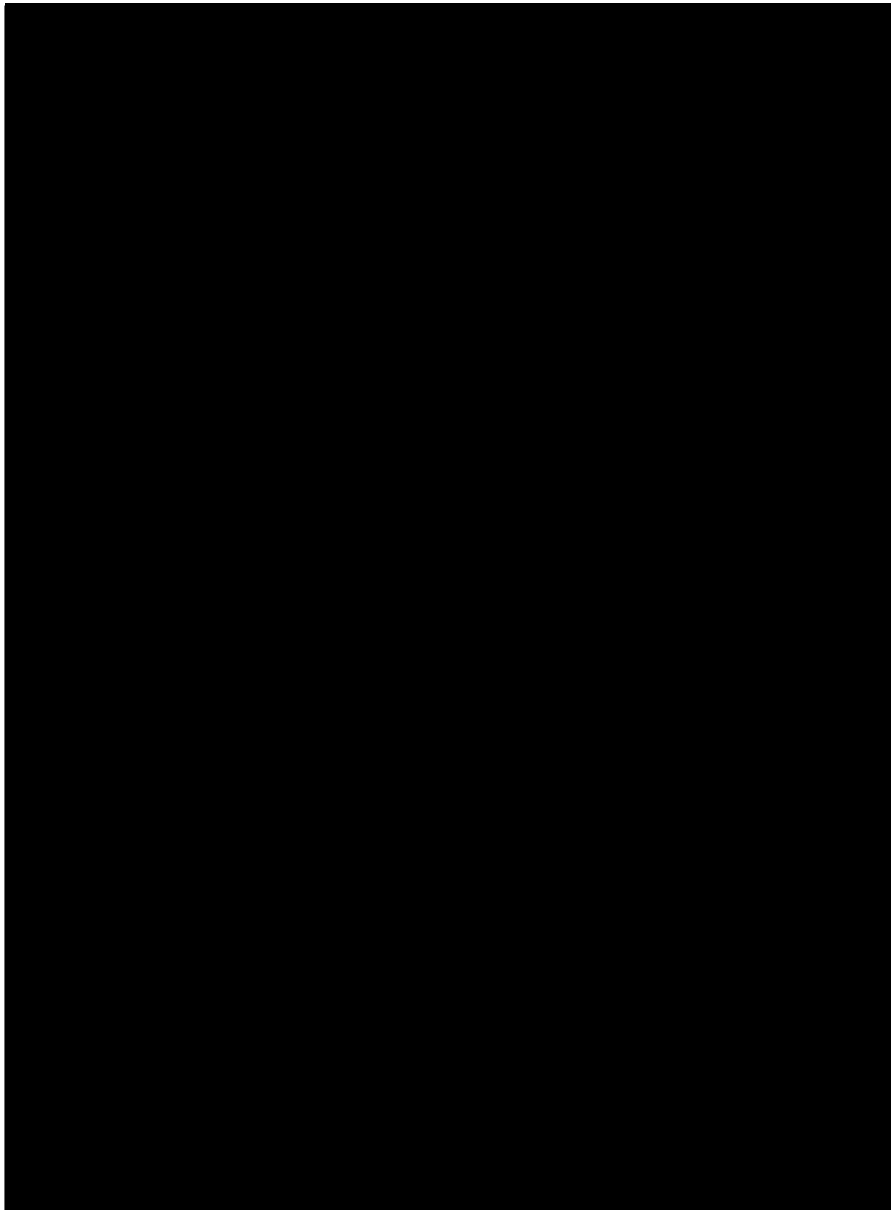
**Category B**



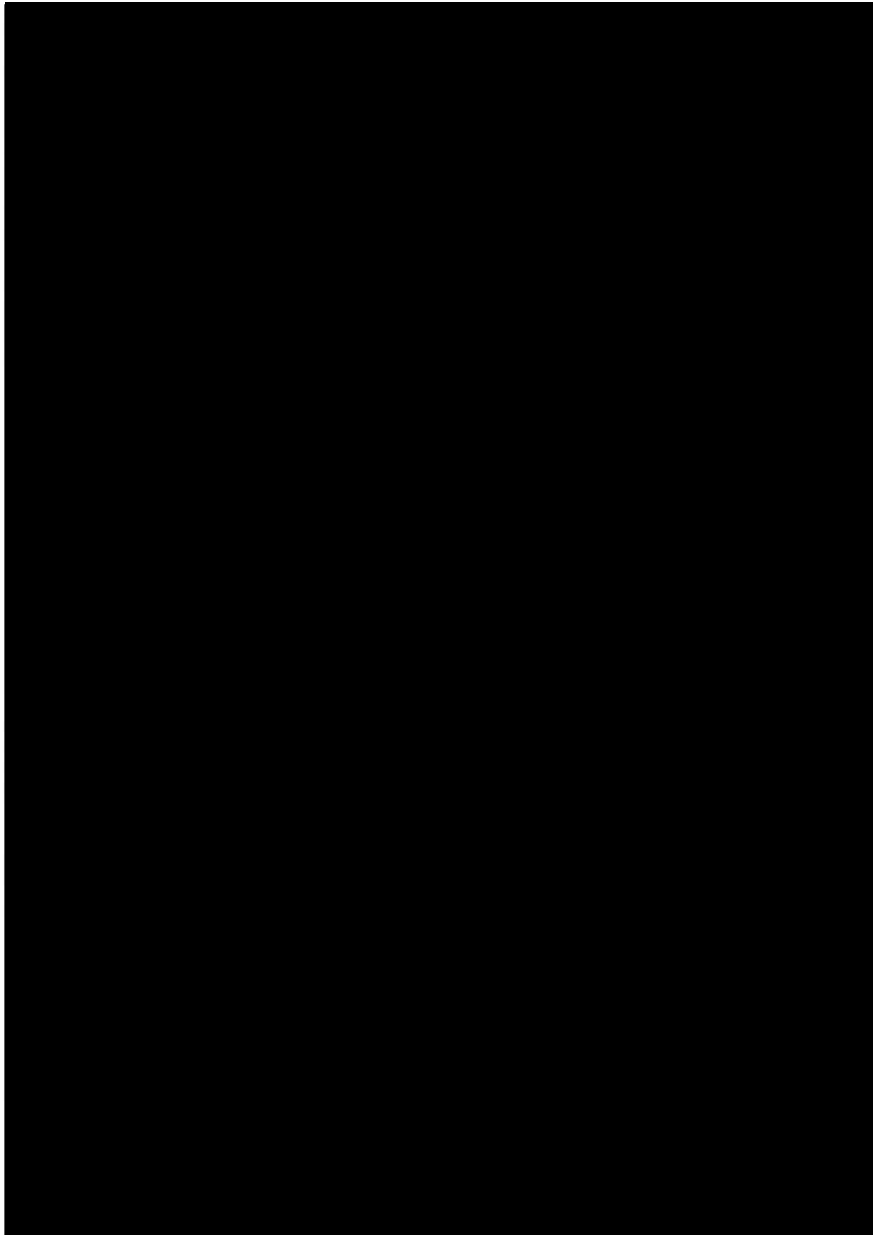
Appendix B: Neuron training programme



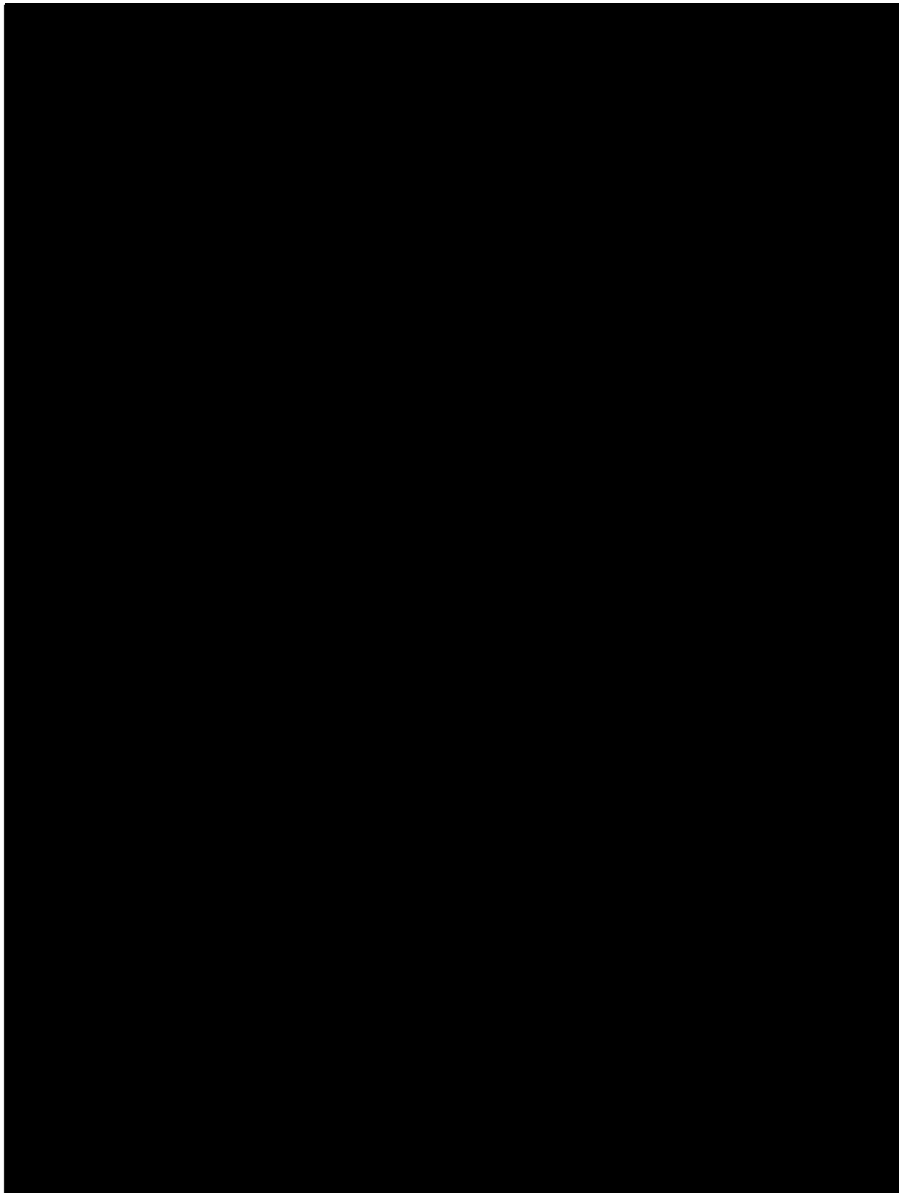
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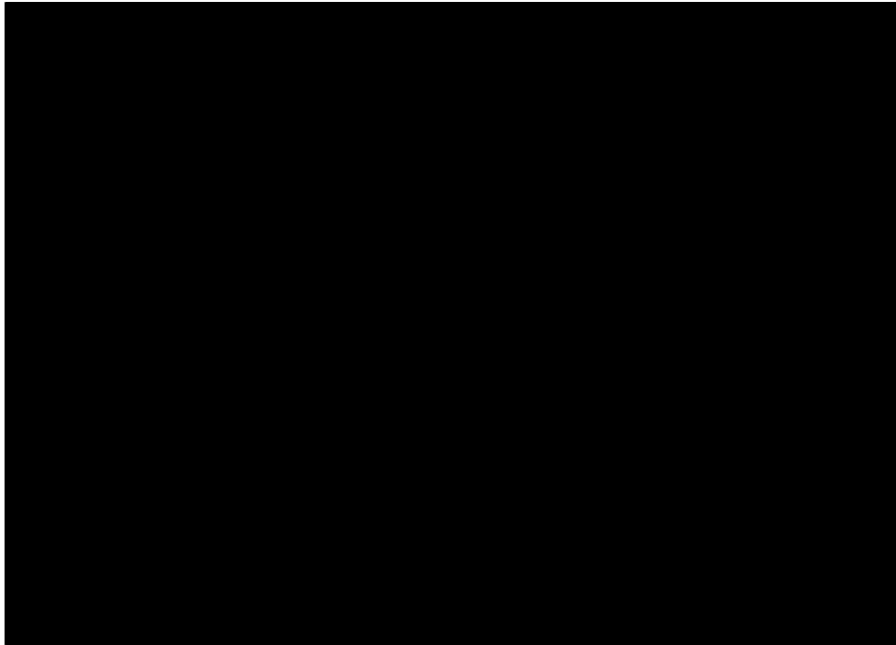
**Category B**



**Category B**



Category B

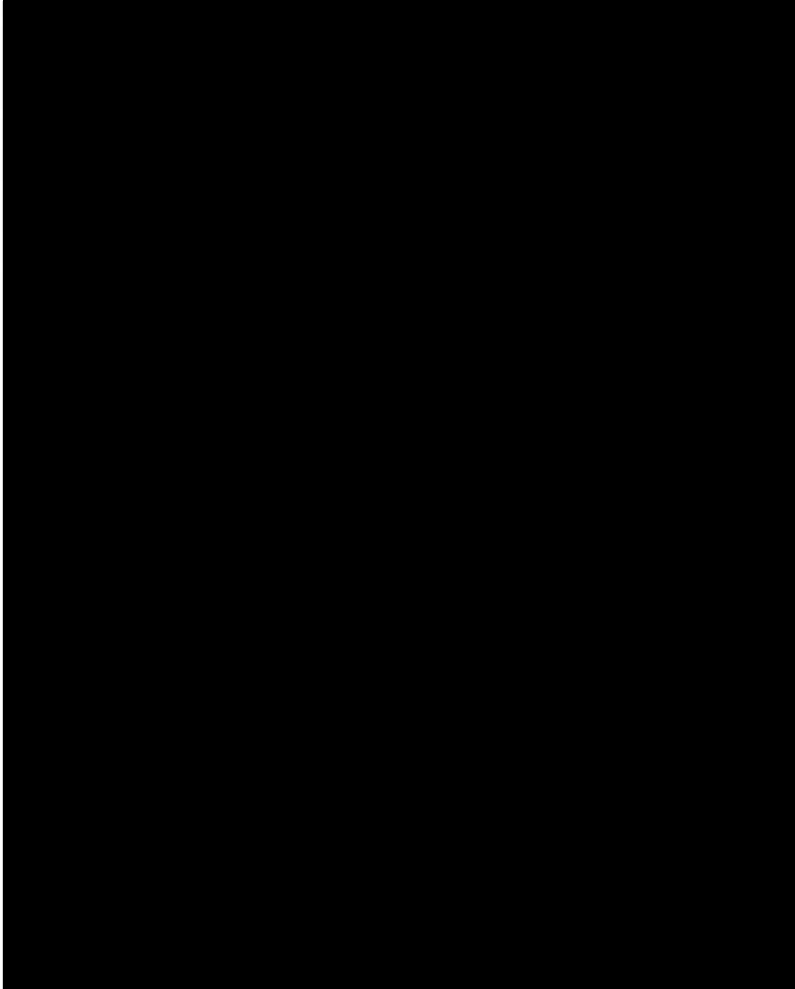


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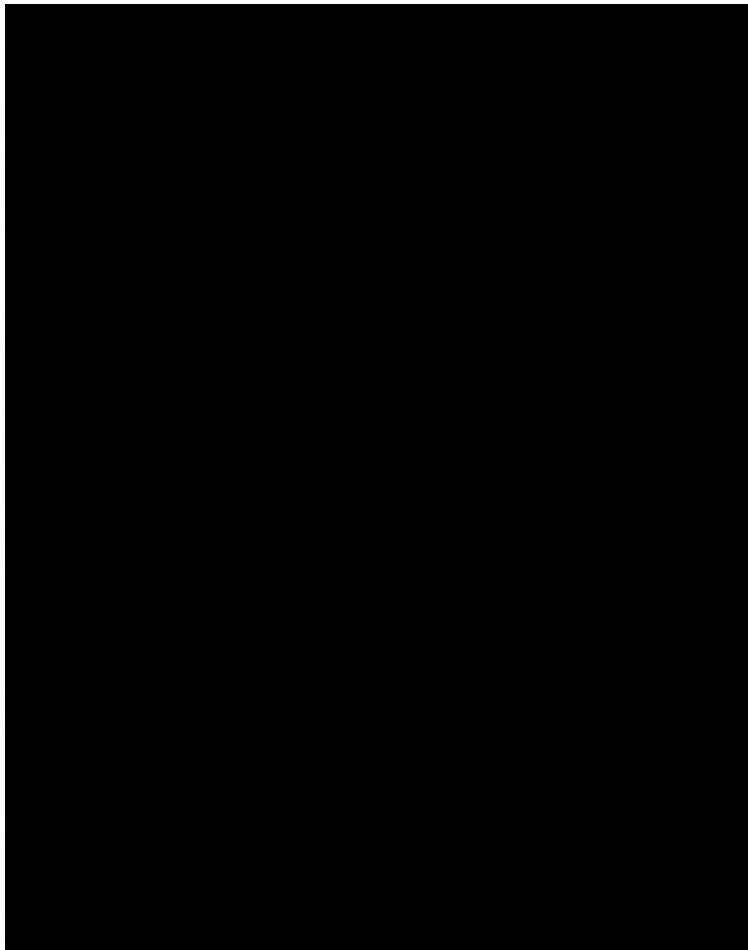
**Appendix C: UL certifications for the N3 scooter**

**UL 2272 certification**



**Category B**



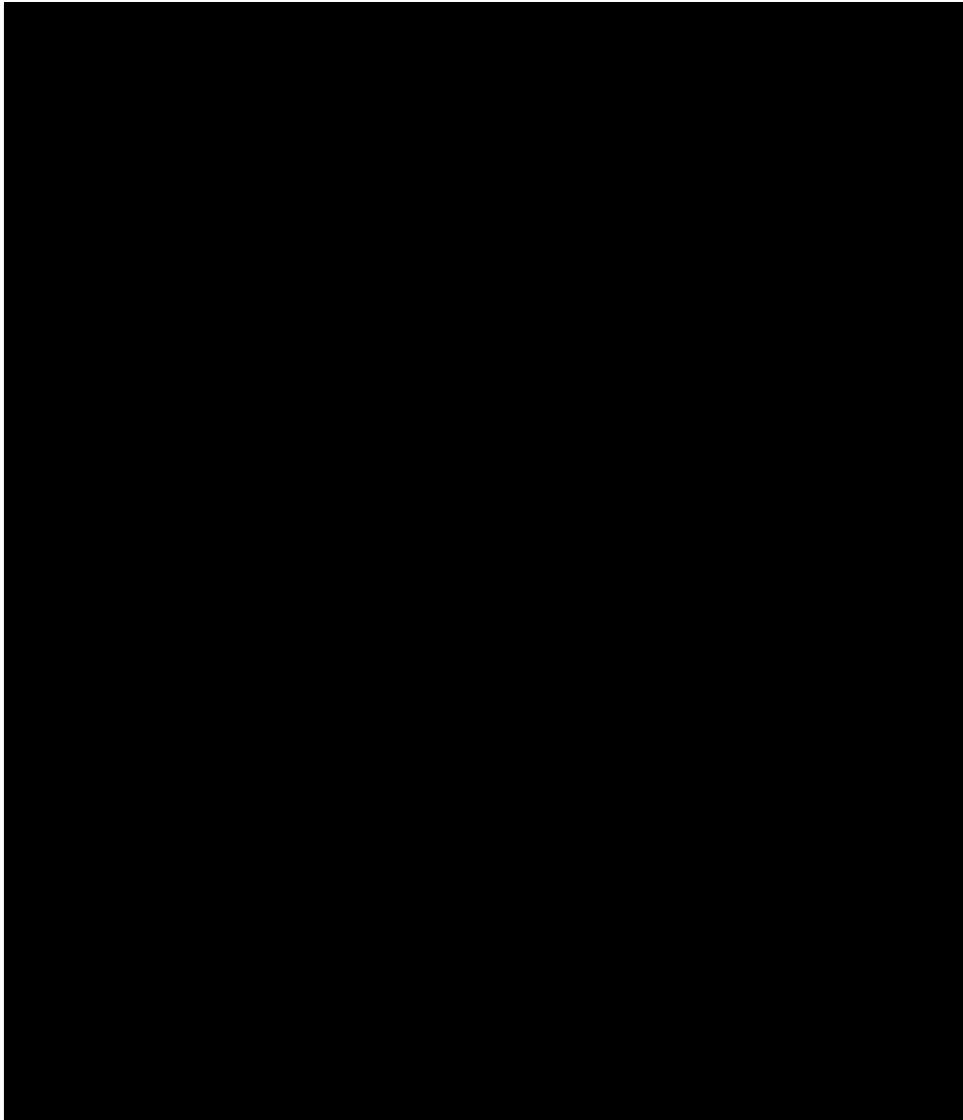


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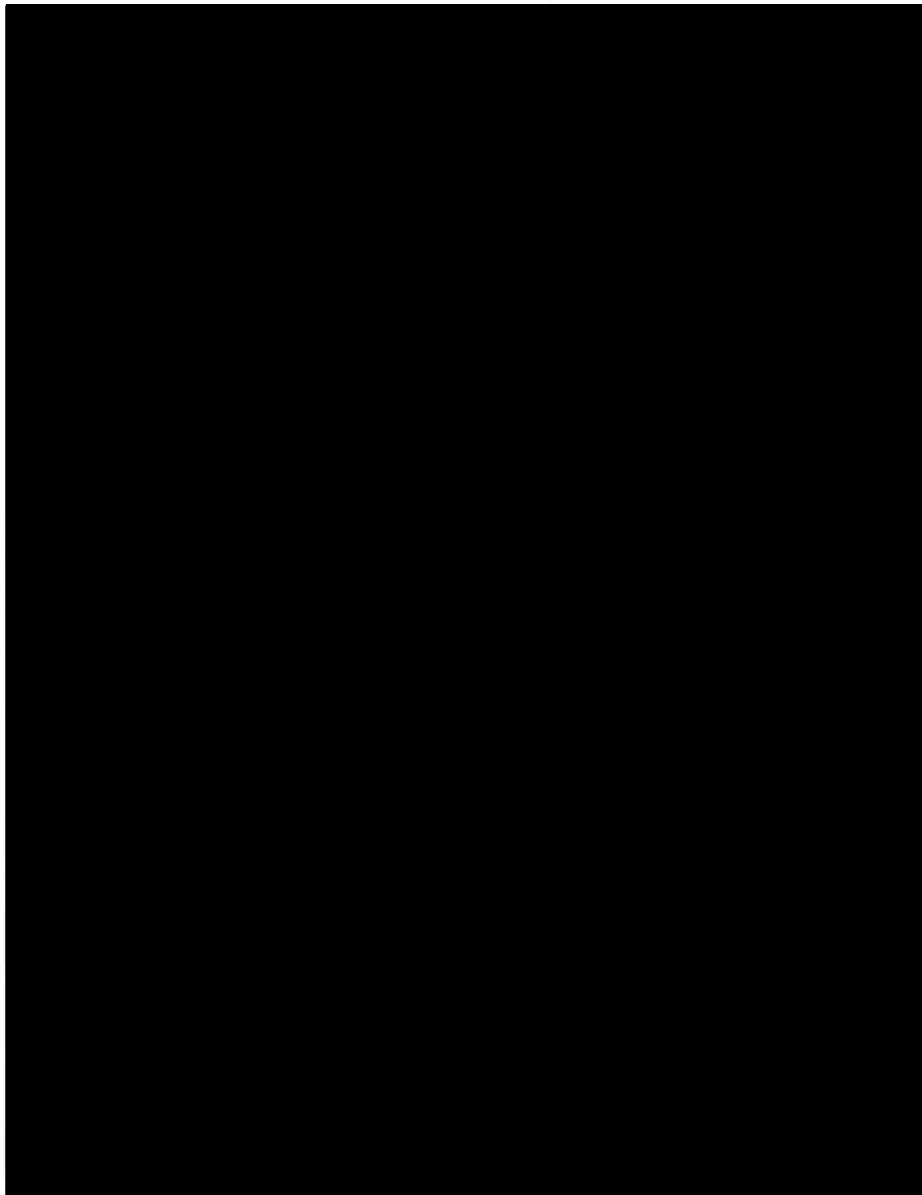


**Appendix D: WHS Plan & Manual**

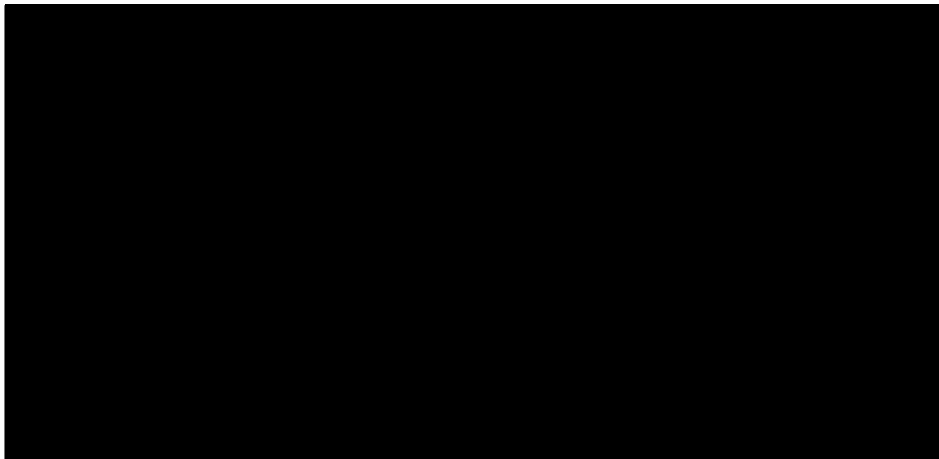
This is a summary of Neuron's WHS plan & manual. Detailed copy is available upon request.



**Category B**



Category B

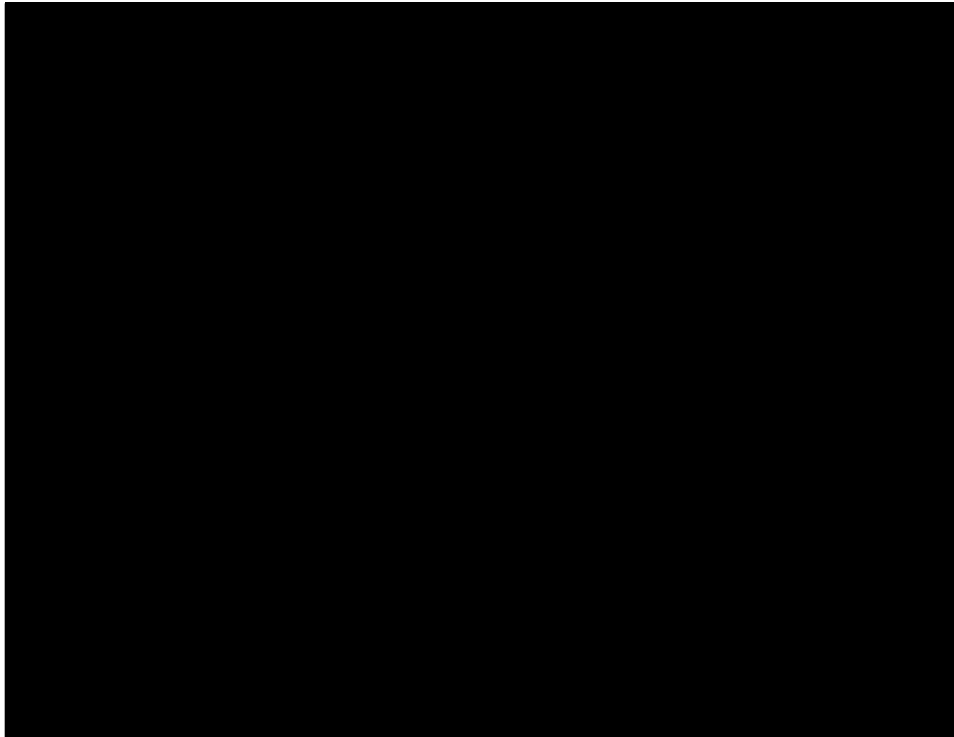


**Category B**

Risk rating	Treatment
Low	Generally acceptable risks - No further controls required
Medium	Acceptable risks with considerations - Risk and mitigation technique to be monitored for effectiveness
High	Unacceptable risks - Further mitigations required immediately
Very High	Unacceptable risks - Management to intervene urgently, which may include ceasing operations of said activity

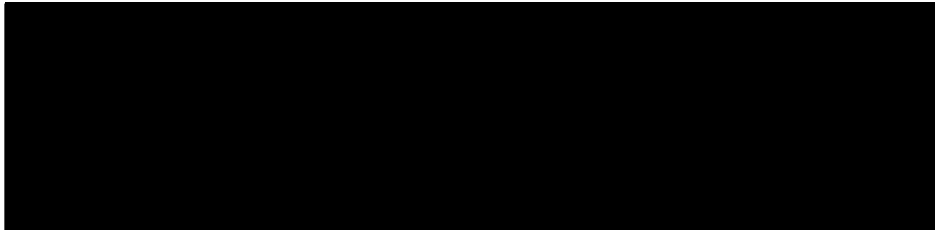


4.2 Risk Identification and reporting



Category B

4.3 Incident reporting



Category B

Neuron - Bundaberg Regional Council Information Document



Category B



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Neuron - Bundaberg Regional Council Information Document







Released under Right to Information Act 2009

## Vanessa Langtry

---

**From:** Geordie Lascelles  
**Sent:** Thursday, 12 August 2021 3:19 PM  
**To:** Jessica Cause  
**Subject:** FW: Local Law Approval Local Law 1 Neuron.pdf  
**Attachments:** Local Law Approval Local Law 1 Neuron.pdf

---

**From:** Geordie Lascelles  
**Sent:** Wednesday, 31 March 2021 12:36 PM  
**To:** [REDACTED]  
**Subject:** FW: Local Law Approval Local Law 1 Neuron.pdf

Category A

Hi [REDACTED]  
Updated PDF Approval

**GEORDIE LASCELLES**  
Branch Manager Parks, Sport & Natural Areas  
T 1300 883 699  
E [REDACTED]



Category A

---

**From:** Elissa Casarsa [REDACTED]  
**Sent:** Wednesday, 31 March 2021 12:33 PM  
**To:** Geordie Lascelles [REDACTED]  
**Subject:** Local Law Approval Local Law 1 Neuron.pdf

Category A

Hi Geordie,  
Documents put together.

---

## LOCAL LAW APPROVAL

*Issued pursuant to Local Law No. 1 (Administration) 2011 and*

*Subordinate Local Law No. 1.2 (Commercial Use of Local Government Controlled Areas and Road) 2011*

---

Approval Holder: Neuron Mobility (Australia) Pty Ltd ACN 632 570 355,  
Of: Level 3, 302 Burwood Road, HAWTHORN, VIC 3122.  
Date of Notice: 1 April 2021

TAKE NOTICE that pursuant to section 10 of Bundaberg Regional Council's *Local Law No. 1 (Administration) 2011* the Approval Holder is provided with an Approval to undertake the Approved Activity listed below in accordance with the conditions of this Approval.

	<b>Legislative Authority/Description</b>	<b>Detail</b>
	<b>Type of Approval</b>	<b>Commercial use of local government controlled areas and roads</b>
1	Approved Activity	Provision of personal E-scooter hire sharing services on specified Council Controlled Areas and Roads with a maximum of 250 E-scooters within the council area.  Personal E-scooter (scooter) means a scooter, designed to carry one person, with one or more wheels and propelled by an electric motor, with an effective stopping system and when propelled by electric motor cannot reach a speed of more than 25 kilometres per hour on level ground.
2	Where can the Approved Activity be conducted	The Approved Activity may be conducted on areas as specified in Annexure A and Annexure B (The boundary extent of riding zones).
3	When can the Approved Activity be conducted	The Approved Activity may be conducted on all days and at all times of day unless as set out in the Special Conditions
4	Method of sale of goods or services for the Approved Activity	Payment for the Approved Activity must take place electronically.
5	Specific measures to ensure safety	The Approval Holder must ensure that the following specific measures are taken to ensure the safety of people participating in the Approved Activity or impacted by the Approved Activity. <ul style="list-style-type: none"><li>- maintain the Personal E-scooters in good mechanical repair and condition so as to minimise the risk of injuries to users of the Personal E-scooters</li></ul>

		<ul style="list-style-type: none"> <li>- maintain the scooters in a clean and sanitary condition.</li> <li>- provide safe use information and education to personal users electronically and displayed on the scooter</li> <li>- provide an integrated helmet lock ensuring that helmets are physically secured to the scooters when parked and therefore available to users.</li> <li>- ensure that the scooters comply with the relevant legislation and standards during the Term.</li> </ul>																								
6	Specific measures to avoid nuisance	<p>The Approval Holder must take the following measures to ensure that any nuisance is avoided:</p> <ul style="list-style-type: none"> <li>- Proactively and regularly collect scooters and return them to parking check points (deployment zones)</li> <li>- Adequately respond to and resolve complaints and incidents in a timely manner. Respond to each of the following scooter or deployment issues within the specified response time.</li> </ul> <table border="1"> <thead> <tr> <th>Issue</th> <th>Examples (without limitation)</th> <th>Response time upon becoming aware</th> </tr> </thead> <tbody> <tr> <td>Dangerously located</td> <td>Hanging from a structure On a median strip</td> <td>Within 1 hour during normal business hours or 3 hours outside of business hours</td> </tr> <tr> <td>Impeding access</td> <td>Impeding property access or parked across pedestrian kerb ramp</td> <td>Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td>Blocking pavement passage</td> <td>Blocking passage on pavement but not pedestrian kerb ramp or property access</td> <td>Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td>Toppled e-scooter</td> <td>Not parked in a standing position</td> <td>Within 12 hours</td> </tr> <tr> <td>Inappropriate density or outside geofence area</td> <td>Cluster and excessive density</td> <td>Within 12 hours</td> </tr> <tr> <td>Unused – outside of a parking zone</td> <td>Unused for more than 72 hours</td> <td>Within 12 hours</td> </tr> <tr> <td>Inappropriately located</td> <td>Parked on garden areas of park lands and squares</td> <td>Within 24 hours</td> </tr> </tbody> </table>	Issue	Examples (without limitation)	Response time upon becoming aware	Dangerously located	Hanging from a structure On a median strip	Within 1 hour during normal business hours or 3 hours outside of business hours	Impeding access	Impeding property access or parked across pedestrian kerb ramp	Within 3 hours during normal business hours or 6 hours outside of business hours	Blocking pavement passage	Blocking passage on pavement but not pedestrian kerb ramp or property access	Within 3 hours during normal business hours or 6 hours outside of business hours	Toppled e-scooter	Not parked in a standing position	Within 12 hours	Inappropriate density or outside geofence area	Cluster and excessive density	Within 12 hours	Unused – outside of a parking zone	Unused for more than 72 hours	Within 12 hours	Inappropriately located	Parked on garden areas of park lands and squares	Within 24 hours
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		Damaged faulty or abandoned	Missing wheels	Within 24 hours
7	Approved signage	There shall be no third-party advertising on the e-Scooter or public signage. Council may give written approval for specified signage identifying or delineating parking check points (supply zones).		
8	Release and Indemnity	<p>The Approval Holder acknowledges and agrees that:</p> <ul style="list-style-type: none"> <li>• They have inspected the local government controlled area or road and it is satisfactory to their purposes.</li> <li>• It understands and assumes all risks in accessing the local government controlled area or road.</li> <li>• It assumes all risks in undertaking the Approved Activity for itself, its employees, contractors, agents and invitees.</li> </ul> <p>Further, this Approval is given on the basis that the Approval Holder indemnifies and agrees to keep indemnified the Council against all actions, suits, proceedings, claims, demands, costs, losses, damages and expenses ("Claim") arising out of or in any way connected to or resulting from the exercise of this Approval or the Approved Activity (all of which are referred to as ("the indemnified acts or omissions") save to the extent that the Claim arises as a result of any negligent act of Council. The Approval Holder hereby releases and discharges the Council from any Claim relating to the indemnified acts or omissions which may be made against the Council.</p>		
9	Insurances	<p>The Approval Holder must hold and keep current for the Term of the Approval:</p> <ul style="list-style-type: none"> <li>• Public Liability insurance for not less than \$20 million.</li> <li>• 3<sup>rd</sup> party property damage.</li> </ul> <p>Evidence of its insurance (including a certificate of currency) is to be provided to Council prior to the commencement date.</p>		
10	Damage to Council Property	The Approval Holder or its employees, contractors, agents or invitees must not damage Council property or any property on the local government controlled area or road ("Property"). If Property is damaged, the Approval Holder is responsible for all costs associated with the damage (including any Claim) and is responsible for reinstating the Property to the same condition as it was prior to the damage taking place.		
11	Special Conditions	a) The Approval Holder must provide anonymised trip data collection to Council to assist with ongoing network planning and facility improvements comprising a monthly report or data spreadsheet (in excel and/or other agreed format) containing information on all trips undertaken in the reporting month. This data may include, but is not limited to; dates and times, Origin & destination, trip length, trip duration, and summary		

		<p>data including total number of trips, total distance, user demographics, and most popular sites.</p> <p>b) Various zones may be determined by Council and the Approval Holder shall implement these in a timely manner. These zones may include but are not limited to geofence boundary extent of riding zones, no riding zones, speed restrictions, hours of operation in certain zones, parking check points (deployment zones) and no parking zones. Council may request these areas be altered from time to time through the term of the permit including temporary implementation for example for events or construction activities.</p> <p>c) No riding zones located within the Boundary Extent of the riding zone include footpaths on the following roads:</p> <ul style="list-style-type: none"> <li>a. Bourbong Street, Bundaberg, but only between Maryborough Street and Tantitha Street</li> <li>b. Bauer Street, Bargara, but only between the Esplanade and See Street</li> <li>c. See Street, Bargara but only from the intersection with Bauer Street north for 100m and south for 100m.</li> </ul> <p>In no riding zones the engine shall shut off and bring the E-scooter to a slow and steady stop. Users shall be informed they are in a no-riding or restricted zone by a voice alert and Mobile App notification.</p> <p>d) In a speed restricted zone the scooter must slow and users are not able to ride above the specified speed limit – Currently known speed restricted areas are:</p> <ul style="list-style-type: none"> <li>a. Bargara Foreshore Streetscape, Burkitt Street to Whalley Street (12km/hr),</li> <li>b. Botanic Gardens (15km/hr)</li> <li>c. Riverside Parkland, Quay Street, Bundaberg (12km/hr)</li> <li>d. Lake Ellen Heritage Hub Playground area, The By Wash, Bundaberg (12km/hr)</li> <li>e. Alexandra Park, Children’s Playground Area and Zoo, 29 Quay Street Bundaberg (12 km/hr).</li> </ul> <p>e) In a time restricted zone scooters are not able to be operated as it is outside opening hours. Current zones are:</p> <ul style="list-style-type: none"> <li>a. Queens Park, 29 Queen Street. Opening hours to 6am to 6pm daily</li> <li>b. Botanic Gardens, Mt Perry Road, Bundaberg. Opening hours 5.30am to 6.45pm daily, September to April inclusive and 6.30am to 6pm daily May to August inclusive.</li> </ul> <p>f) In a no parking zone users are not able to end their trip, turn the scooter off and complete the transaction.</p> <p>g) Several Preferred Parking Check Points (Deployment Zones) will be established. These zones are to be determined in partnership between the Approval Holder and Council, however Council will have the final power to specify locations. The locations may be</p>
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		<p>altered during the term of the Approval. The Approval Holder may determine the numbers of e-scooters to be located at each of these parking zones. E-scooters are to be collected and returned to defined parking zones following any battery charging and maintenance, and at least every 72 hours.</p> <p>h) The Approval Holder is required to provide adequate customer service assistance points and representatives to adequately receive and respond to enquiries and complaints. The Approval Holder shall be contactable through multiple channels including telephone, email, website, Mobile App, and social media platforms. The number of complaints received, and response times are to be provided to Council in a monthly report.</p> <p>i) Council is to be immediately notified of any serious injuries and provided with details of the incident.</p> <p>j) The Approval Holder must ensure that the Approved Activity is conducted in accordance with the proposal presented at the Consultation Meeting of Council on 1 March 2021, Annexure C – Bundaberg E-Scooter Information Document Neuron Mobility, except for Service area zone &amp; parking deployment zones.</p>
12	Compliance with Approval	<p>The Approval Holder must ensure each condition of the Approval is complied with.</p> <p>Maximum penalty – 50 penalty units</p>
13	General Conditions of Approval	<p>a. The Approval Holder must ensure that the Approved Activity is conducted only in accordance with the conditions of this Approval.</p> <p>b. The Approved Activity must not cause nuisance, inconvenience or annoyance to:</p> <ol style="list-style-type: none"> <li>i. The occupier or any land which adjoins the location of the prescribed activity; or</li> <li>ii. Vehicular traffic; or</li> <li>iii. Pedestrian traffic.</li> </ol> <p>c. The Approved Activity must not have a detrimental effect on the amenity of the surrounding areas.</p> <p>d. You must produce the approval for inspection on demand by an authorised person.</p> <p>e. The Approval Holder must take all general measures and any specific measures to protect the safety of persons who may be involved in, or affected by, the Approved Activity.</p> <p>f. The Approval Holder must pay Council the prescribed fee as resolved in Council Fees and Charges</p>
14	Expiry of Approval (Term of the Approval)	<p>This Approval expires on 31 March 2022. Application may be made for renewal of the approval.</p>

In granting this Approval the Council is satisfied that:

- a) The Approval Holder has confirmed that it has obtained all relevant approvals, licences and permits from any relevant regulator, statutory body or government agency.

- b) The Approved Activity is adequate to protect public health, safety and amenity and prevent environmental harm.
- c) The Approved Activity is consistent with the restriction of commercial use of local government controlled areas and does not provide an unfair advantage.
- d) The Approval is consistent with the purpose of the local law.
- e) The Approved Activity does not unduly interfere with the proper use of the local government controlled area or road.

---

Stuart Randle  
Acting Chief Executive Officer  
Approved under delegation of the Bundaberg Regional Council



# Annexure A

Where the Activity may be conducted – the boundary extent of riding zones

Bargara



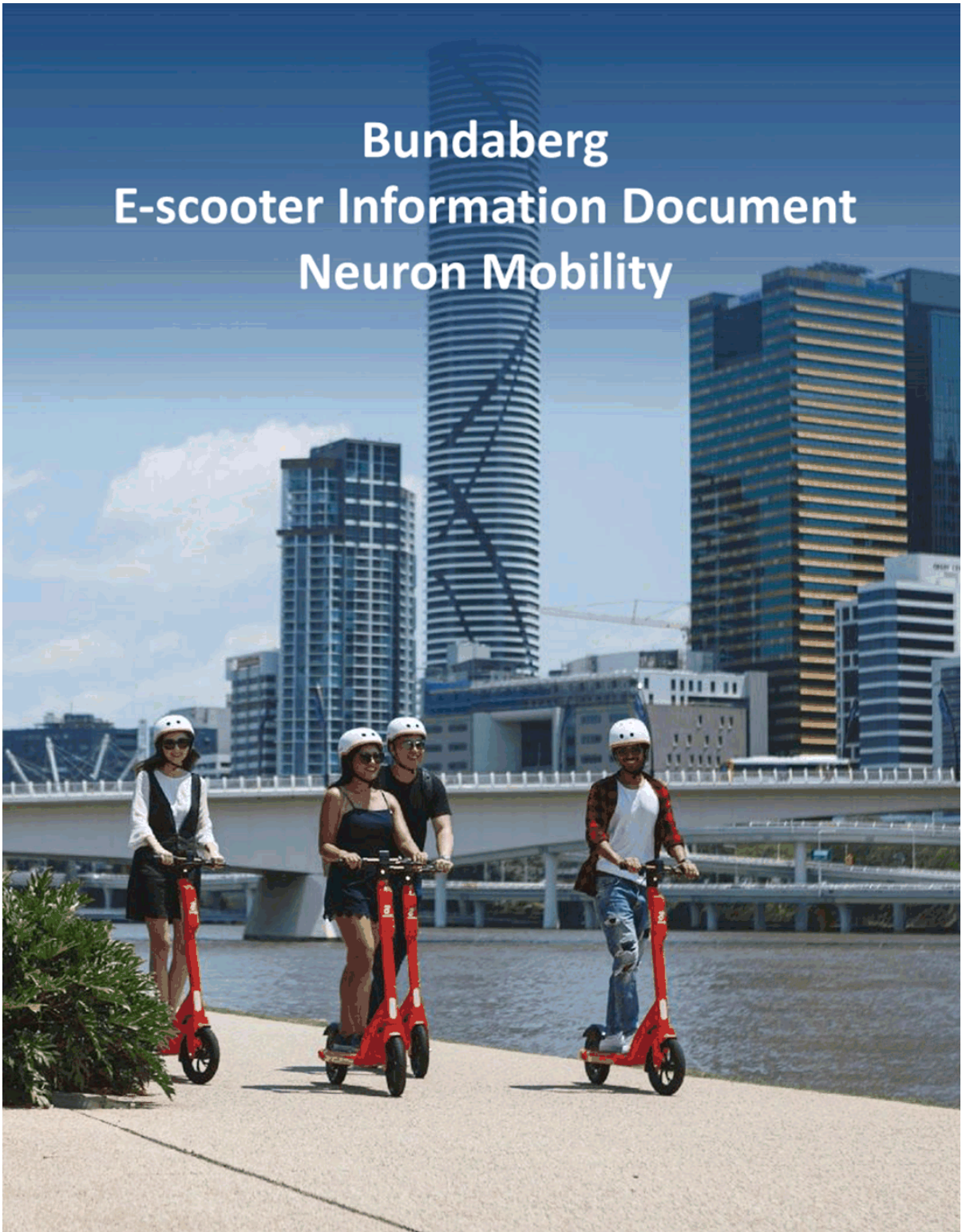
## Annexure B

Where the Activity may be conducted – the boundary extent of riding zones

Bundaberg



# Bundaberg E-scooter Information Document Neuron Mobility



Released under Right to Information Act 2009

## Executive Summary

First and foremost, Neuron is delighted to share our e-scooter information document with Bundaberg Regional Council. We believe that our offering is uniquely positioned to support the goals and interests of the Bundaberg community.

**We look forward to offering BRC a world class mobility service that is uniquely tailored to local needs-** As the leading e-scooter operator in Australia & New Zealand, with over 5,000 scooters launched in partnership with various city and region councils, we believe that we are uniquely positioned to meet the local needs of Bundaberg whilst maintaining our global product and service quality. Our team understands that no two cities are the same as they have unique intricacies that require a customisable solution for successful micro-mobility integration. **We are eager to work with the BRC to customise our solution for Bundaberg.** With Neuron, Bundaberg will get the **latest and greatest technology** the e-scooter industry has to offer and **continue to do so throughout our partnership.**

**We put safety at the heart of everything we do** - Safety dictates every aspect of our e-scooter operations, from product design, employee onboarding, training, operating procedures, rider safety information and how we partner with local stakeholders such as BRC. Our unique e-scooters are **purpose-built for safety and sharing and have a number of features to enhance safety for users.** These unique safety features include our wide 8.3" (210mm) e-scooter deck and 11.5" (290mm) silicon wheels for stability and comfort, our daily 60+ point mechanical and safety checks and our **world-first helmet lock and voice guidance, that guides users on a range of warnings and alerts.**

[REDACTED] including setting up relevant geofences for no riding and slow speed zones. We also hold Public Liability Insurance and industry leading Personal Accident Insurance. (See **Section 3.0** for further information on our safety and maintenance regimes, and **Section 5.0** for more details on our insurance policy)

**We are committed to being a long term BRC partner, and are excited to support BRC in achieving its advocacy priorities** across economic, social, human and green infrastructure. We believe that alongside BRC, we would be able to **contribute positively to priorities of the Council including providing a carbon-free mode of transportation**

[REDACTED]

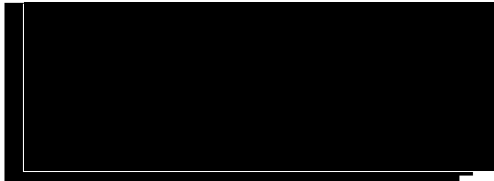
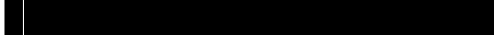
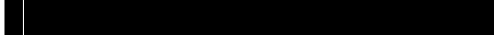
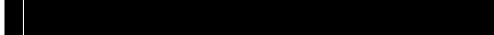
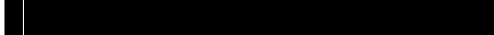
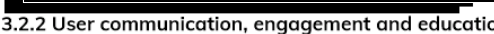
Category B

Category B

Neuron is excited to bring an industry leading e-scooter sharing operation to the Bundaberg region. We look forward to a fruitful, lasting partnership.



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Neuron – Bundaberg Regional Council Information Document



4.2 Risk identification and reporting  
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## 1.0 Introduction to Neuron

### 1.1 Neuron as a company

Founded in 2016, Neuron is the **leading e-scooter operator in Australia & New Zealand and the fastest growing micro-mobility service in Asia Pacific.**

Today, Neuron is the most experienced e-scooter operator in Australia and New Zealand (>5,000 vehicles) with permits to operate in Brisbane, Townsville, Auckland, Darwin, Canberra, Western Alliance of Adelaide (West Torrens, Charles Stuart and Port Adelaide Enfield), City of Adelaide (Central Business District and North Adelaide), Dunedin, and more soon. We are also one of the few operators globally approved for trial in the United Kingdom.

Following the successful introduction of our e-scooters in the City of Adelaide and Darwin, we've also partnered with our local council partners to introduce e-bikes in 2020 to expand the range of micromobility options available.

Globally, we have >1,000,000 unique users who have travelled >115,000,000 km (equivalent to >2,800 journeys across the circumference of the earth) on Neuron's e-mobility services.

Country	City	Launch date	Status	# e-scooters	# e-bikes
Australia	Brisbane	July'19	Active		
Australia	Townsville	Sep'20	Active		
Australia	Adelaide	Feb'20	Active		
Australia	Darwin	Jan'20	Active		
Australia	Canberra	Sep'20	Active		
New Zealand	Auckland	Jan'20	Active		
New Zealand	Dunedin	Feb'21	Active		
United Kingdom	Slough	Oct'20	Active		
United Kingdom	Newcastle	Feb'21	Active		

**Category B**





South Korea    Seoul    Feb'21    Active



Category B

**1.2 References from other cities**

Neuron prides itself on striving to build **strong collaborative relationships with our council and government partners**. Please see references below for council contacts managing the relationships within our Australia cities.

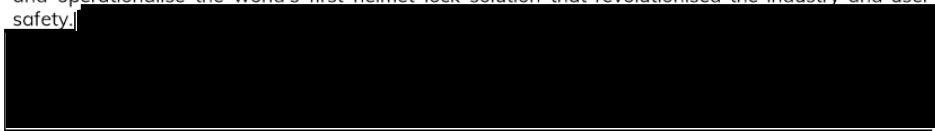
City	Reference
Brisbane	Name: [Redacted] Role: Contract Delivery Manager, Brisbane City Council Email: [Redacted] Contact: [Redacted]
Townsville	Name: [Redacted] Role: Economic Activation Officer – Future Cities Email: [Redacted] Contact: [Redacted]
Adelaide	Name: [Redacted] Role: Team Leader, Business Centre Email: [Redacted] Contact: [Redacted]
Darwin	Name: [Redacted] Role: General Manager Innovation Growth and Development Services Email: [Redacted] Contact: [Redacted]

Category A

**1.3 Brisbane as a case study**

After a rigorous selection process from nine applicant operators, Brisbane City Council selected Neuron to be the **largest operator in Brisbane from July 2019 with a fleet of 600 e-scooters**. This was due to Neuron’s innovation and safety credentials and desire to solve local challenges in partnership with the council. To quote BCC’s Deputy Mayor, “..with Neuron, we’re seeing a lower centre of gravity with a wider board, power packs underneath the boards so it’s more stable..”.

**Collaboration with City Council:** Neuron worked in collaboration with Brisbane City Council to invent and operationalise the world’s first helmet lock solution that revolutionised the industry and user safety.



Category B

Recently, Neuron’s contract has been further extended for another 12-months, a recognition of the successful partnership between Brisbane City Council and Neuron. Neuron has also conducted a

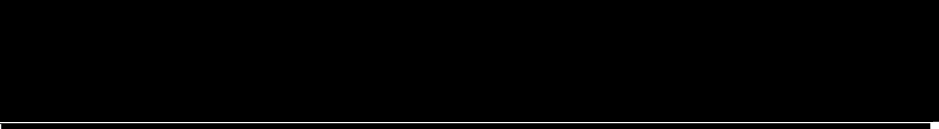


Category B

1.4 Darwin as a case study

Neuron was granted a 12 month exclusive trial with the City of Darwin in the Northern Territory of Australia. Prior to launch, Neuron worked closely with the City to customise the trial and localise operations for Darwin’s requirements. Launched in January 2020, feedback from the local community has been overwhelmingly positive with local residents and stakeholders.

**Operating area expansion and e-scooter cap increase:** Neuron’s eScooter trial in Darwin has been an overwhelming success during the first six months of operations and [redacted] Neuron and City of Darwin continue to receive continuous requests from both users and non-users for expansion of Neuron’s service area. [redacted]



Category B



### Neuron case study - Darwin

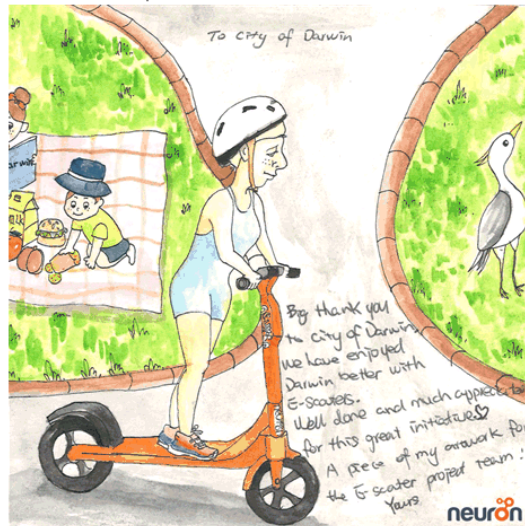
No. of scooters	250 e-scooters
Trial period	12 month trial
Operators	Neuron is the sole trial participant
Trial process?	Neuron and Council collaborated closely on the trial format, before it was announced
State laws?	NT exemptions have been granted under the Motor Vehicles Act and Traffic Act.
Speed limit	15km/h (some 12km/h slow speed zones)
Where can e-scooters operate?	A 5km stretch across the CBD, Waterfront and Cullen Bay on footpaths, shared bike & pedestrian paths
Helmets?	Mandatory

#### What benefits has Darwin seen from e-scooters?

- Neuron's e-scooter operation has been described as "an economic consumption multiplier" by Joshua Sattler (GM Innovation and Growth at City of Darwin)
- E-scooters have dispersed last mile transport, replacing short car trips and reducing the congestion and emissions in the city.
- Neuron has also had a positive impact as an employer, creating more jobs for the city

Category B

The picture below was submitted from a customer who thoroughly enjoyed the benefits Neuron scooters have brought to Darwin and praised the council for their ambition.





## 2.0 Neuron in Bundaberg

Neuron believes that we can positively contribute to the Bundaberg community by offering a friendly, affordable and sustainable mode of transportation in Bundaberg, with key focus on Bundaberg CBD (including Burnett riverside) and Bargara upon launch. Beyond that we will also work closely with Bundaberg Regional Council and the local community to ensure we constantly improve upon our product and services.

### 2.1 Local employment

[Redacted]

Category B

### 2.2 Community Engagement

Whilst Neuron believes that micromobility has many societal and environmental benefits once introduced in a city, we are well aware that some groups in the community may have concerns around e-scooter ride sharing introductions. We know from experience that these concerns tend to be centered around accessibility, parking and deployment areas, or the speed of e-scooters.

Neuron will follow our tried and tested [Redacted] utilised throughout our ANZ cities, to ensure that the risks to vulnerable users of our road, footpath, shared paths, bike paths, and other related infrastructure, are minimised, and at times entirely removed. [Redacted]

Category B

[Redacted]

Category B



**Category B**

**2.3 Sustainability**

In line with BRC’s Sustainable Bundaberg 2030 goals, sustainability is at the heart of Neuron’s product and operations. *(See Section 3.6 for full details on how we maintain and continuously improve upon the sustainability of our operations).*

**2.4 Operational Resilience**

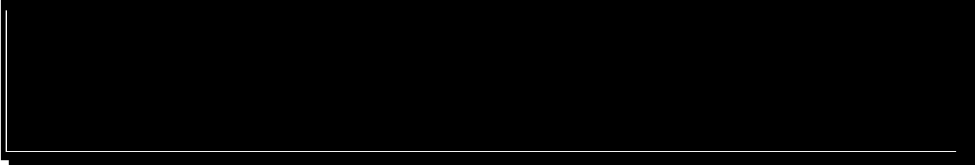
Neuron has worked with numerous locales of varying populations, including Darwin, AU with a population of ~130,000 and Townsville, AU with a population of ~185,000. Our e-scooters, built to withstand extreme weather conditions, have been safely ridden on hilly landscapes as in Auckland, and across different climates e.g. windy Adelaide and rainy Darwin.

As an operator in Townsville (QLD), we have developed local expertise in operating in similar weather conditions, and are familiar with potential extreme conditions. Since our launch in Townsville, we



**Category B**

Neuron – Bundaberg Regional Council Information Document



**Category B**

*Please also see Section 4.3 on our COVID-19 operational plan*

### 3.0 Safety and Innovation

#### 3.1 Hardware

The ANZ region is Neuron's top priority globally. Neuron focuses its investment in technology that resolves the local challenges of the region. This focus has enabled Neuron to be the first in the world to integrate a physical helmet lock, which would physically hold a helmet in place unless unlocked by the user through Neuron's app, onto its scooters.

Neuron's proprietary e-scooter, the N3, features 11.5" wheels and a 11.5" platform (54% wider than the standard scooter sharing deck), swappable batteries, and is also one of the few German PLEV Dynamic Stability standard approved shared scooters globally. This scooter is designed to provide more stability to users and is able to withstand uneven terrain. [REDACTED]

Category B

Neuron scooters are equipped with advanced smart technology with active GPS, known internally as internet-of-thing (IoT) systems. [REDACTED]

Category B

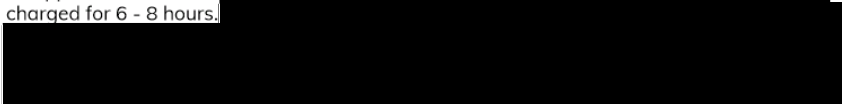
Below are some images comparing the proprietary N3 scooter to other standard scooters used in the sharing economy.



Neuron scooters were developed with safety and ease of use in mind and feature the following enhanced safety features:

- **Automotive standard frame** – The N3 frame adheres to automotive standards to create a stronger and most importantly safer frame which protects users and reduces break-down frequency.



- **11.5-inch tyres** – Larger tyres ensure rider safety. The N3 sports a 11.5-inch wheel which is able to clear road imperfections easily, which reduces the risk to users and improves user experience.
- **Over-the-air speed limit change ready** – N3 provides unprecedented control to Neuron and the University administrators. The speed limit of N3 can be dynamically changed from one area to the other. Users who enter this area from elsewhere will automatically have their speed limit capped over-the-air.
- **Swappable batteries** – Neuron’s swappable battery technology allows batteries to be swapped-out within minutes of locating a scooter, instead of having to be hauled back to be charged for 6 - 8 hours. 
- **Integrated helmet lock** - Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially

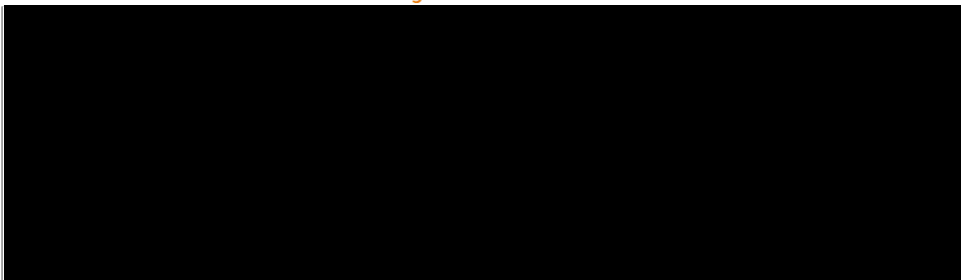
**Category B**

Please refer to Appendix A for the detailed specifications of Neuron’s proprietary N3 scooters.





3.2 User education and behavior management



Category B



**3.2.1.1 Geofencing technology** [redacted]

**Category B**

Neuron is able to deploy a geofence according to the areas of the maps, in partnership with the Council. We are able to dynamically update the geofence as required by the Council. This can be implemented very quickly and amended for large events.

Our GPS geofence technology combines location data from Neuron scooters and users' mobile phones and is able to geofence ride-able and park-able areas. [redacted]

[redacted]

**Category B**

Users are then obligated to push the scooter out of the restricted zone and into the allowed geofence. A buffer would be required to account for GPS accuracy and latency.

**3.2.1.2 Speed limit enforcement**

Neuron scooters are equipped with the ability to limit its maximum speed to [redacted]

[redacted]

**Category B**

Users who enter these areas from elsewhere will automatically have their speed limit capped over-the-air. This will ensure that users are unable to exceed the speed limit just by riding the scooters normally. [redacted]

[redacted]

**3.2.1.3 Proper parking enforcement**

Scooters will be parked on the streets in compliance with Bundaberg's code of conduct. [redacted]

[redacted]

**Category B**

In addition, users are required to take a photo of the e-scooter after it has been parked. Parking compliance is then monitored through users' end-trip photos [redacted] if a user continually violates responsible parking, they may face the risk of being suspended from Neuron's service. Neuron also commits to have open channels of communication that will allow members of the public to report errantly parked scooters.

**3.2.1.4 Integrated helmet lock** [redacted]

Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially.

[redacted]

**Category B**



3.2.1.5 Upright parking enforcement

[Redacted]  
[Redacted] as well as when Neuron is made aware that a scooter has not been parked appropriately for any reason, Neuron's operations team will be deployed to ensure compliance.

Category B

[Redacted]

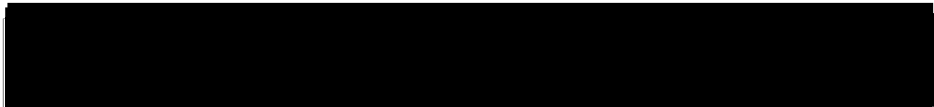
Category B

[Redacted]

[Redacted] If a fall is detection, a push notification is automatically sent to the user to determine if assistance is required. If the user selects assistance, Neuron's app would prompt the user with the local emergency assistance number.

[Redacted]

Category B



**Category B**

### 3.2.2 User communication, engagement and education

Neuron has a comprehensive online and offline user communication, engagement and education program to promote user compliance.

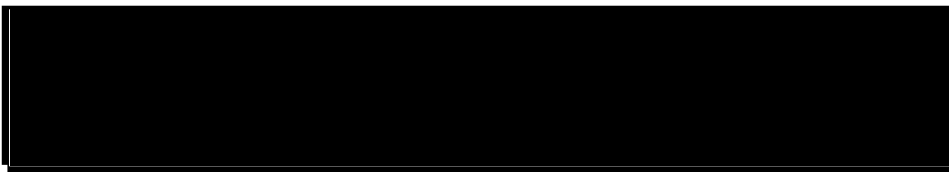
#### 3.2.2.1 Online communications

##### 3.2.2.1.1 User onboarding tutorial

Before Neuron users are allowed to commence their first ride on a Neuron scooter, they are required to go through a series of in-app electric scooter riding, helmet use and parking best-practice lessons. This onboarding process has been built into the mobile app to ensure that all users are fully informed of the do's and don'ts of scooter-sharing before they commence riding.

The training, which has to be completed by all first time users before they are allowed to operate a Neuron scooter, includes, but is not limited to:

- How to start the e-scooter
- How to operate safety features including brakes, lights and the bell
- Minimum age restriction of 18
- Safe riding best practices through a GIF guide
- Awareness of applicable state laws when riding and parking
- Speed limits
- Compulsory helmet usage
- Parking responsibly in parking areas
- Use of pedestrian paths / roads
- Other safety reminders including not having have more than one rider per scooter, and to not ride under the influence



**Category B**

##### 3.2.2.1.2 Pre-ride message

Before a user starts a trip, they'd be shown a simple and concise messaging on do's and don'ts



**Category B**



### Riding Responsibly

- Always wear a helmet!
- Observe all speed limits.
- Do not ride when impaired.
- No passengers: one rider per scooter.
- Avoid roads, stay vigilant, and look out for other road users.
- Turn on the headlights in the dark or in bad weather.
- Park responsibly, do not obstruct paths, doorways and common areas.
- Contact the authorities in an emergency.

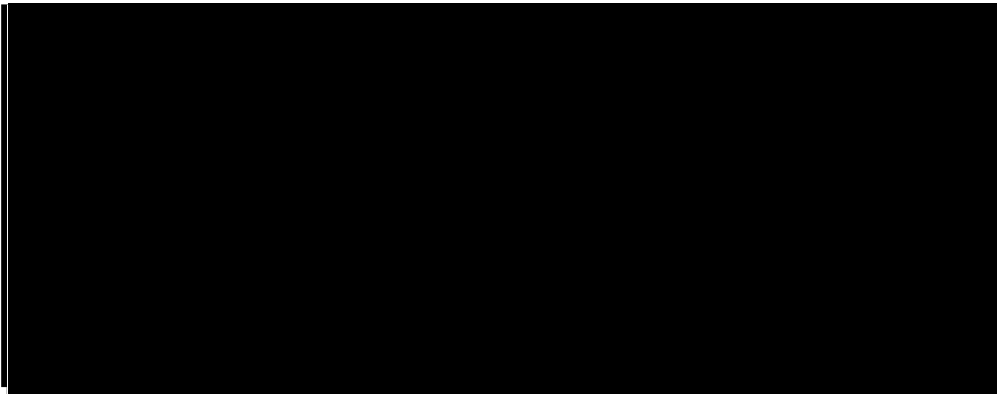
Read our complete [Riding Rules](#).



Got it, let's ride!

#### 3.2.2.1.3 Digital campaign (website, social media, email)

In addition to in-app digital campaigns, Neuron has been building and will continue to build a publicly available online repository of knowledge so as to constantly educate the public on responsible riding including applicable state laws. This repository is available on Neuron's website at <https://www.neuron.sg/how-to-safety/>.



Category B

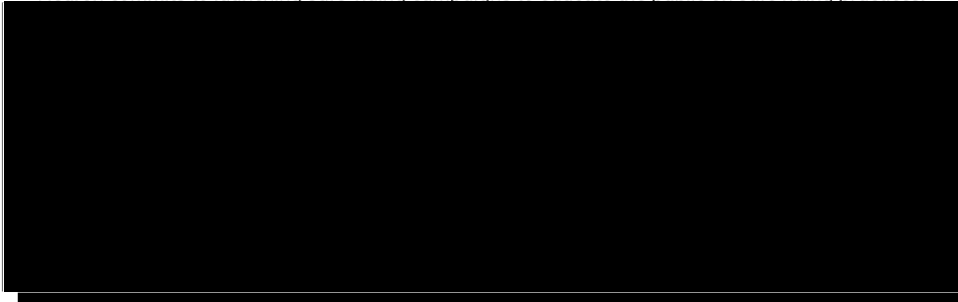


Category B

3.2.2.2 Offline communications

3.2.2.2.1 Safe-Riding Programme

Neuron commits to launching safe-riding campaigns to educate the public on safe riding practices.



Category B

3.2.2.2.2 Signage on scooters

On each scooter, Neuron would deploy attention catching stickers to show users the high priority do's and don'ts.



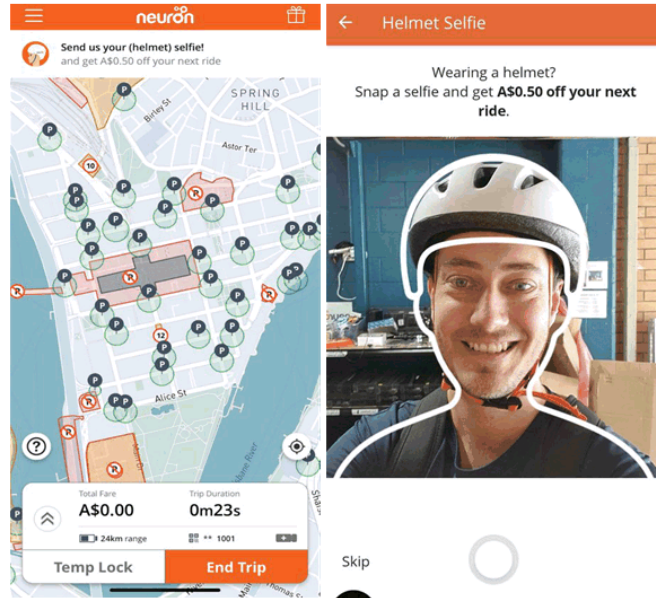


3.2.3 User incentivization

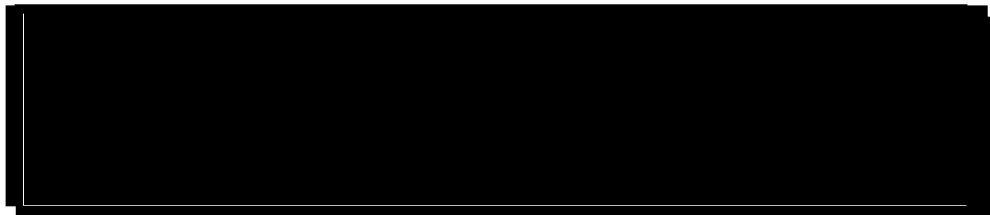
Neuron has a number of incentivization programs to encourage safe usage.

- **Helmet use:** Users are prompted to take a selfie with a helmet on before they start a trip. [REDACTED] the user's account would be credited with AUD 0.25. This incentive can be activated each trip
- **Incentivised parking:** If a user parked in a designated parking area, the user's account would be credited with AUD 0.20. This incentive can be activated each trip
- **Incentivised trip:** If a user utilizes a scooter from an area with excess scooters, they'd receive AUD 1 in discount

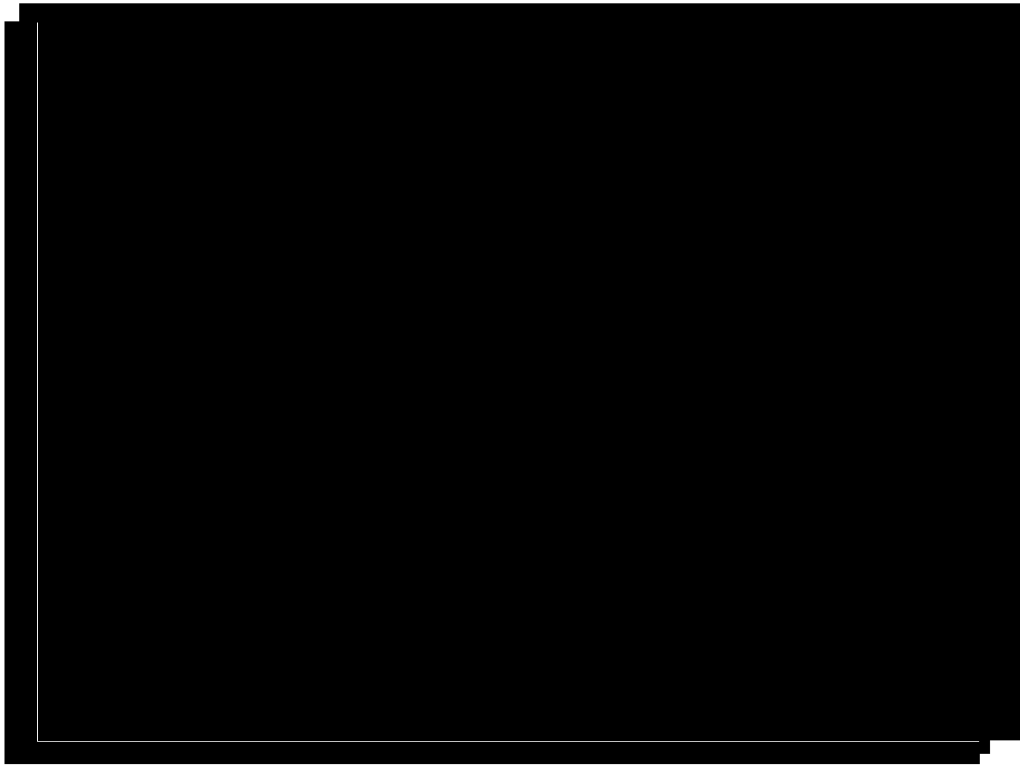
Category B



3.2.4 User sanctions



Category B



Category B

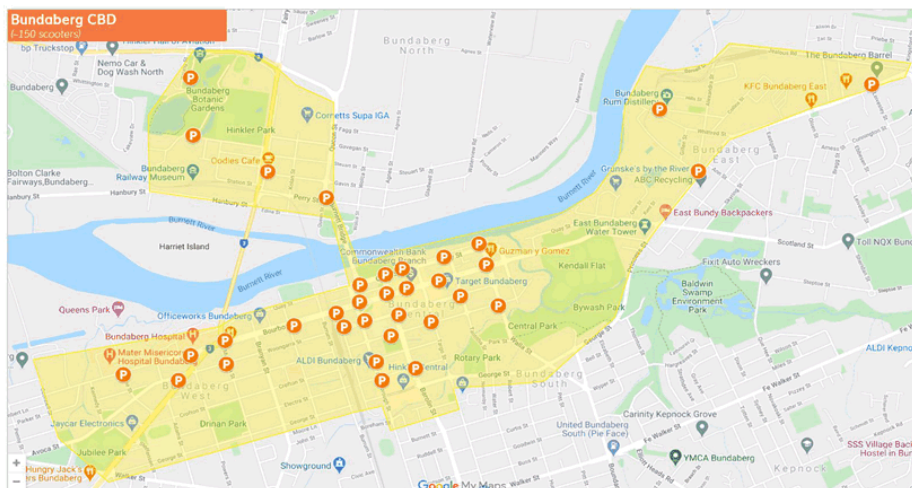




### 4.0 Operational plan



Category B





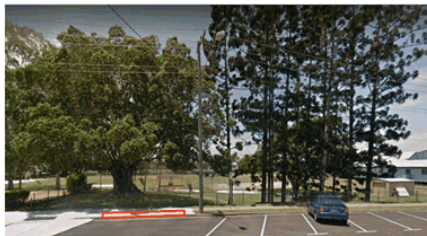
For each of the marked parking stations, we have marked out exact parking spots, with four examples as seen below. It should be noted that these are not definitive parking spots and should be utilised as a guide only until further operational mapping can be completed on the ground



Hinkler Central



Outside Bargara Real Estate



Bundaberg Library



Esplanade X Clarke St



4.2 Safety checks and maintenance

[Redacted content]

Category B

4.2.1 Three-day road-worthiness check

[Redacted content]

Category B

4.2.2 Thirty-day inspection and maintenance

[Redacted content]

Category B



[Redacted content]

Category B

4.2.3 Battery inspections

[Redacted content]

Category B

4.2.4 User reported faults

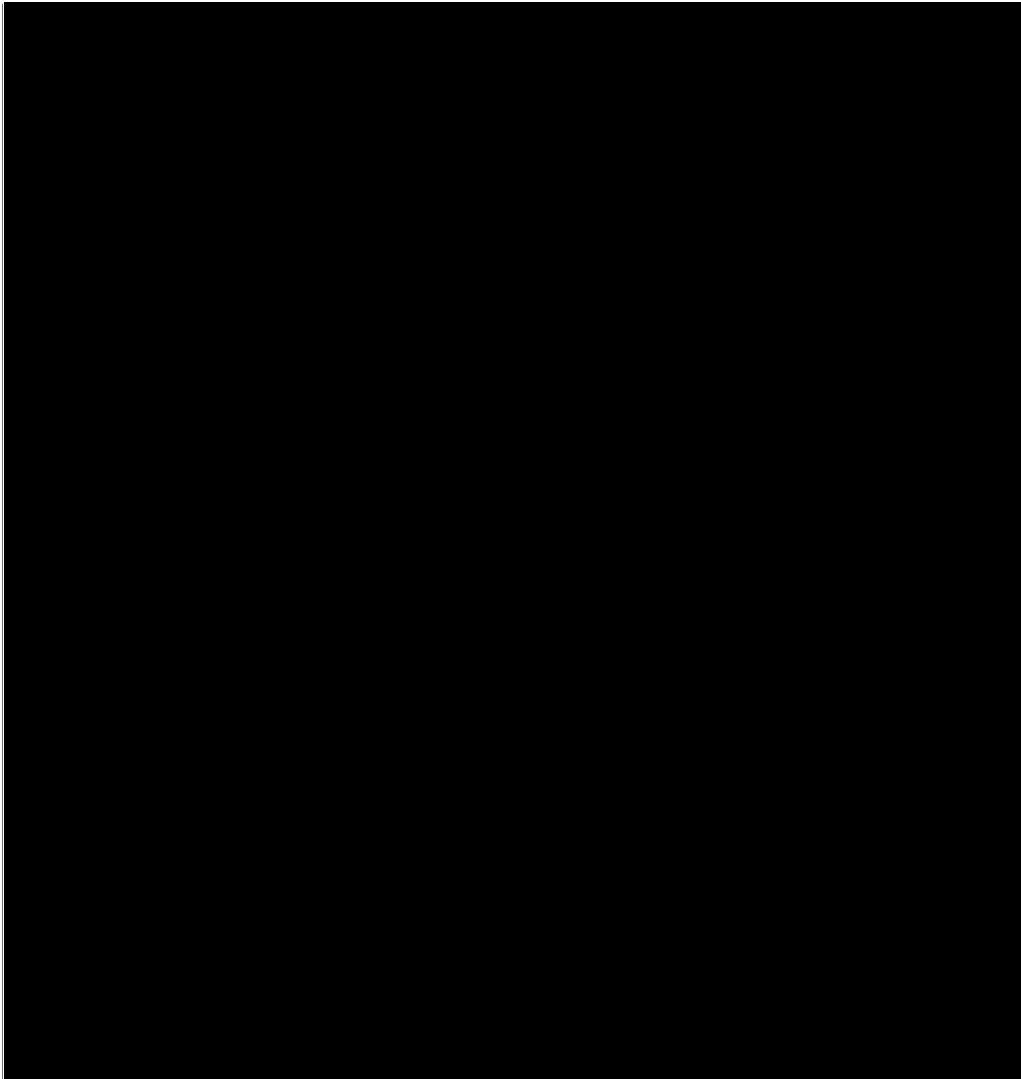
At the end of every trip, users are prompted to report any issues they find with the scooter.

[Redacted content] Neuron's patrollers would also constantly patrol the service area to identify and retrieve damaged scooters.

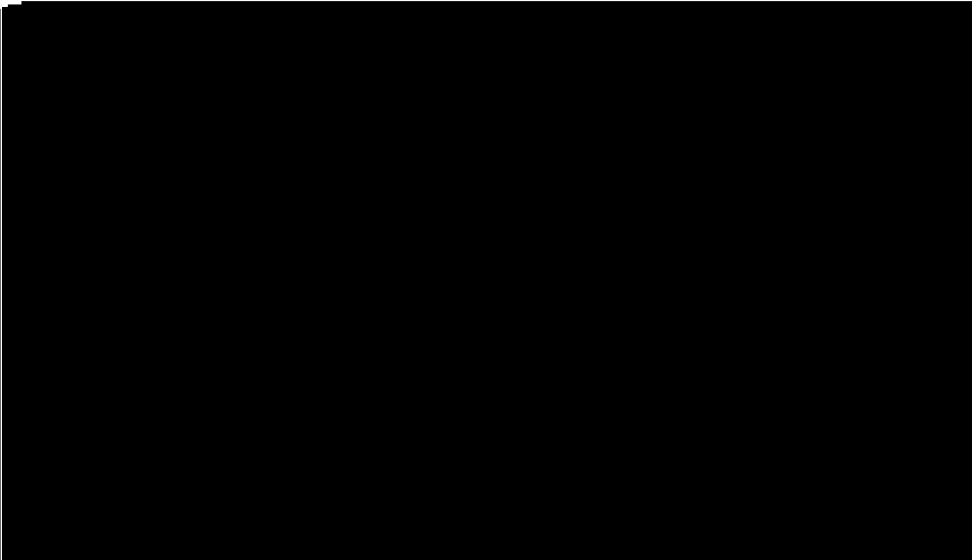
Category B



4.3 COVID-19 operational framework



**Category B**



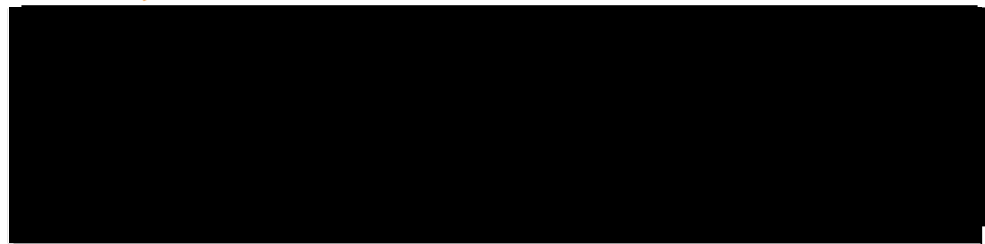
**Category B**

**4.4 Sustainable operations**

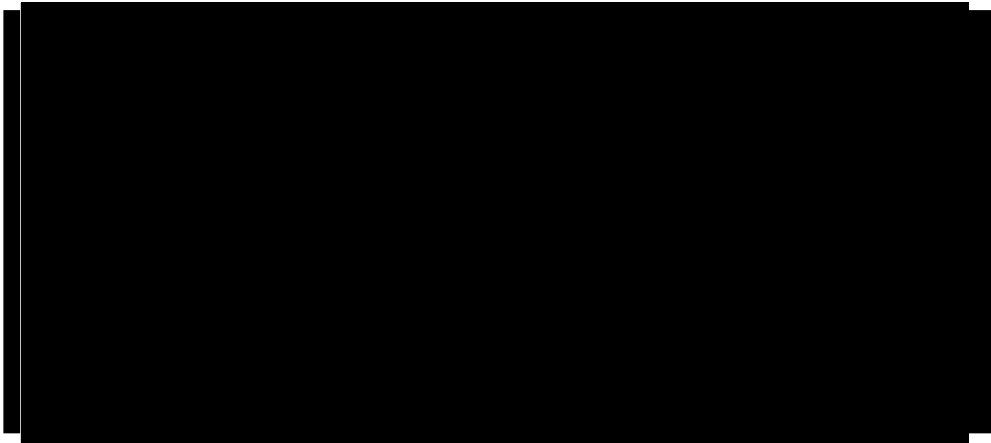


**Category B**

**4.4.1 Life-Cycle Assessment on Carbon Emissions**

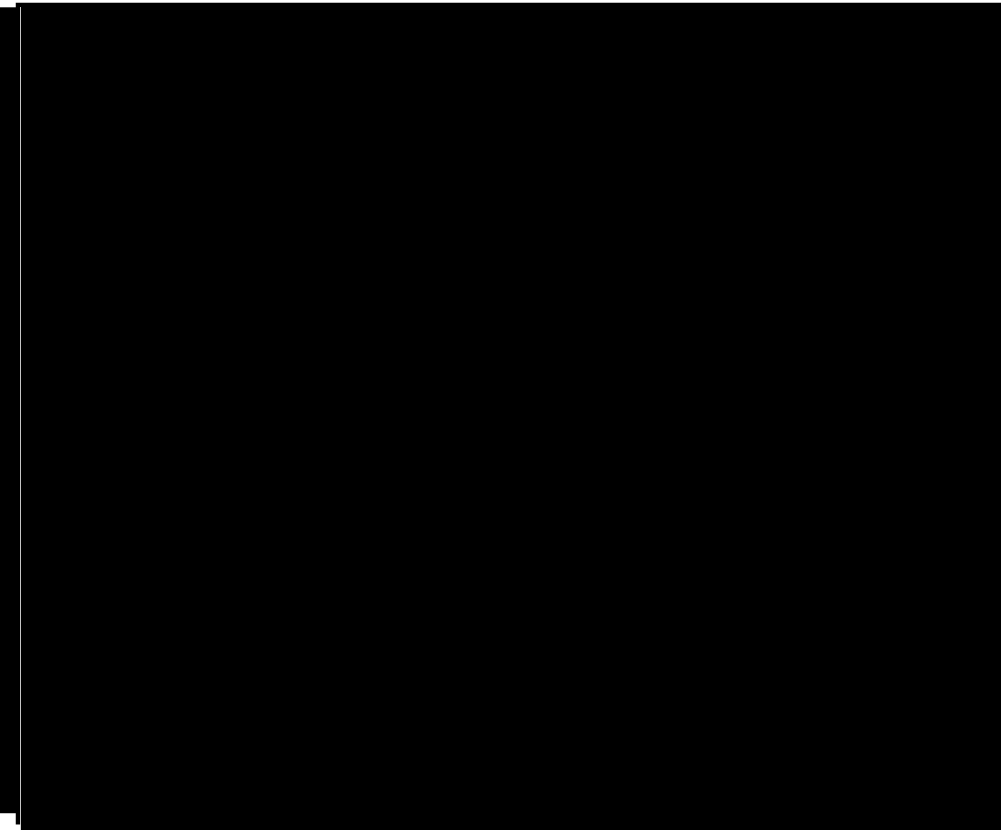


**Category B**



**Category B**

4.4.2 Waste Management

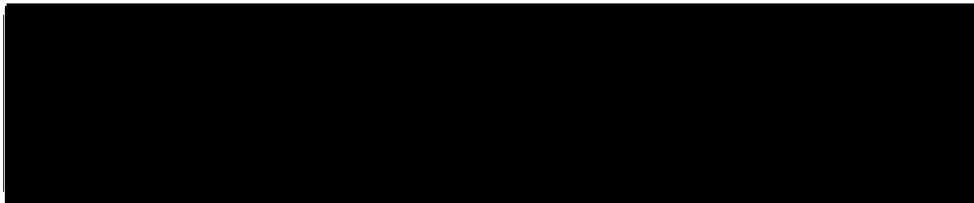


**Category B**



**Category B**

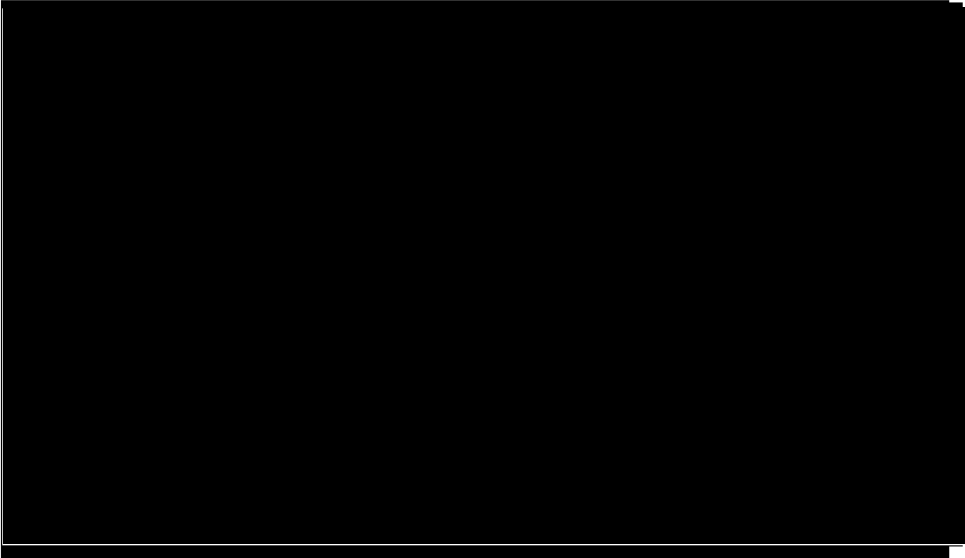
4.5 Rigorously trained-staff rather than independent contractors



**Category B**



Neuron – Bundaberg Regional Council Information Document



**Category B**

[Please refer to Appendix B for a list of Neuron's training modules.](#)



## 5.0 Insurances - Public Liability & Personal Accident

Neuron has invested significantly in insurance to provide coverage for its users and the public, and meets all legislative requirements. Neuron provides two main forms of insurance:

- **Public Liability Insurance** to cover the Public, users and Neuron on catastrophic events
- **No-fault Personal Accident Insurance** which provides assistance to users as and when they require it the most

Insurance type	Policy no	Extent of cover	
		Per incident \$A	In aggregate \$A
General Liability Insurance	B1230PC08818A19	20,000,000	20,000,000
	B0621CNEUR000219		
	02E002148EXL		
Personal Accident Insurance	A11320AAA	Varies based on incident	50,000 per person



## 6.0 Customer service plan

### 6.1 Procedures for handling of all enquiries and complaints

Neuron approaches customer service with the aim of ensuring that our service remains accessible. We have had experience responding to customer service queries on e-scooter shared service for more than four years, and have since built up standardised operating procedures, policies, response time service level agreements and training programs that have been tailored and are continually refined for an e-scooter sharing business.



Category B



Query type	Resolution & process
General queries (e.g. where are Neuron scooters, how much are the charge, how does it work)	Category B
Public feedback (e.g. obstruction, inappropriately placed scooters, request for Neuron station)	
Account setup	
Refund	
Scooter malfunction	

For situations that are more serious, our customer service representatives are trained to recognise them and initiate the process for incident management.

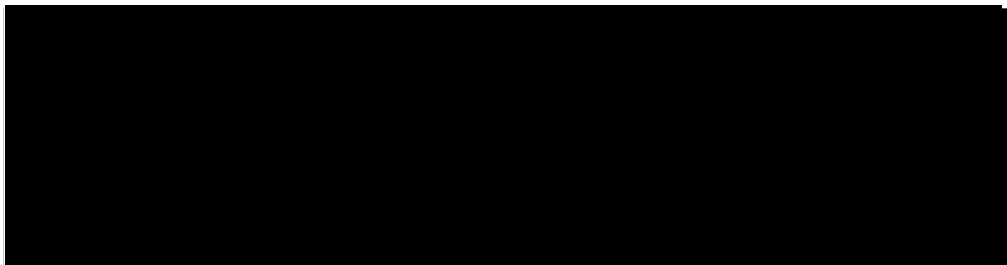


6.2 Staff education to ensure highest levels of customer service are attained and maintained



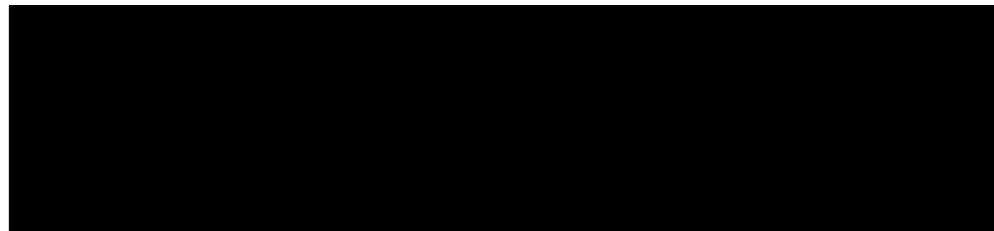
Category B

6.3 Indicative performance standards for handling of enquiries and complaints



Category B

6.4 Number and qualifications of staff who will provide this service



Category B

6.5 Location/s of enquiry and assistance points where enquiries and complaints will be managed

Neuron will maintain a 24/7 customer service operation, where we are contactable through more than 7 channels including:



- Facebook (FB Page: Neuron Australia)
- Instagram (@neuron\_mobility)
- Email (info@neuron.sg)
- In-app feedback
- In-app chat (live chat)
- Call centre (24/7): TBA for Bundaberg
- Website (<https://www.neuron.sg/#contact>)
- Other sources (e.g. Twitter (@Neuron\_Mobility), app-stores (iOS and Android), direct message to Neuron staff).

Online forms are also available for members of the public to submit enquiries and complaints. These include:

- Inappropriate parking (<https://www.rideneuron.com/bad-parking/>)
- Damaged e-scooters (<https://www.rideneuron.com/scooter-damage/>)
- Reporting an incident (<https://www.rideneuron.com/incident-report/>)

Users are able to immediately communicate with Neuron customer service representatives through live chat and call if urgent assistance is required. Feedback received from other channels will be served within [REDACTED]. Resources will be optimized based on the service level mentioned above. If Neuron is not able to meet said service level, additional resources would be added.

#### 6.6 Hours of availability of customer service and supervisory staff



**Category B**

#### 6.7 How the complaints register will be maintained

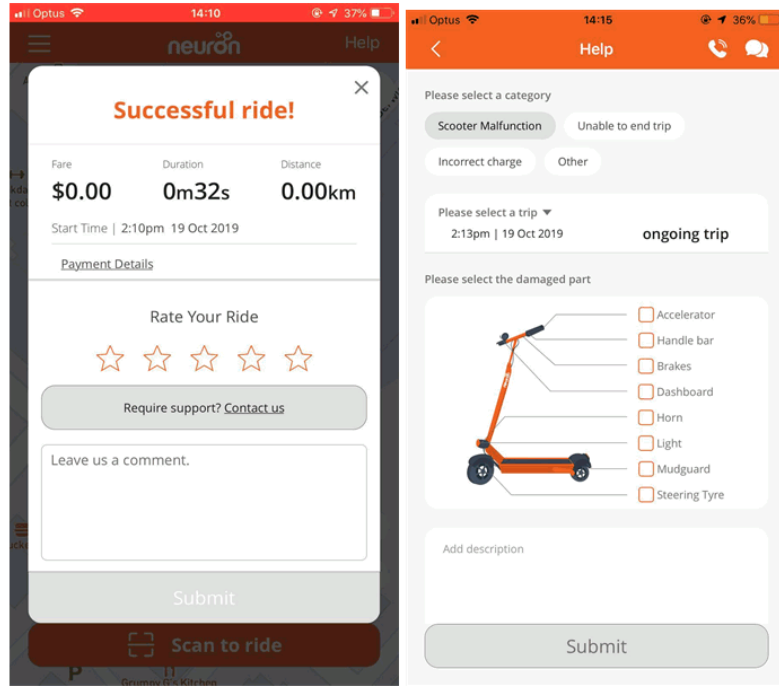


**Category B**

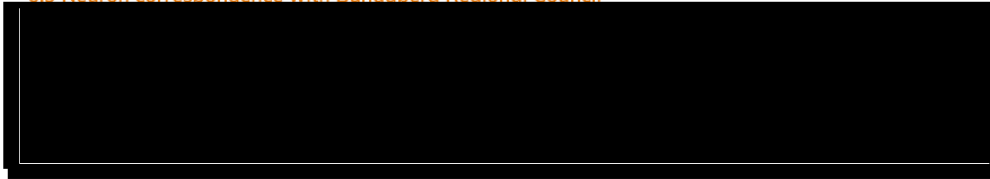
#### 6.8 Proposed information leaflets, forms and reports that will be used in providing this service

We commit to remaining easily contactable by members of the public. Each Neuron scooter will have a sticker with contact information attached. Members of the public can reach Neuron through the contact details made available on the sticker.

Users are also able to lodge complaints through the Neuron app before, during and after a ride:



6.9 Neuron correspondence with Bundaberg Regional Council



Category B

Title	Regional General Manager	Global Head of Operations
Name	[Redacted]	[Redacted]
Phone number	[Redacted]	[Redacted]
Email	[Redacted]	[Redacted]

Category A



### 7.0 Data sharing



Category B

#### 7.1 API data provisioning through MDS

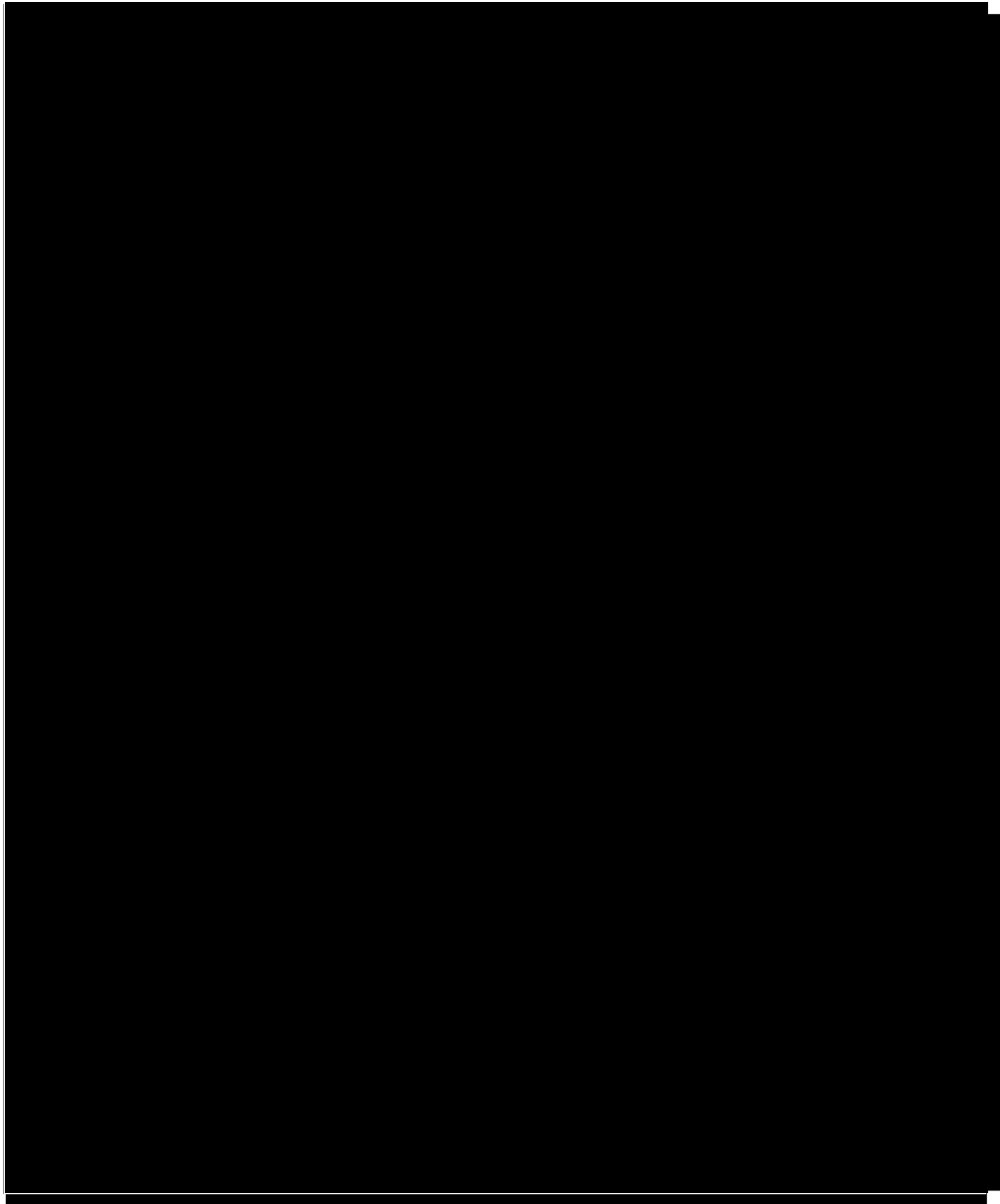


Category B

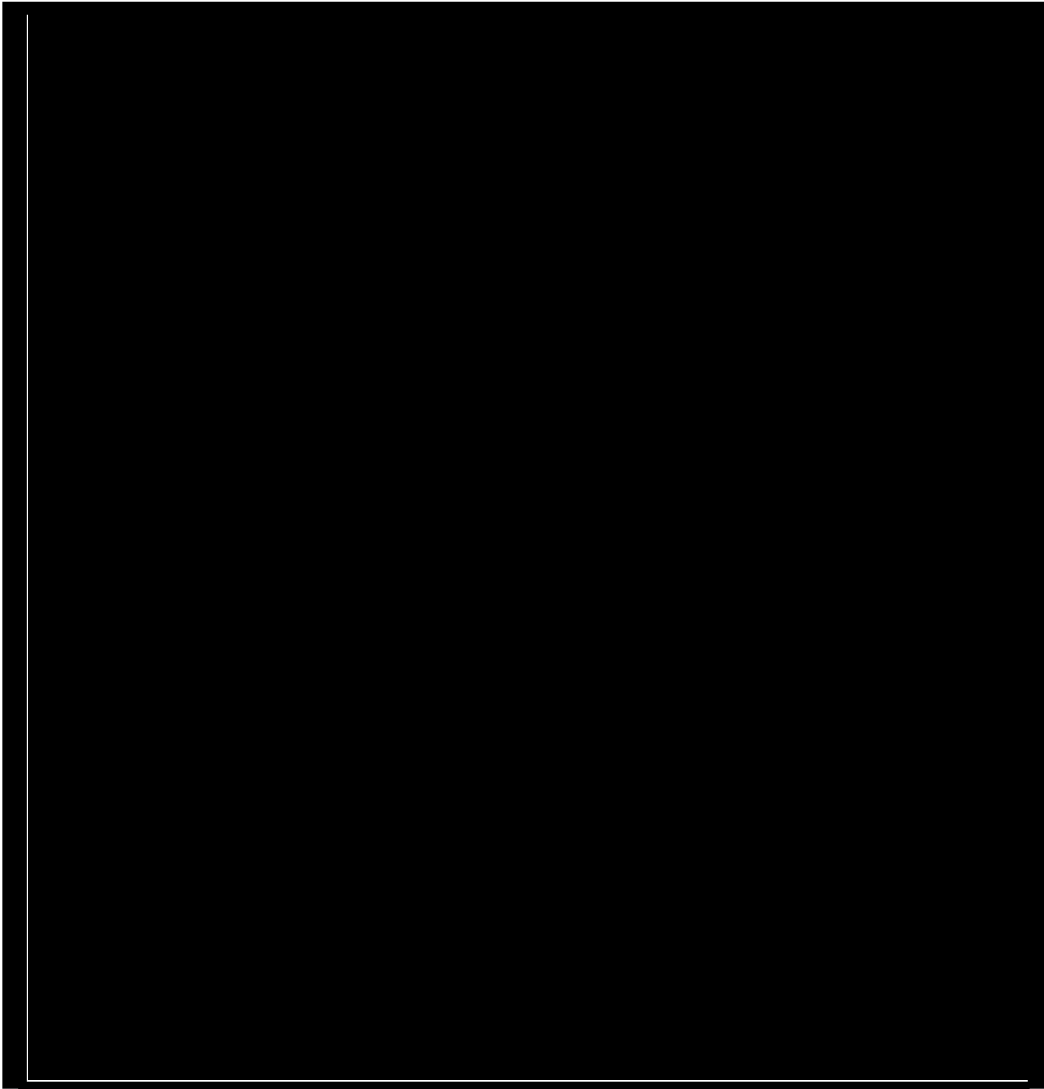




7.2 Tableau Dashboards



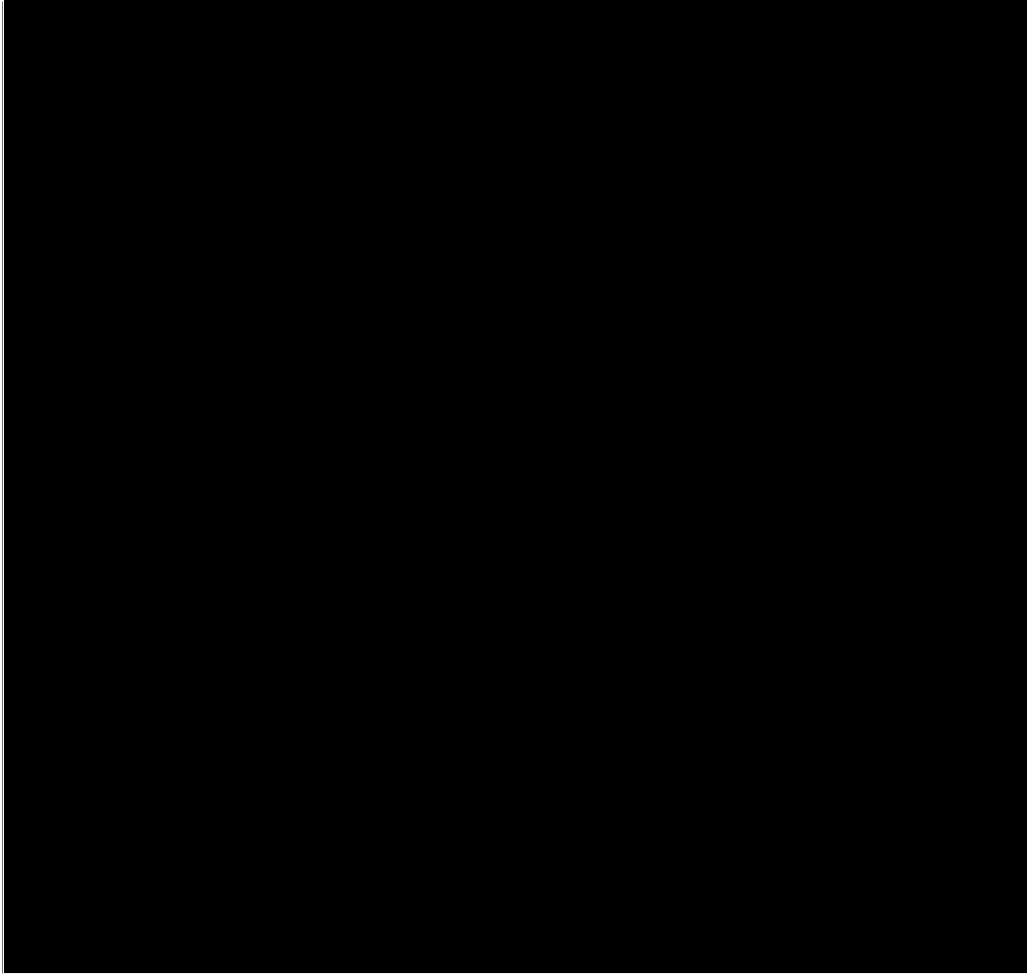
Category B



**Category B**



7.3 Monthly reporting of data and insights

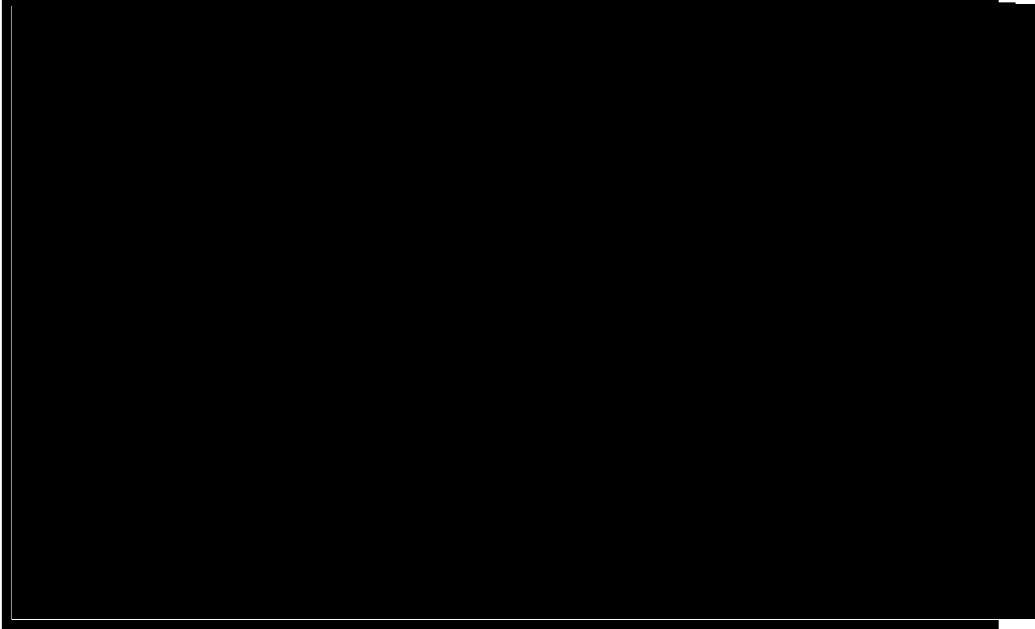


Category B



## 8.0 Compliance Schedule

Please refer to section 2.2.1 Compliance enforcement through technology to see the various methods of prevention. There will be occasions where Neuron's ground operations team will need to resolve. In order to resolve this within reasonable timeframes, we have proposed committing the below service response times, but we are open to discussion.



**Category B**



## 9.0 Media Coverage across Australia & New Zealand

Below are some links to some independent coverage Neuron has received across Australia & New Zealand.

1. Our launch in Auckland and a great video that shows our N3 e-scooter - Stuff (10 Jan) [Road testing Neuron's 'safest' scooters before they launch on Friday](#)
2. Neuron's N3 e-scooter in a group test with the competition - Stuff (15 Jan) [Auckland e-scooters: Beam, Neuron, Flamingo and Jump, which is the best?](#)
3. Another Group test amongst competitors - New Zealand Herald (18 Jan) [Battle of the e-scooters: Beam, Jump, Neuron and Flamingo take to Auckland's streets](#)
4. Our Helmet Lock - Channel 7 (22 Jan) [Fleet of brand new e-scooters is about to roll out across Brisbane](#)
5. The Mandarin (24 Apr) [Brisbane City Council encouraging health workers to travel with e-scooters](#)
6. Local Government Focus (18 May) [Council-enabled transport helps essential workers](#)



Appendix A: Vehicle specifications

Generation 3 Neuron Proprietary E-scooter (N3) Specifications	
Properties	Spec
Vehicle dimensions	
Standpipe inclination	
Vehicle weight	
Range	
Front Suspension	
Rear suspension	
Ingress Protection	
IoT firmware update	
Rated power of motor	
Motor type	
Max speed	
Speed Cap	
No-parking zone	

Category B



Maximum gradeability	
Maximum loading	
Drive Way	
Braking	
Charging Type	
Voice notification	
Battery lock	
Vehicle Certification	
Battery Certification	
Battery Waterproof	
Battery Cell Units	
Tyres	
Frame	
Reflector	
Front Light	
Rear Light	
Bell	

**Category B**



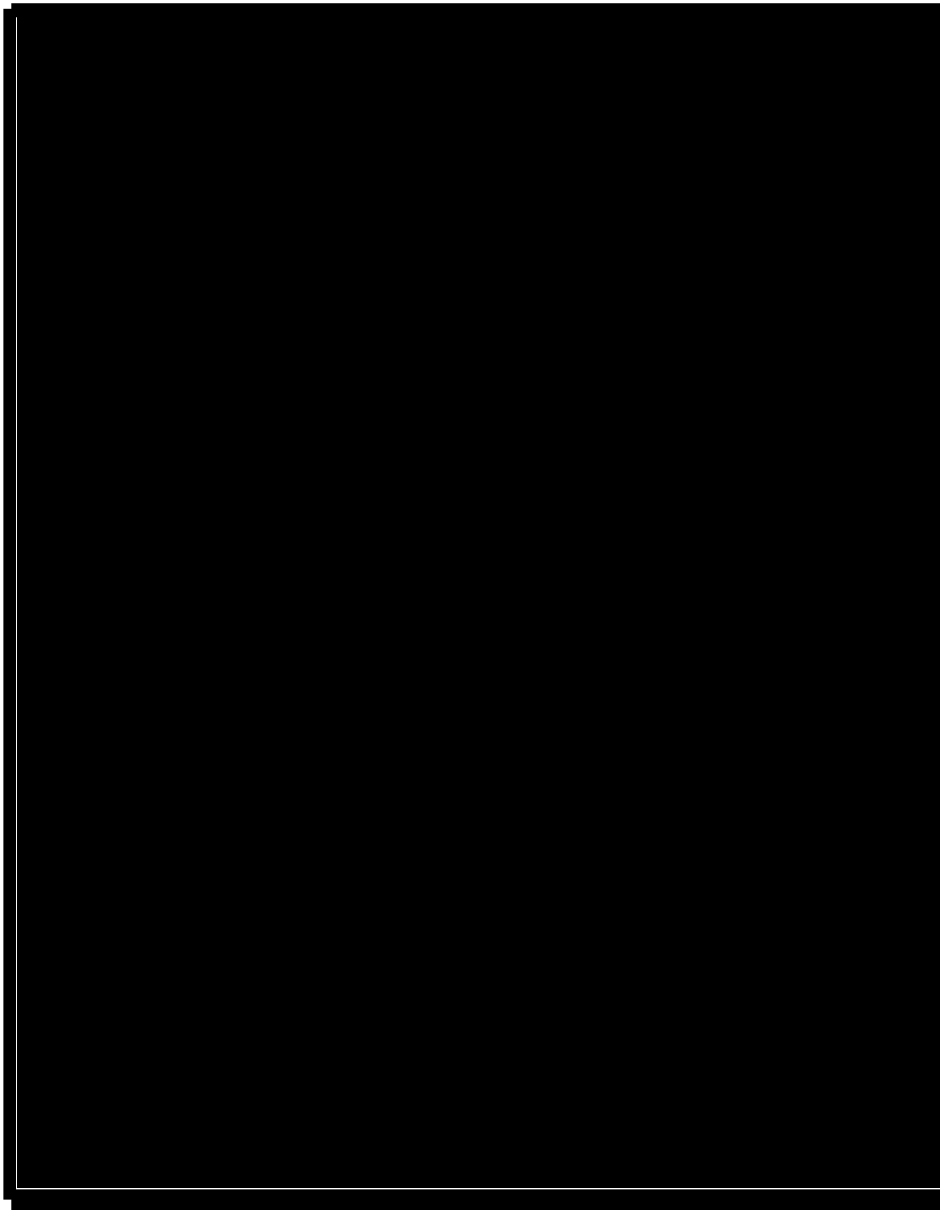
Current version number	
Unique identification	
Sensors	

**Category B**

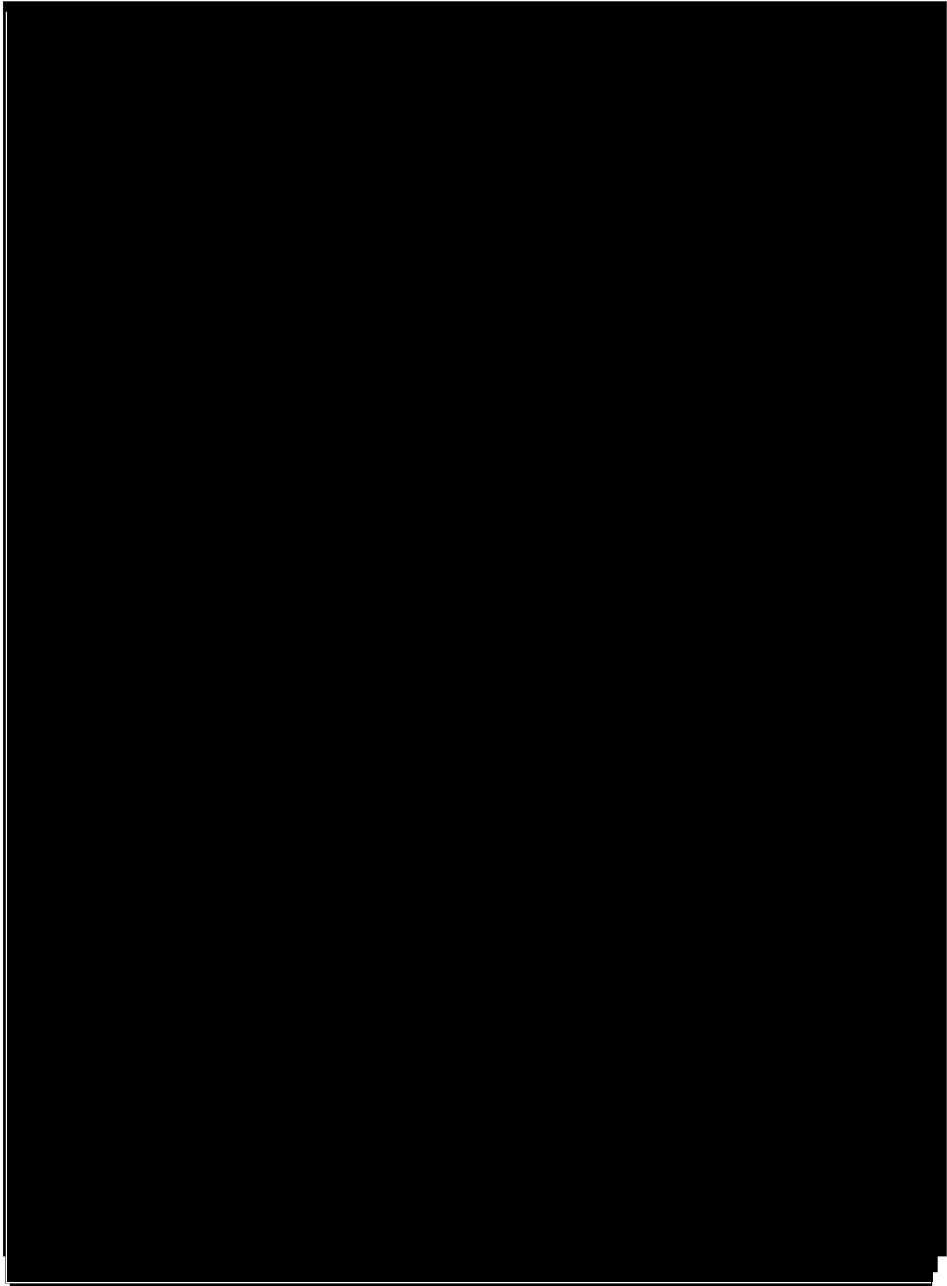




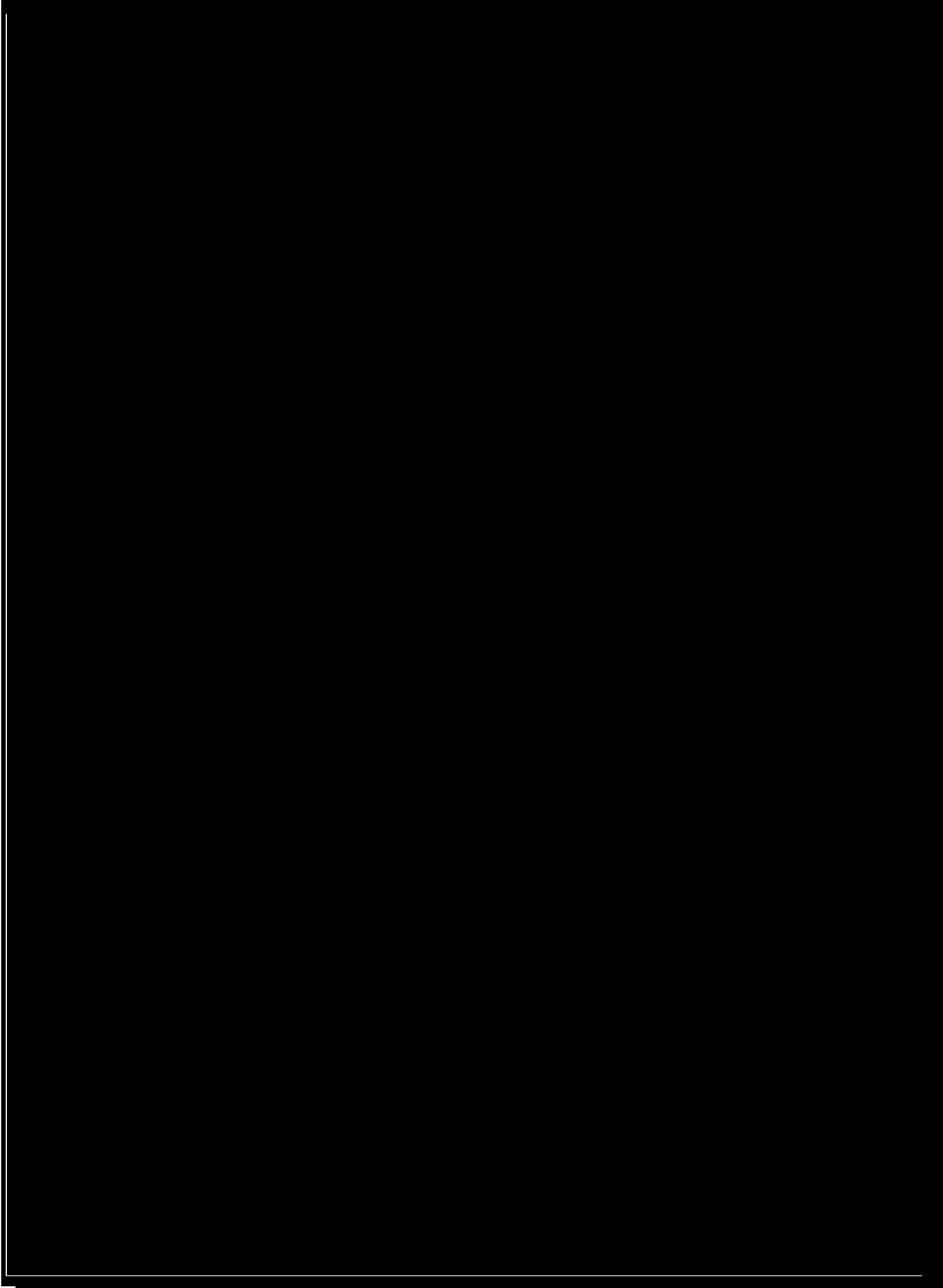
Appendix B: Neuron training programme



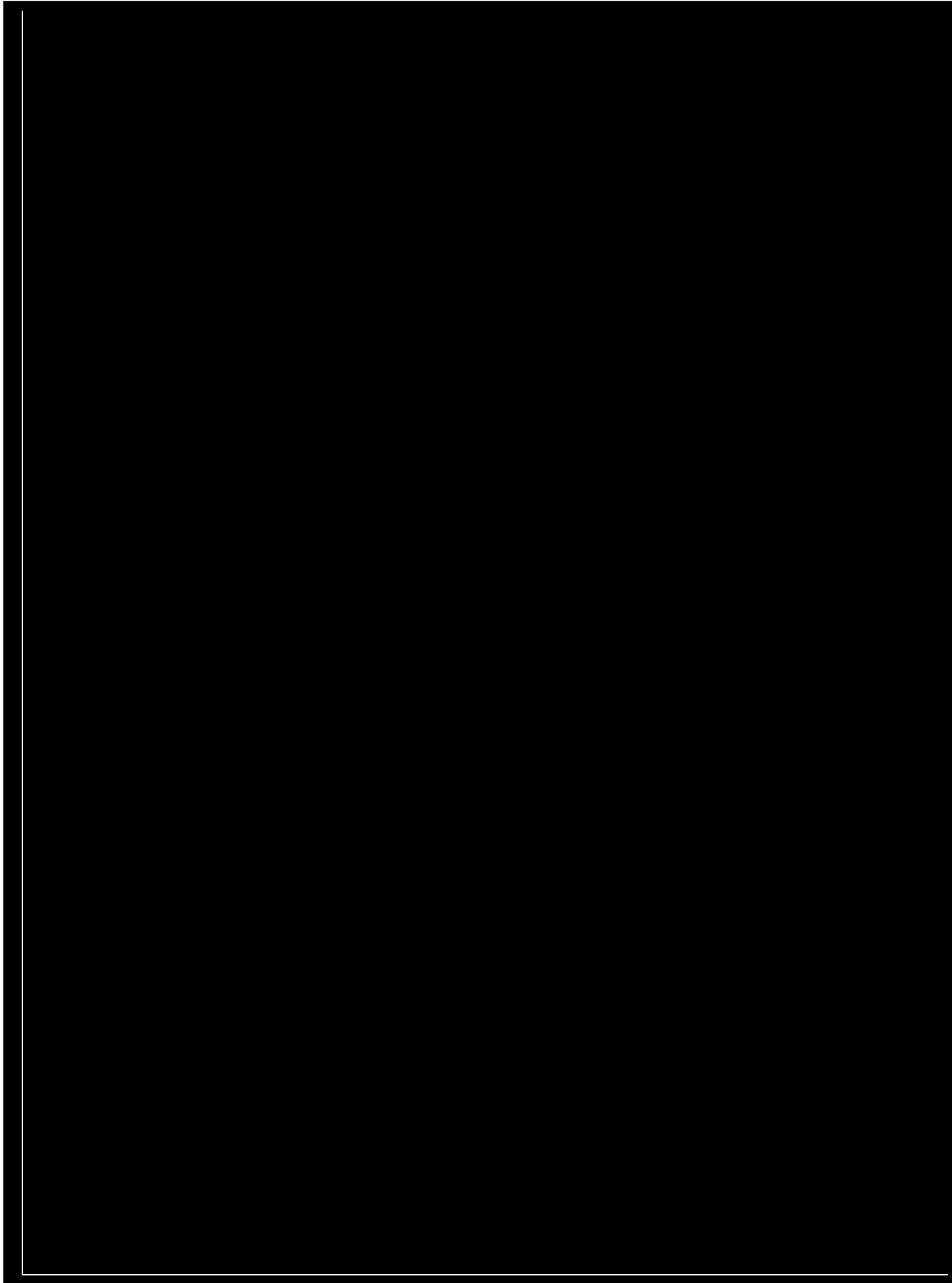
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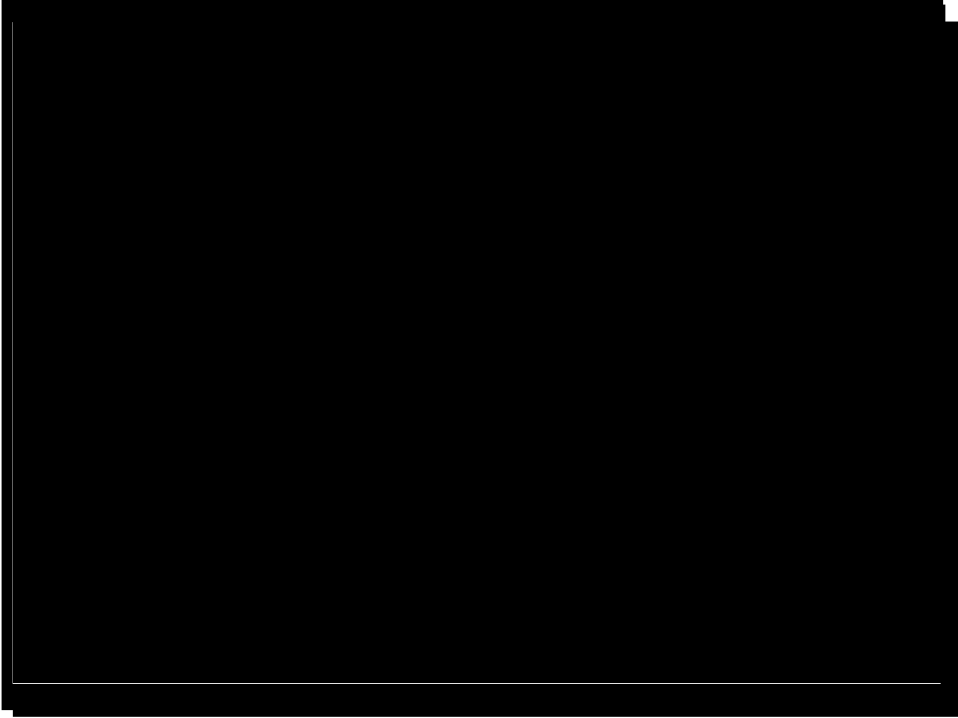


**Category B**



**Category B**

Neuron – Bundaberg Regional Council Information Document



**Category B**

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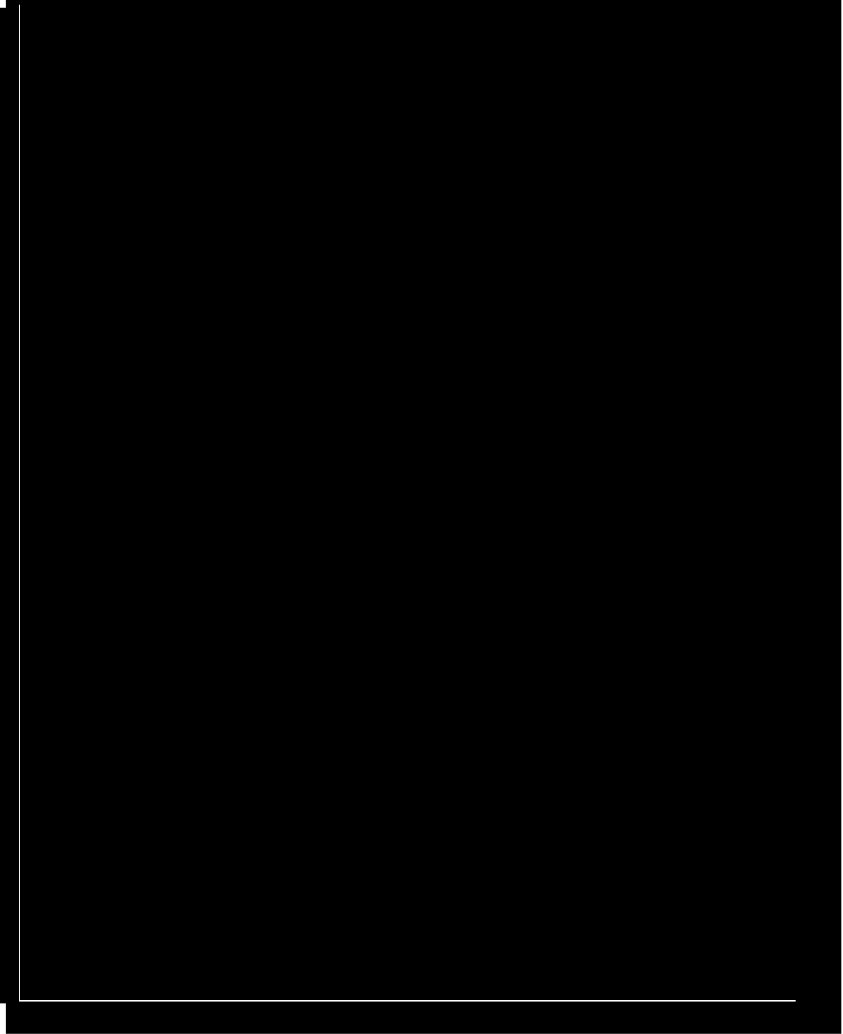


Appendix C: UL certifications for the N3 scooter

UL 2272 certification



**Category B**

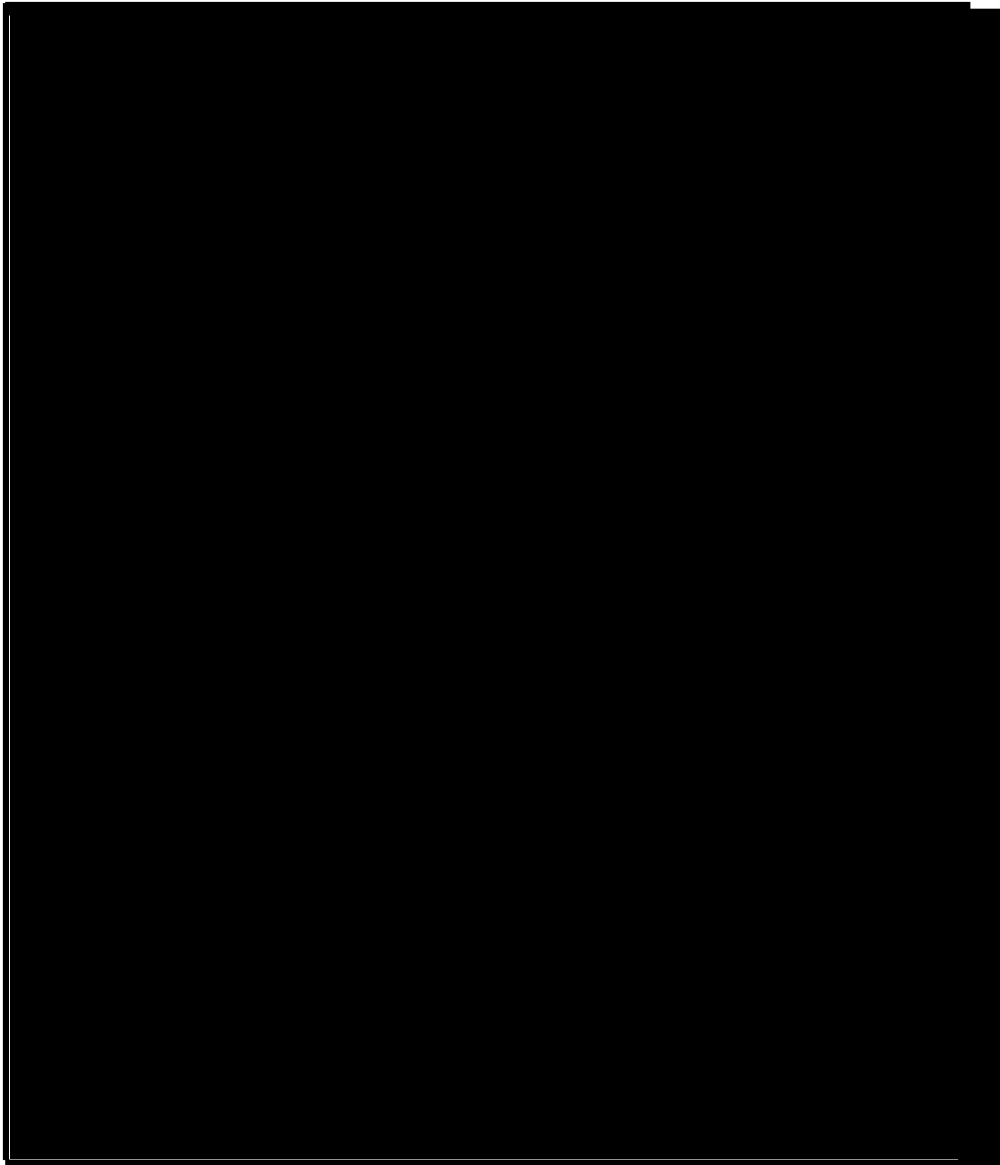


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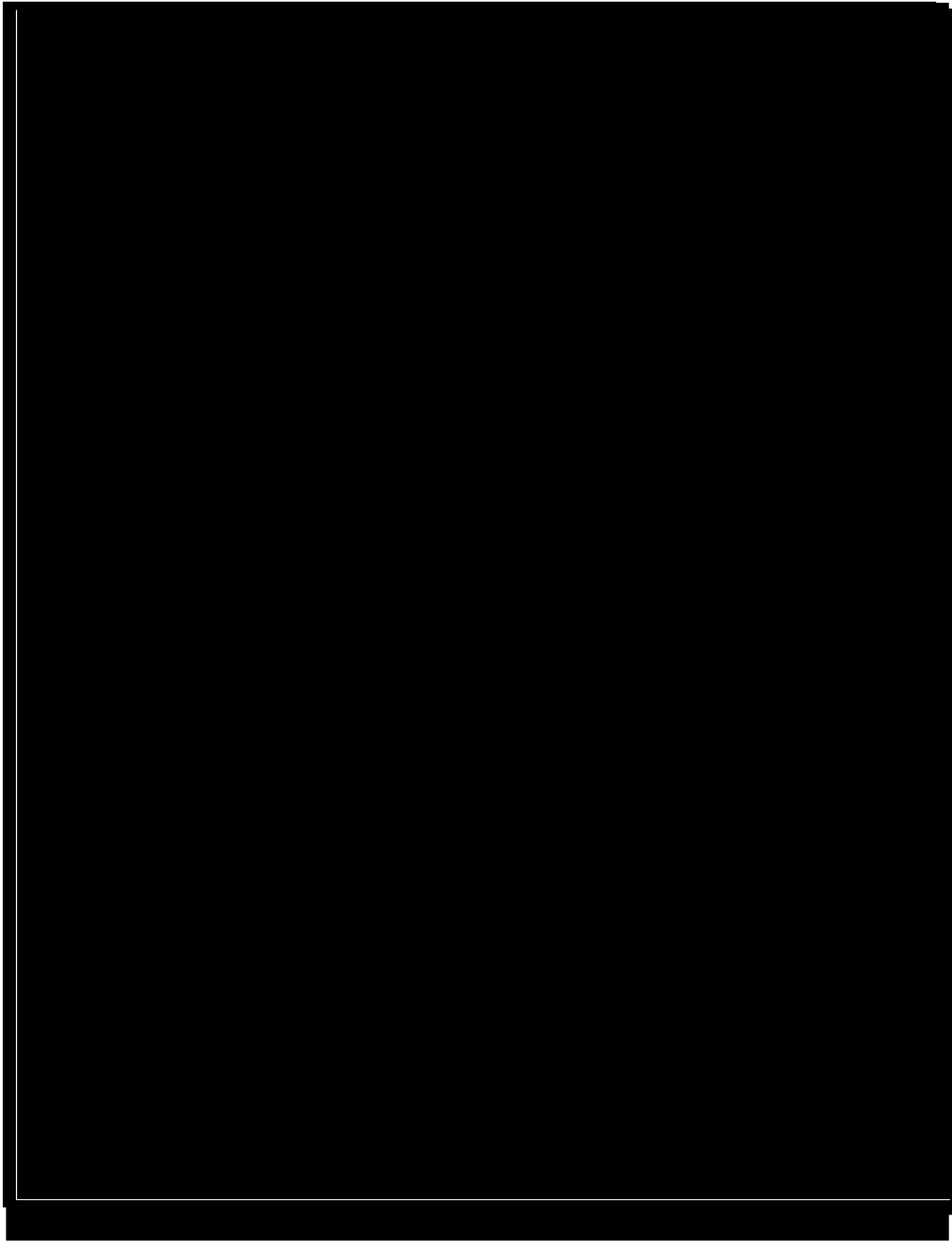
**Appendix D: WHS Plan & Manual**

This is a summary of Neuron's WHS plan & manual. Detailed copy is available upon request.



**Category B**





**Category B**

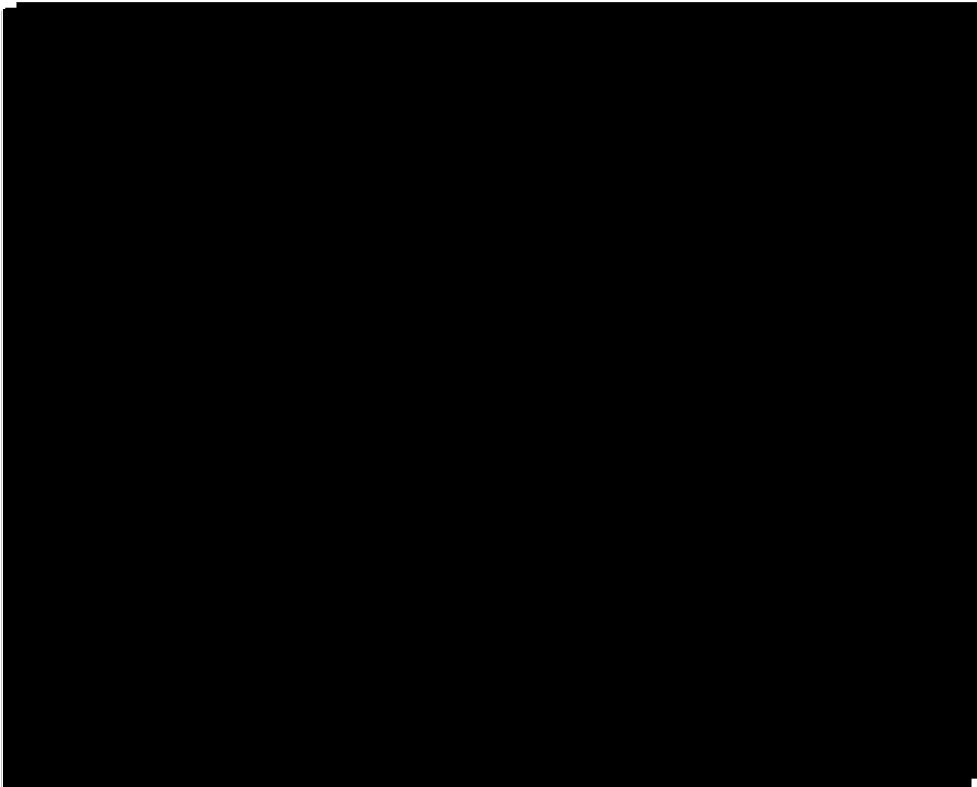


**Category B**

Risk rating	Treatment
Low	Generally acceptable risks – No further controls required
Medium	Acceptable risks with considerations – Risk and mitigation technique to be monitored for effectiveness
High	Unacceptable risks – Further mitigations required immediately
Very High	Unacceptable risks - Management to intervene urgently, which may include ceasing operations of said activity

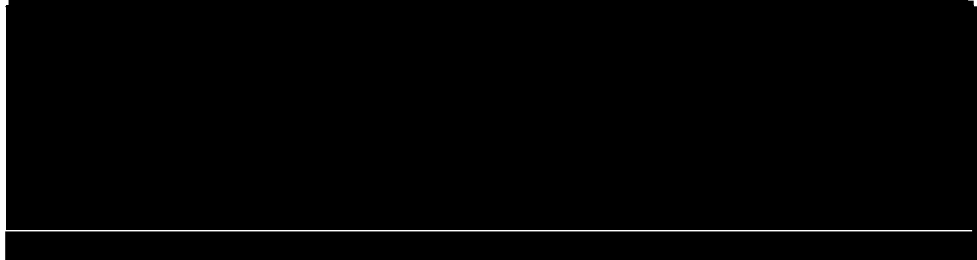


4.2 Risk identification and reporting



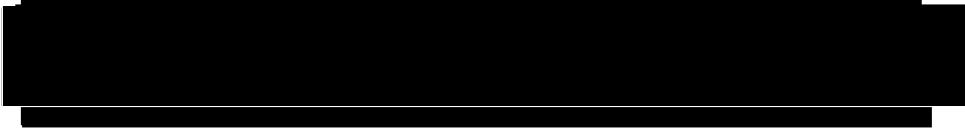
**Category B**

4.3 Incident reporting



**Category B**

Neuron – Bundaberg Regional Council Information Document



**Category B**



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## Vanessa Langtry

---

**From:** Geordie Lascelles  
**Sent:** Thursday, 12 August 2021 3:18 PM  
**To:** Jessica Cause  
**Subject:** FW: Local Law Approval Local Law 1 Neuron.pdf  
**Attachments:** Local Law Approval Local Law 1 Neuron.pdf

---

**From:** Geordie Lascelles  
**Sent:** Wednesday, 31 March 2021 9:46 AM  
**To:** [REDACTED]  
**Cc:** Christine Large [REDACTED]  
**Subject:** FW: Local Law Approval Local Law 1 Neuron.pdf

**Category A**

Hi [REDACTED],

Please find attached a draft unsigned Local Law approval for Neuron to operate. This is being forwarded to the CEO for signing today and should be issued to you soon.

In the meantime please feel free to peruse and seek your own advice on this.

Sounds like you are well underway with organising everything for the launch and I wish you every success with the venture in the Region.

Regards

**GEORDIE LASCELLES**  
Branch Manager Parks, Sport & Natural Areas  
T 1300 883 699  
E [REDACTED]



**Category A**



---

## LOCAL LAW APPROVAL

*Issued pursuant to Local Law No. 1 (Administration) 2011 and*

*Subordinate Local Law No. 1.2 (Commercial Use of Local Government Controlled Areas and Road) 2011*

---

Approval Holder: Neuron Mobility (Australia) Pty Ltd ACN 632 570 355,

Of: 3 Crombie Street, Milton, Q 4064

Date of Notice: 1 April 2021

TAKE NOTICE that pursuant to section 10 of Bundaberg Regional Council's *Local Law No. 1 (Administration) 2011* the Approval Holder is provided with an Approval to undertake the Approved Activity listed below in accordance with the conditions of this Approval.

	<b>Legislative Authority/Description</b>	<b>Detail</b>
	<b>Type of Approval</b>	<b>Commercial use of local government controlled areas and roads</b>
1	Approved Activity	Provision of personal E-scooter hire sharing services on specified Council Controlled Areas and Roads with a maximum of 250 E-scooters within the council area.  Personal E-scooter (scooter) means a scooter, designed to carry one person, with one or more wheels and propelled by an electric motor, with an effective stopping system and when propelled by electric motor cannot reach a speed of more than 25 kilometres per hour on level ground.
2	Where can the Approved Activity be conducted	The Approved Activity may be conducted on areas as specified in Annexure A and Annexure B (The boundary extent of riding zones).
3	When can the Approved Activity be conducted	The Approved Activity may be conducted on all days and at all times of day unless as set out in the Special Conditions
4	Method of sale of goods or services for the Approved Activity	Payment for the Approved Activity must take place electronically.
5	Specific measures to ensure safety	The Approval Holder must ensure that the following specific measures are taken to ensure the safety of people participating in the Approved Activity or impacted by the Approved Activity. <ul style="list-style-type: none"><li>- maintain the Personal E-scooters in good mechanical repair and condition so as to minimise the risk of injuries to users of the Personal E-scooters</li></ul>

		<ul style="list-style-type: none"> <li>- maintain the scooters in a clean and sanitary condition.</li> <li>- provide safe use information and education to personal users electronically and displayed on the scooter</li> <li>- provide an integrated helmet lock ensuring that helmets are physically secured to the scooters when parked and therefore available to users. The trip may not be ended and transaction complete until the helmet is returned and secured to the scooter.</li> <li>- ensure that the scooters comply with the relevant legislation and standards during the Term.</li> </ul>																								
6	Specific measures to avoid nuisance	<p>The Approval Holder must take the following measures to ensure that any nuisance is avoided:</p> <ul style="list-style-type: none"> <li>- Proactively and regularly collect scooters and return them to parking check points (deployment zones)</li> <li>- Adequately respond to and resolve complaints and incidents in a timely manner. Respond to each of the following scooter or deployment issues within the specified response time.</li> </ul> <table border="1" data-bbox="612 904 1385 2024"> <thead> <tr> <th data-bbox="612 904 895 1039"><b>Issue</b></th> <th data-bbox="895 904 1139 1039"><b>Examples (without limitation)</b></th> <th data-bbox="1139 904 1385 1039"><b>Response time upon becoming aware</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="612 1039 895 1240">Dangerously located</td> <td data-bbox="895 1039 1139 1240">Hanging from a structure On a median strip</td> <td data-bbox="1139 1039 1385 1240">Within 1 hour during normal business hours or 3 hours outside of business hours</td> </tr> <tr> <td data-bbox="612 1240 895 1442">Impeding access</td> <td data-bbox="895 1240 1139 1442">Impeding property access or parked across pedestrian kerb ramp</td> <td data-bbox="1139 1240 1385 1442">Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td data-bbox="612 1442 895 1644">Blocking pavement passage</td> <td data-bbox="895 1442 1139 1644">Blocking passage on pavement but not pedestrian kerb ramp or property access</td> <td data-bbox="1139 1442 1385 1644">Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td data-bbox="612 1644 895 1749">Topped e-scooter</td> <td data-bbox="895 1644 1139 1749">Not parked in a standing position</td> <td data-bbox="1139 1644 1385 1749">Within 12 hours</td> </tr> <tr> <td data-bbox="612 1749 895 1854">Inappropriate density or outside geofence area</td> <td data-bbox="895 1749 1139 1854">Cluster and excessive density</td> <td data-bbox="1139 1749 1385 1854">Within 12 hours</td> </tr> <tr> <td data-bbox="612 1854 895 1960">Unused – outside of a parking zone</td> <td data-bbox="895 1854 1139 1960">Unused for more than 72 hours</td> <td data-bbox="1139 1854 1385 1960">Within 12 hours</td> </tr> <tr> <td data-bbox="612 1960 895 2024">Inappropriately located</td> <td data-bbox="895 1960 1139 2024">Parked on turfed areas of</td> <td data-bbox="1139 1960 1385 2024">Within 24 hours</td> </tr> </tbody> </table>	<b>Issue</b>	<b>Examples (without limitation)</b>	<b>Response time upon becoming aware</b>	Dangerously located	Hanging from a structure On a median strip	Within 1 hour during normal business hours or 3 hours outside of business hours	Impeding access	Impeding property access or parked across pedestrian kerb ramp	Within 3 hours during normal business hours or 6 hours outside of business hours	Blocking pavement passage	Blocking passage on pavement but not pedestrian kerb ramp or property access	Within 3 hours during normal business hours or 6 hours outside of business hours	Topped e-scooter	Not parked in a standing position	Within 12 hours	Inappropriate density or outside geofence area	Cluster and excessive density	Within 12 hours	Unused – outside of a parking zone	Unused for more than 72 hours	Within 12 hours	Inappropriately located	Parked on turfed areas of	Within 24 hours
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			park lands and squares	
		Damaged faulty or abandoned	Missing wheels	Within 24 hours
7	Approved signage	There shall be no third-party advertising on the e-Scooter or public signage. Council may give written approval for specified signage identifying or delineating parking check points (supply zones).		
8	Release and Indemnity	<p>The Approval Holder acknowledges and agrees that:</p> <ul style="list-style-type: none"> <li>• They have inspected the local government controlled area or road and it is satisfactory to their purposes.</li> <li>• It understands and assumes all risks in accessing the local government controlled area or road.</li> <li>• It assumes all risks in undertaking the Approved Activity for itself, its employees, contractors, agents and invitees.</li> </ul> <p>Further, this Approval is given on the basis that the Approval Holder indemnifies and agrees to keep indemnified the Council against all actions, suits, proceedings, claims, demands, costs, losses, damages and expenses (“Claim”) arising out of or in any way connected to or resulting from the exercise of this Approval or the Approved Activity (all of which are referred to as (“the indemnified acts or omissions”) save to the extent that the Claim arises as a result of any negligent act of Council. The Approval Holder hereby releases and discharges the Council from any Claim relating to the indemnified acts or omissions which may be made against the Council.</p>		
9	Insurances	<p>The Approval Holder must hold and keep current for the Term of the Approval:</p> <ul style="list-style-type: none"> <li>• Public Liability insurance for not less than \$20 million.</li> <li>• 3<sup>rd</sup> party property damage.</li> </ul> <p>Evidence of its insurance (including a certificate of currency) is to be provided to Council prior to the commencement date.</p>		
10	Damage to Council Property	The Approval Holder or its employees, contractors, agents or invitees must not damage Council property or any property on the local government controlled area or road (“Property”). If Property is damaged, the Approval Holder is responsible for all costs associated with the damage (including any Claim) and is responsible for reinstating the Property to the same condition as it was prior to the damage taking place.		
11	Special Conditions	a) The Approval Holder must provide anonymised trip data collection to Council to assist with ongoing network planning and facility improvements comprising a monthly report or data spreadsheet (in excel and/or other agreed format) containing information on all trips undertaken in the reporting month. This data may include, but is not limited to; dates and times, Origin &		

		<p>destination, trip length, trip duration, and summary data including total number of trips, total distance, user demographics, and most popular sites.</p> <p>b) Various zones may be determined by Council and the Approval Holder shall implement these in a timely manner. These zones may include but are not limited to geofence boundary extent of riding zones, no riding zones, speed restrictions, hours of operation in certain zones, parking check points (deployment zones) and no parking zones. Council may request these areas be altered from time to time through the term of the permit including temporary implementation for example for events or construction activities.</p> <p>c) No riding zones located within the Boundary Extent of the riding zone include footpaths on the following roads:</p> <ul style="list-style-type: none"> <li>a. Bourbong Street, Bundaberg, but only between Maryborough Street and Tantitha Street</li> <li>b. Bauer Street, Bargara, but only between the Esplanade and See Street</li> <li>c. See Street, Bargara but only from the intersection with Bauer Street north for 100m and south for 100m.</li> </ul> <p>In no riding zones the engine shall shut off and bring the E-scooter to a slow and steady stop. Users shall be informed they are in a no-riding or restricted zone by a voice alert and Mobile App notification.</p> <p>d) In a speed restricted zone the scooter must slow and users are not able to ride above the specified speed limit – Currently known speed restricted areas are:</p> <ul style="list-style-type: none"> <li>a. Bargara Foreshore Streetscape, Burkitt Street to Whalley Street (12km/hr),</li> <li>b. Botanic Gardens (15km/hr)</li> <li>c. Riverside Parkland, Quay Street, Bundaberg (12km/hr)</li> <li>d. Lake Ellen Heritage Hub Playground area, The By Wash, Bundaberg (12km/hr).</li> <li>e. Alexandra Park, Childrens Playground Area and Zoo, 29 Quay Street Bundaberg (12 km/hr)</li> </ul> <p>e) In a time restricted zone scooters are not able to be operated as it is outside opening hours. Current zones are:</p> <ul style="list-style-type: none"> <li>a. Queens Park, 29 Queen Street. Opening hours to 6am to 6pm daily</li> <li>b. Botanic Gardens, Mt Perry Road, Bundaberg. Opening hours 5.30am to 6.45pm daily, September to April inclusive and 6.30am to 6pm daily May to August inclusive.</li> </ul> <p>f) In a no parking zone users are not able to end their trip, turn the scooter off and complete the transaction.</p> <p>g) Several Preferred Parking Check Points (Deployment Zones) will be established. These zones are to be determined in partnership between the Approval Holder and Council, however Council will have the final</p>
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		<p>power to specify locations. The locations may be altered during the term of the Approval. The Approval Holder may determine the numbers of e-scooters to be located at each of these parking zones. E-scooters are to be collected and returned to defined parking zones following any battery charging and maintenance, and at least every 72 hours.</p> <p>h) The Approval Holder is required to provide adequate customer service assistance points and representatives to adequately receive and respond to enquiries and complaints. The Approval Holder shall be contactable through multiple channels including telephone, email, website, Mobile App, and social media platforms. The number of complaints received, and response times are to be provided to Council in a monthly report.</p> <p>i) Council is to be immediately notified of any serious injuries and provided with details of the incident.</p> <p>j) The Approval Holder must ensure that the Approved Activity is conducted in accordance with the proposal presented at the Consultation Meeting of Council on 1 March 2021, Annexure C – Bundaberg E-Scooter Information Document Neuron Mobility, except for Service area zone &amp; parking deployment zones.</p>
12	Compliance with Approval	<p>The Approval Holder must ensure each condition of the Approval is complied with. Maximum penalty – 50 penalty units</p>
13	General Conditions of Approval	<p>a. The Approval Holder must ensure that the Approved Activity is conducted only in accordance with the conditions of this Approval.</p> <p>b. The Approved Activity must not cause nuisance, inconvenience or annoyance to:</p> <ol style="list-style-type: none"> <li>i. The occupier or any land which adjoins the location of the prescribed activity; or</li> <li>ii. Vehicular traffic; or</li> <li>iii. Pedestrian traffic.</li> </ol> <p>c. The Approved Activity must not have a detrimental effect on the amenity of the surrounding areas.</p> <p>d. You must produce the approval for inspection on demand by an authorised person.</p> <p>e. The Approval Holder must take all general measures and any specific measures to protect the safety of persons who may be involved in, or affected by, the Approved Activity.</p> <p>f. The Approval Holder must pay Council the prescribed fee as resolved in Council Fees and Charges</p>
14	Expiry of Approval (Term of the Approval)	<p>This Approval expires on 31 March 2022. Application may be made for renewal of the approval.</p>

In granting this Approval the Council is satisfied that:

- a) The Approval Holder has confirmed that it has obtained all relevant approvals, licences and permits from any relevant regulator, statutory body or government agency.

- b) The Approved Activity is adequate to protect public health, safety and amenity and prevent environmental harm.
- c) The Approved Activity is consistent with the restriction of commercial use of local government controlled areas and does not provide an unfair advantage.
- d) The Approval is consistent with the purpose of the local law.
- e) The Approved Activity does not unduly interfere with the proper use of the local government controlled area or road.

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Stuart Randle  
Acting Chief Executive Officer  
Approved under delegation of the Bundaberg Regional Council

# Annexure A

Where the Activity may be conducted – the boundary extent of riding zones

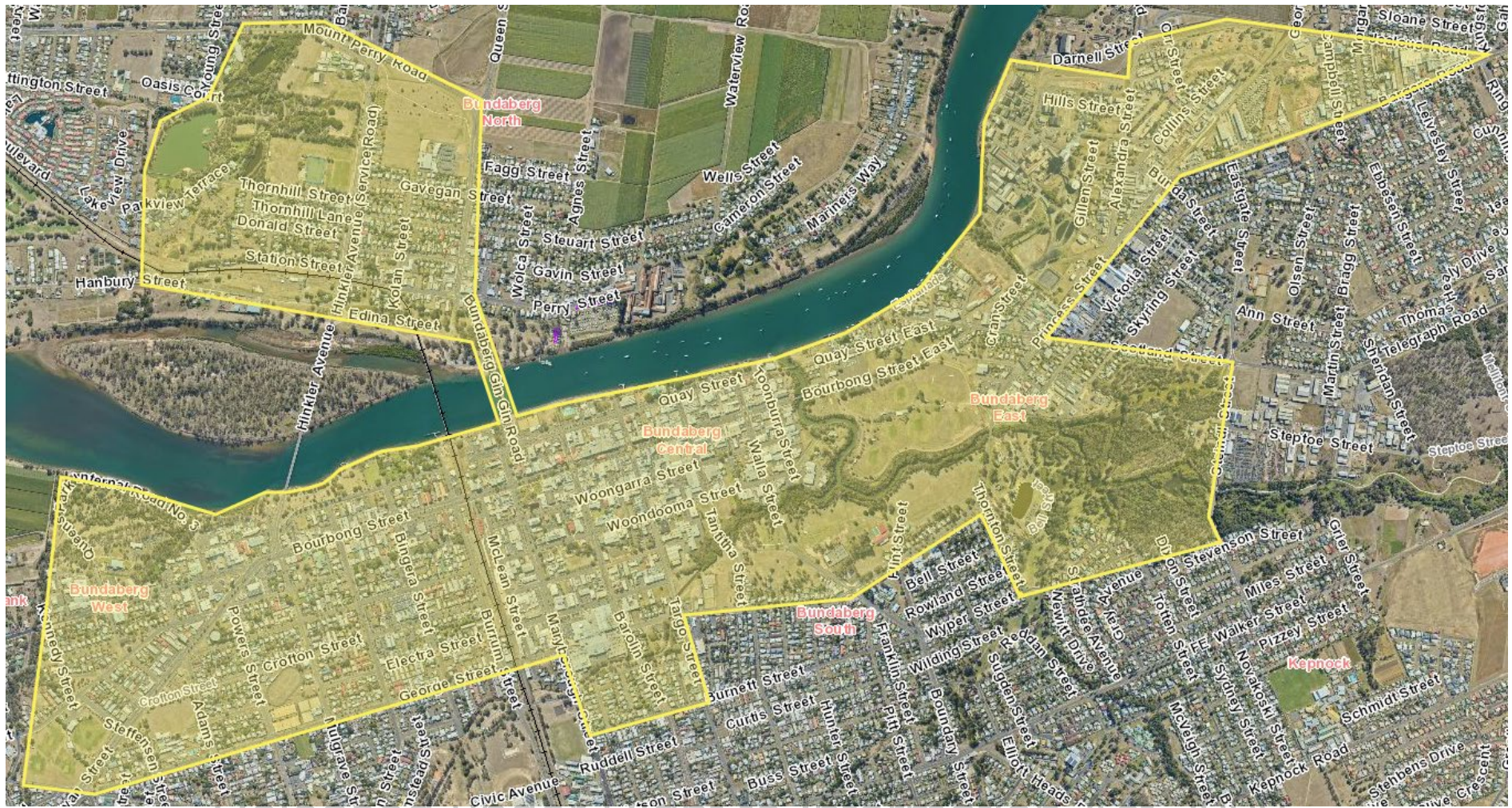
Bargara



## Annexure B

Where the Activity may be conducted – the boundary extent of riding zones

### Bundaberg



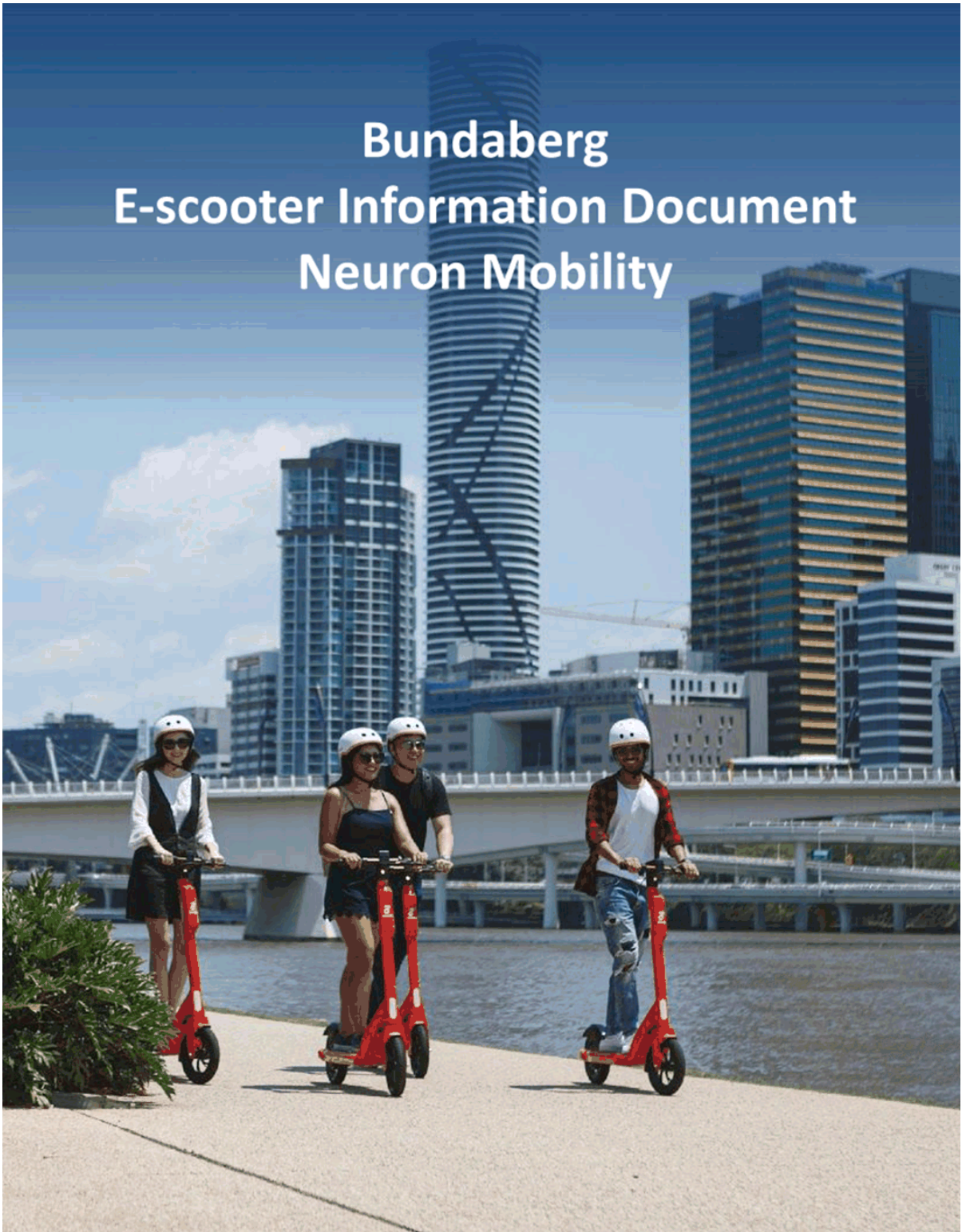


## **Annexure C**

Proposal presented to Councillors

Released under Right to Information Act 2009

# Bundaberg E-scooter Information Document Neuron Mobility



Released under Right to Information Act 2009

### Executive Summary

First and foremost, Neuron is delighted to share our e-scooter information document with Bundaberg Regional Council. We believe that our offering is uniquely positioned to support the goals and interests of the Bundaberg community.

**We look forward to offering BRC a world class mobility service that is uniquely tailored to local needs-** As the leading e-scooter operator in Australia & New Zealand, with over 5,000 scooters launched in partnership with various city and region councils, we believe that we are uniquely positioned to meet the local needs of Bundaberg whilst maintaining our global product and service quality. Our team understands that no two cities are the same as they have unique intricacies that require a customisable solution for successful micro-mobility integration. **We are eager to work with the BRC to customise our solution for Bundaberg.** With Neuron, Bundaberg will get the **latest and greatest technology** the e-scooter industry has to offer and **continue to do so throughout our partnership.**

**We put safety at the heart of everything we do** - Safety dictates every aspect of our e-scooter operations, from product design, employee onboarding, training, operating procedures, rider safety information and how we partner with local stakeholders such as BRC. Our unique e-scooters are **purpose-built for safety and sharing and have a number of features to enhance safety for users.** These unique safety features include our wide 8.3" (210mm) e-scooter deck and 11.5" ( 290mm) silicon wheels for stability and comfort, our daily 60+ point mechanical and safety checks and our **world-first helmet lock and voice guidance, that guides users on a range of warnings and alerts.**

[REDACTED] including setting up relevant geofences for no riding and slow speed zones. We also hold Public Liability Insurance and industry leading Personal Accident Insurance. (See **Section 3.0** for further information on our safety and maintenance regimes, and **Section 5.0** for more details on our insurance policy)

Category B

**We are committed to being a long term BRC partner, and are excited to support BRC in achieving its advocacy priorities** across economic, social, human and green infrastructure. We believe that alongside BRC, we would be able to **contribute positively to priorities of the Council including providing a carbon-free mode of transportation**


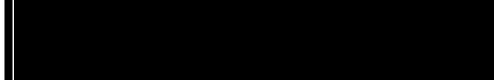
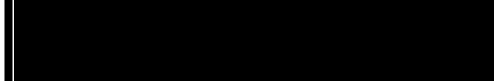
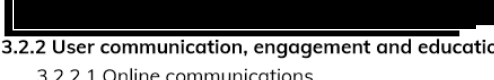
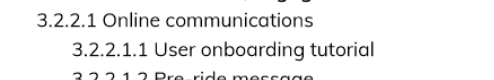
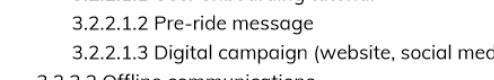
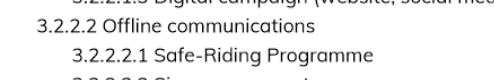
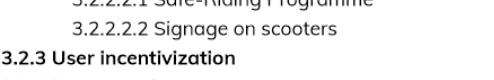












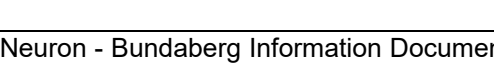
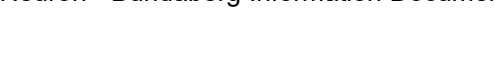
[REDACTED]

Category B

Neuron is excited to bring an industry leading e-scooter sharing operation to the Bundaberg region. We look forward to a fruitful, lasting partnership.



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	56

Neuron – Bundaberg Regional Council Information Document



4.2 Risk identification and reporting  
4.3 Incident reporting

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57



## 1.0 Introduction to Neuron

### 1.1 Neuron as a company

Founded in 2016, Neuron is the **leading e-scooter operator in Australia & New Zealand and the fastest growing micro-mobility service in Asia Pacific.**

Today, Neuron is the most experienced e-scooter operator in Australia and New Zealand (>5,000 vehicles) with permits to operate in Brisbane, Townsville, Auckland, Darwin, Canberra, Western Alliance of Adelaide (West Torrens, Charles Stuart and Port Adelaide Enfield), City of Adelaide (Central Business District and North Adelaide), Dunedin, and more soon. We are also one of the few operators globally approved for trial in the United Kingdom.

Following the successful introduction of our e-scooters in the City of Adelaide and Darwin, we've also partnered with our local council partners to introduce e-bikes in 2020 to expand the range of micromobility options available.

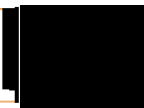
Globally, we have >1,000,000 unique users who have travelled >115,000,000 km (equivalent to >2,800 journeys across the circumference of the earth) on Neuron's e-mobility services.

Country	City	Launch date	Status	# e-scooters	# e-bikes
Australia	Brisbane	July'19	Active		
Australia	Townsville	Sep'20	Active		
Australia	Adelaide	Feb'20	Active		
Australia	Darwin	Jan'20	Active		
Australia	Canberra	Sep'20	Active		
New Zealand	Auckland	Jan'20	Active		
New Zealand	Dunedin	Feb'21	Active		
United Kingdom	Slough	Oct'20	Active		
United Kingdom	Newcastle	Feb'21	Active		

**Category B**



South Korea    Seoul    Feb'21    Active



Category B

**1.2 References from other cities**

Neuron prides itself on striving to build **strong collaborative relationships with our council and government partners**. Please see references below for council contacts managing the relationships within our Australia cities.

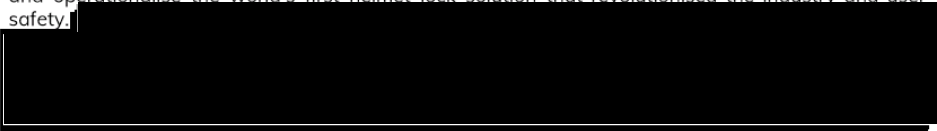
City	Reference
Brisbane	Name: [Redacted] Role: Contract Delivery Manager, Brisbane City Council Email: [Redacted] Contact: [Redacted]
Townsville	Name: [Redacted] Role: Economic Activation Officer – Future Cities Email: [Redacted] Contact: [Redacted]
Adelaide	Name: [Redacted] Role: Team Leader, Business Centre Email: [Redacted] Contact: [Redacted]
Darwin	Name: [Redacted] Role: General Manager Innovation Growth and Development Services Email: [Redacted] Contact: [Redacted]

Category A

**1.3 Brisbane as a case study**

After a rigorous selection process from nine applicant operators, Brisbane City Council selected Neuron to be the **largest operator in Brisbane from July 2019 with a fleet of 600 e-scooters**. This was due to Neuron’s innovation and safety credentials and desire to solve local challenges in partnership with the council. To quote BCC’s Deputy Mayor, “..with Neuron, we’re seeing a lower centre of gravity with a wider board, power packs underneath the boards so it’s more stable..”.

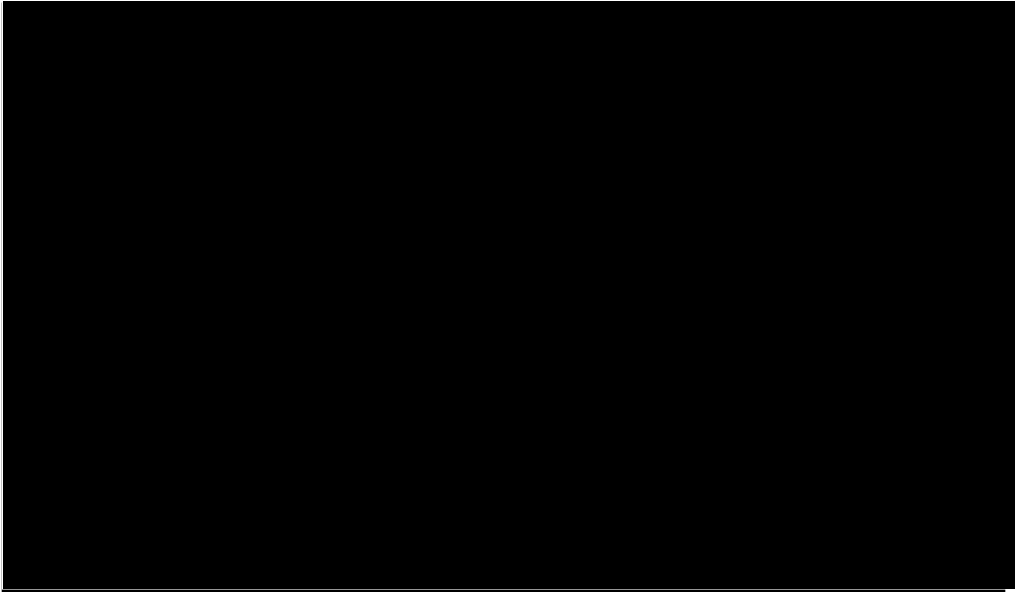
**Collaboration with City Council:** Neuron worked in collaboration with Brisbane City Council to invent and operationalise the world’s first helmet lock solution that revolutionised the industry and user safety.



Category B

Recently, Neuron’s contract has been further extended for another 12-months, a recognition of the successful partnership between Brisbane City Council and Neuron. Neuron has also conducted a



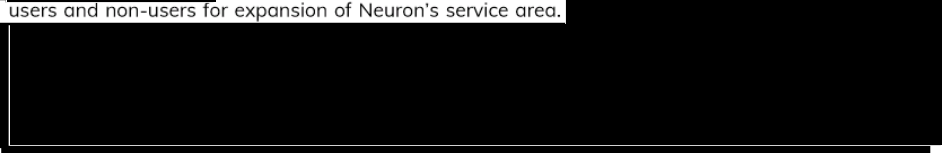


Category B

1.4 Darwin as a case study

Neuron was granted a 12 month exclusive trial with the City of Darwin in the Northern Territory of Australia. Prior to launch, Neuron worked closely with the City to customise the trial and localise operations for Darwin's requirements. Launched in January 2020, feedback from the local community has been overwhelmingly positive with local residents and stakeholders.

**Operating area expansion and e-scooter cap increase:** Neuron's eScooter trial in Darwin has been an overwhelming success during the first six months of operations and [redacted] Neuron and City of Darwin continue to receive continuous requests from both users and non-users for expansion of Neuron's service area. [redacted]



Category B



### Neuron case study - Darwin

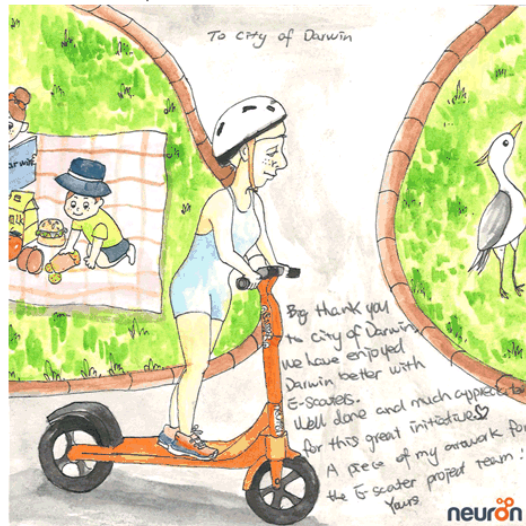
No. of scooters	250 e-scooters
Trial period	12 month trial
Operators	Neuron is the sole trial participant
Trial process?	Neuron and Council collaborated closely on the trial format, before it was announced
State laws?	NT exemptions have been granted under the Motor Vehicles Act and Traffic Act.
Speed limit	15km/h (some 12km/h slow speed zones)
Where can e-scooters operate?	A 5km stretch across the CBD, Waterfront and Cullen Bay on footpaths, shared bike & pedestrian paths
Helmets?	Mandatory

#### What benefits has Darwin seen from e-scooters?

- Neuron's e-scooter operation has been described as "an economic consumption multiplier" by Joshua Sattler (GM Innovation and Growth at City of Darwin)
- E-scooters have dispersed last mile transport, replacing short car trips and reducing the congestion and emissions in the city.
- Neuron has also had a positive impact as an employer, creating more jobs for the city

**Category B**

The picture below was submitted from a customer who thoroughly enjoyed the benefits Neuron scooters have brought to Darwin and praised the council for their ambition.





## 2.0 Neuron in Bundaberg

Neuron believes that we can positively contribute to the Bundaberg community by offering a friendly, affordable and sustainable mode of transportation in Bundaberg, with key focus on Bundaberg CBD (including Burnett riverside) and Bargara upon launch. Beyond that we will also work closely with Bundaberg Regional Council and the local community to ensure we constantly improve upon our product and services.

### 2.1 Local employment

[Redacted]

Category B

### 2.2 Community Engagement

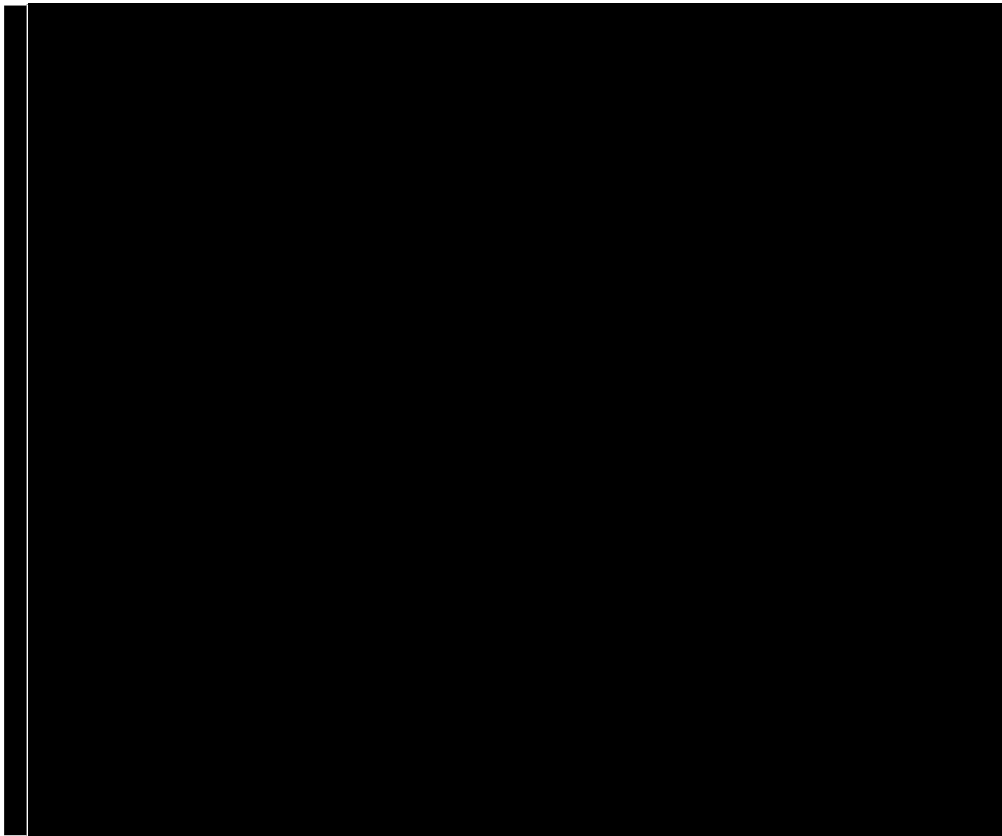
Whilst Neuron believes that micromobility has many societal and environmental benefits once introduced in a city, we are well aware that some groups in the community may have concerns around e-scooter ride sharing introductions. We know from experience that these concerns tend to be centered around accessibility, parking and deployment areas, or the speed of e-scooters.

Neuron will follow our tried and tested [Redacted] utilised throughout our ANZ cities, to ensure that the risks to vulnerable users of our road, footpath, shared paths, bike paths, and other related infrastructure, are minimised, and at times entirely removed. [Redacted]

Category B

[Redacted]

Category B



**Category B**

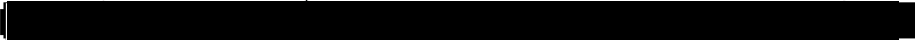
**2.3 Sustainability**

In line with BRC’s Sustainable Bundaberg 2030 goals, sustainability is at the heart of Neuron’s product and operations. *(See Section 3.6 for full details on how we maintain and continuously improve upon the sustainability of our operations).*

**2.4 Operational Resilience**

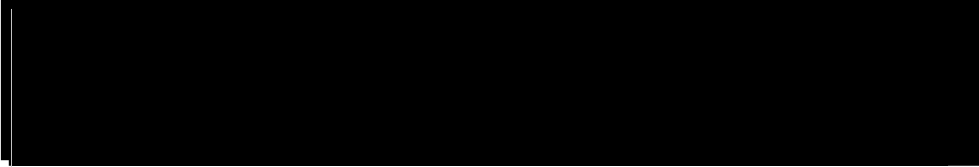
Neuron has worked with numerous locales of varying populations, including Darwin, AU with a population of ~130,000 and Townsville, AU with a population of ~185,000. Our e-scooters, built to withstand extreme weather conditions, have been safely ridden on hilly landscapes as in Auckland, and across different climates e.g. windy Adelaide and rainy Darwin.

As an operator in Townsville (QLD), we have developed local expertise in operating in similar weather conditions, and are familiar with potential extreme conditions. Since our launch in Townsville, we



**Category B**

Neuron – Bundaberg Regional Council Information Document



**Category B**

*Please also see Section 4.3 on our COVID-19 operational plan*

### 3.0 Safety and Innovation

#### 3.1 Hardware

The ANZ region is Neuron's top priority globally. Neuron focuses its investment in technology that resolves the local challenges of the region. This focus has enabled Neuron to be the first in the world to integrate a physical helmet lock, which would physically hold a helmet in place unless unlocked by the user through Neuron's app, onto its scooters.

Neuron's proprietary e-scooter, the N3, features 11.5" wheels and a 11.5" platform (54% wider than the standard scooter sharing deck), swappable batteries, and is also one of the few German PLEV Dynamic Stability standard approved shared scooters globally. This scooter is designed to provide more stability to users and is able to withstand uneven terrain.

[REDACTED]

Category B

Neuron scooters are equipped with advanced smart technology with active GPS, known internally as internet-of-thing (IoT) systems.

[REDACTED]

Category B

Below are some images comparing the proprietary N3 scooter to other standard scooters used in the sharing economy.



Neuron scooters were developed with safety and ease of use in mind and feature the following enhanced safety features:

- **Automotive standard frame** – The N3 frame adheres to automotive standards to create a stronger and most importantly safer frame which protects users and reduces break-down frequency.



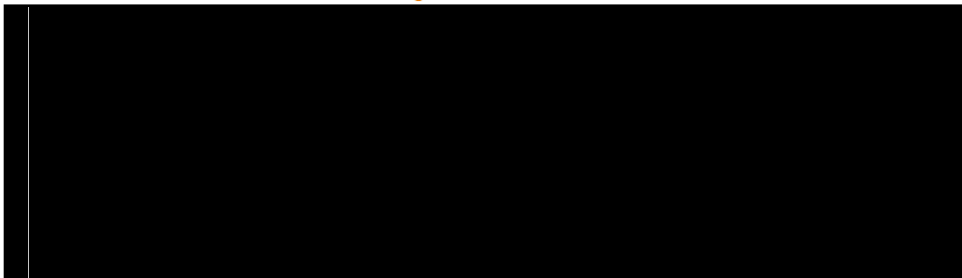
- **11.5-inch tyres** – Larger tyres ensure rider safety. The N3 sports a 11.5-inch wheel which is able to clear road imperfections easily, which reduces the risk to users and improves user experience.
- **Over-the-air speed limit change ready** – N3 provides unprecedented control to Neuron and the University administrators. The speed limit of N3 can be dynamically changed from one area to the other. Users who enter this area from elsewhere will automatically have their speed limit capped over-the-air.
- **Swappable batteries** – Neuron’s swappable battery technology allows batteries to be swapped-out within minutes of locating a scooter, instead of having to be hauled back to be charged for 6 - 8 hours. [REDACTED]
- **Integrated helmet lock** - Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially

**Category B**

Please refer to Appendix A for the detailed specifications of Neuron’s proprietary N3 scooters.



3.2 User education and behavior management



Category B





3.2.1.1 Geofencing technology

[Redacted]

Category B

Neuron is able to deploy a geofence according to the areas of the maps, in partnership with the Council. We are able to dynamically update the geofence as required by the Council. This can be implemented very quickly and amended for large events.

Our GPS geofence technology combines location data from Neuron scooters and users' mobile phones and is able to geofence ride-able and park-able areas.

[Redacted]

Category B

Users are then obligated to push the scooter out of the restricted zone and into the allowed geofence. A buffer would be required to account for GPS accuracy and latency.

3.2.1.2 Speed limit enforcement

Neuron scooters are equipped with the ability to limit its maximum speed to

[Redacted]

Category B

Users who enter these areas from elsewhere will automatically have their speed limit capped over-the-air. This will ensure that users are unable to exceed the speed limit just by riding the scooters normally.

[Redacted]

3.2.1.3 Proper parking enforcement

Scooters will be parked on the streets in compliance with Bundaberg's code of conduct.

[Redacted]

In addition, users are required to take a photo of the e-scooter after it has been parked. Parking compliance is then monitored through users' end-trip photos.

[Redacted] If a user continually violates responsible parking, they may face the risk of being suspended from Neuron's service. Neuron also commits to have open channels of communication that will allow members of the public to report errantly parked scooters.

Category B

3.2.1.4 Integrated helmet lock

[Redacted]

Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially.

[Redacted]

Category B



3.2.1.5 Upright parking enforcement

[Redacted]

Category B

[Redacted]

[Redacted] as well as when Neuron is made aware that a scooter has not been parked appropriately for any reason, Neuron's operations team will be deployed to ensure compliance.

[Redacted]

Category B

[Redacted]

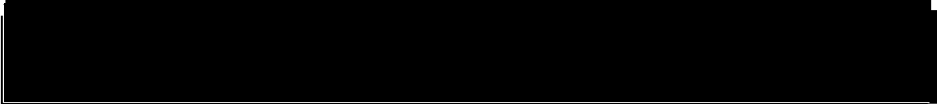
[Redacted]

Category B

[Redacted] If a fall is detected, a push notification is automatically sent to the user to determine if assistance is required. If the user selects assistance, Neuron's app would prompt the user with the local emergency assistance number.

[Redacted]

Category B



Category B

3.2.2 User communication, engagement and education

Neuron has a comprehensive online and offline user communication, engagement and education program to promote user compliance.

3.2.2.1 Online communications

3.2.2.1.1 User onboarding tutorial

Before Neuron users are allowed to commence their first ride on a Neuron scooter, they are required to go through a series of in-app electric scooter riding, helmet use and parking best-practice lessons. This onboarding process has been built into the mobile app to ensure that all users are fully informed of the do's and don'ts of scooter-sharing before they commence riding.

The training, which has to be completed by all first time users before they are allowed to operate a Neuron scooter, includes, but is not limited to:

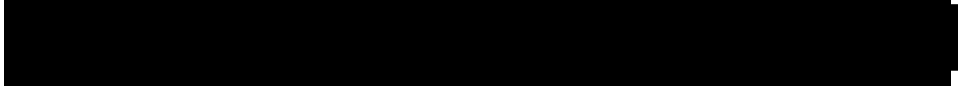
- How to start the e-scooter
- How to operate safety features including brakes, lights and the bell
- Minimum age restriction of 18
- Safe riding best practices through a GIF guide
- Awareness of applicable state laws when riding and parking
- Speed limits
- Compulsory helmet usage
- Parking responsibly in parking areas
- Use of pedestrian paths / roads
- Other safety reminders including not having have more than one rider per scooter, and to not ride under the influence



Category B

3.2.2.1.2 Pre-ride message

Before a user starts a trip, they'd be shown a simple and concise messaging on do's and don'ts



Category B



### Riding Responsibly

- Always wear a helmet!
- Observe all speed limits.
- Do not ride when impaired.
- No passengers: one rider per scooter.
- Avoid roads, stay vigilant, and look out for other road users.
- Turn on the headlights in the dark or in bad weather.
- Park responsibly, do not obstruct paths, doorways and common areas.
- Contact the authorities in an emergency.

Read our complete [Riding Rules](#).



Got it, let's ride!

#### 3.2.2.1.3 Digital campaign (website, social media, email)

In addition to in-app digital campaigns, Neuron has been building and will continue to build a publicly available online repository of knowledge so as to constantly educate the public on responsible riding including applicable state laws. This repository is available on Neuron's website at <https://www.neuron.sg/how-to-safety/>.



Category B

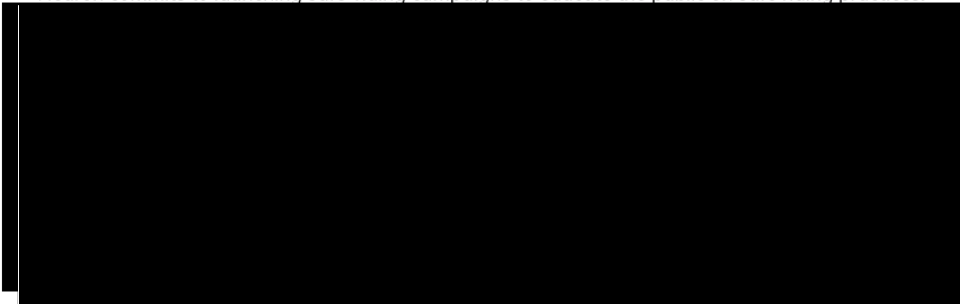


Category B

3.2.2.2 Offline communications

3.2.2.2.1 Safe-Riding Programme

Neuron commits to launching safe-riding campaigns to educate the public on safe riding practices.



Category B

3.2.2.2.2 Signage on scooters

On each scooter, Neuron would deploy attention catching stickers to show users the high priority do's and don'ts.



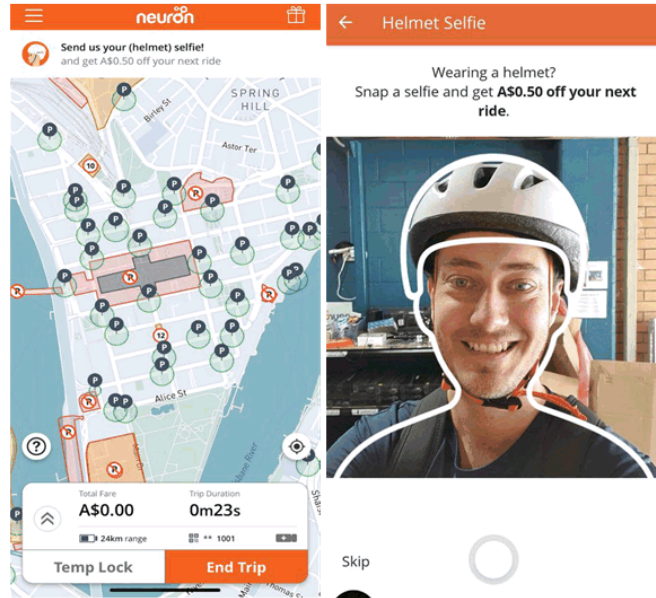


3.2.3 User incentivization

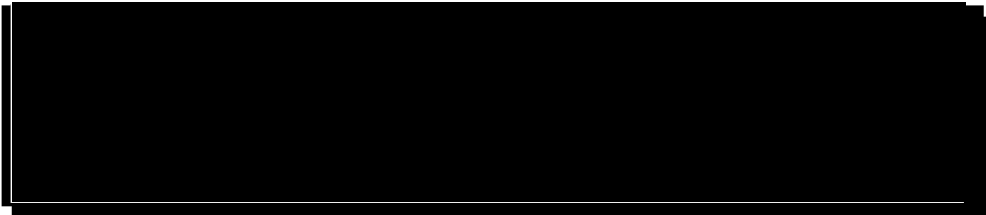
Neuron has a number of incentivization programs to encourage safe usage.

- **Helmet use:** Users are prompted to take a selfie with a helmet on before they start a trip. [REDACTED] the user's account would be credited with AUD 0.25. This incentive can be activated each trip
- **Incentivised parking:** If a user parked in a designated parking area, the user's account would be credited with AUD 0.20. This incentive can be activated each trip
- **Incentivised trip:** If a user utilizes a scooter from an area with excess scooters, they'd receive AUD 1 in discount

Category B



3.2.4 User sanctions



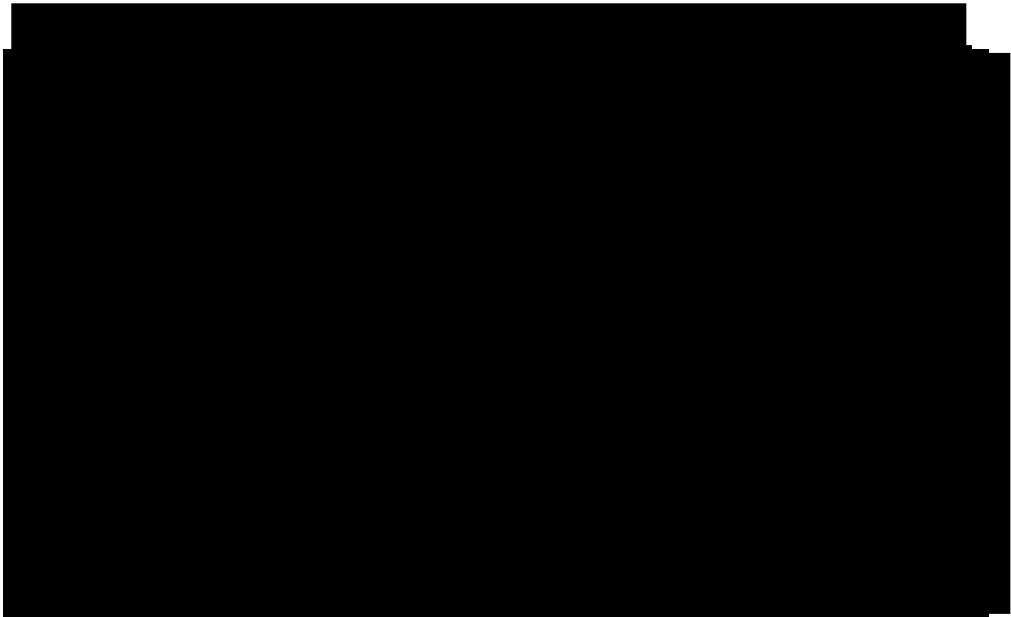
Category B



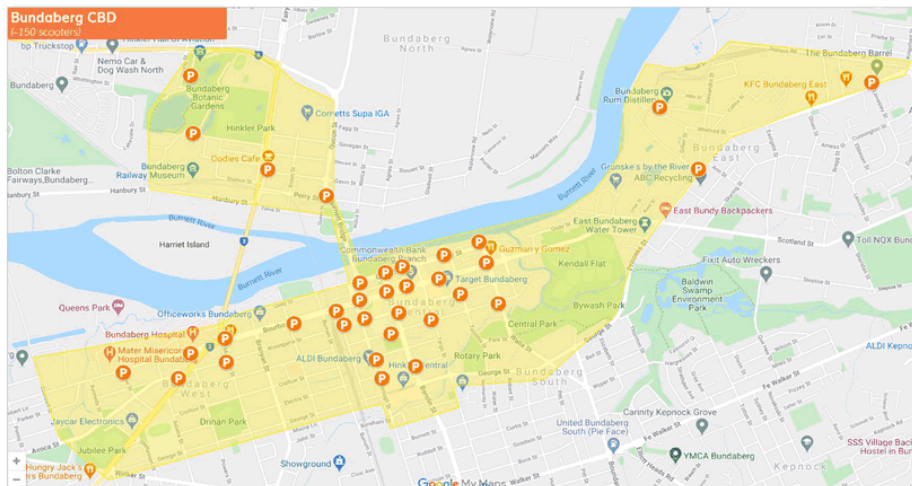
**Category B**



### 4.0 Operational plan



Category B







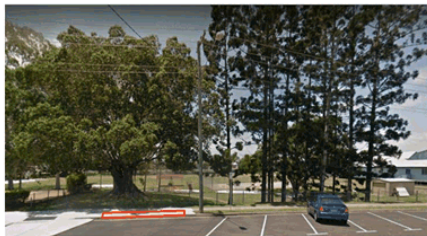
For each of the marked parking stations, we have marked out exact parking spots, with four examples as seen below. It should be noted that these are not definitive parking spots and should be utilised as a guide only until further operational mapping can be completed on the ground



Hinkler Central



Outside Bargara Real Estate



Bundaberg Library



Esplanade X Clarke St

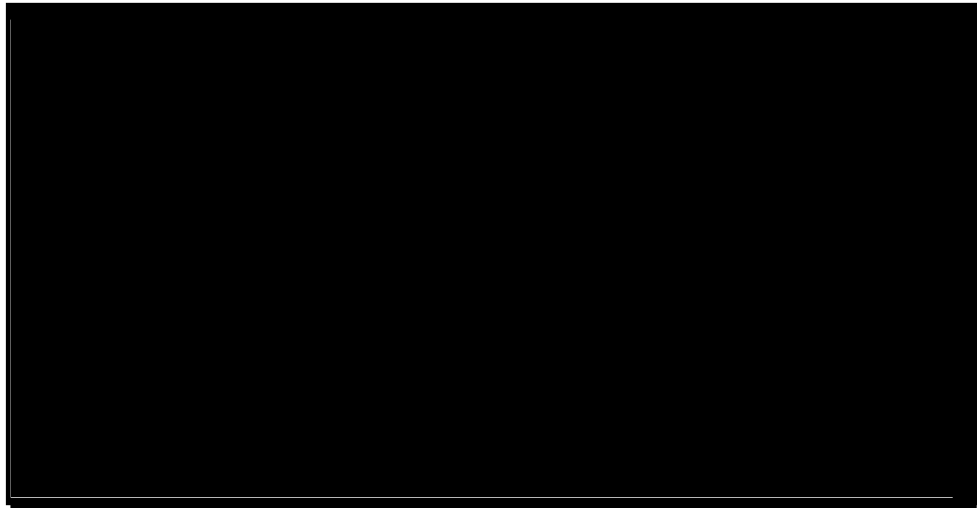


4.2 Safety checks and maintenance



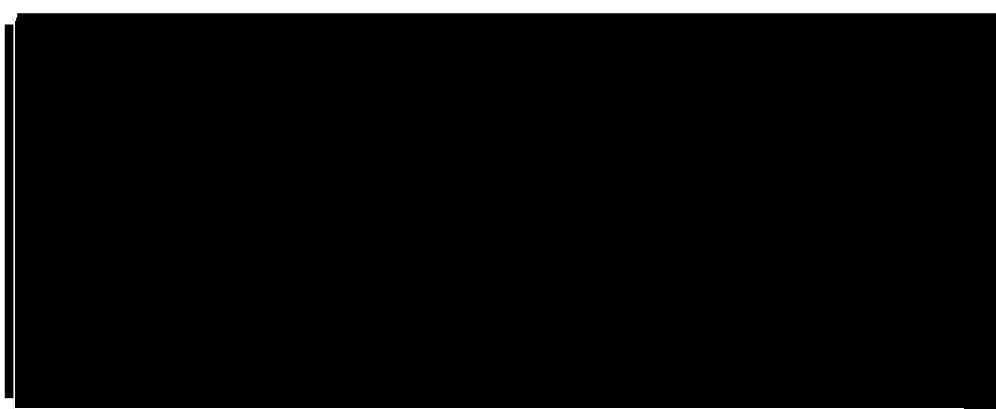
Category B

4.2.1 Three-day road-worthiness check

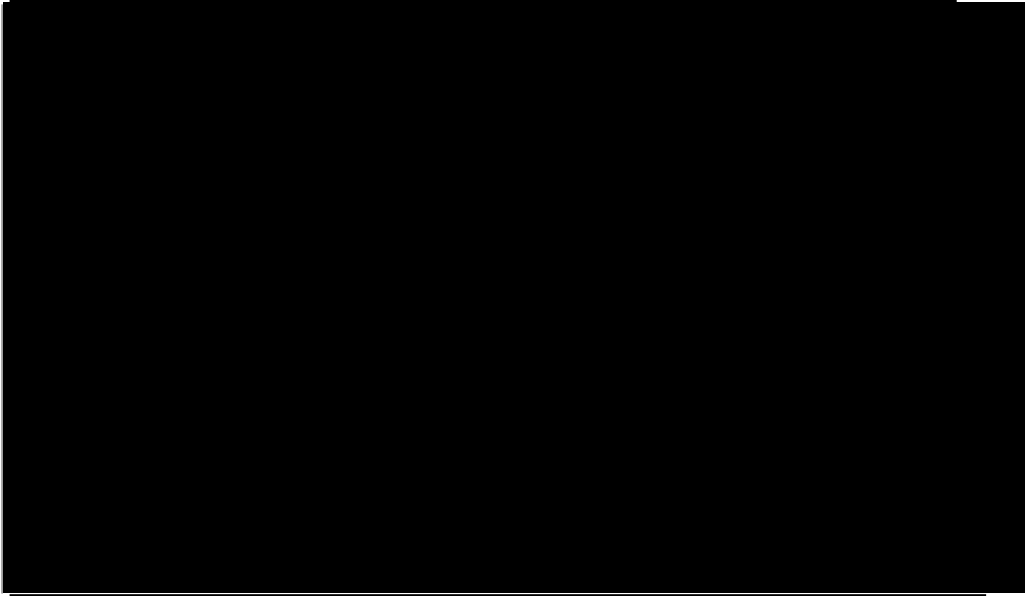


Category B

4.2.2 Thirty-day inspection and maintenance



Category B



**Category B**

**4.2.3 Battery inspections**



**Category B**

**4.2.4 User reported faults**

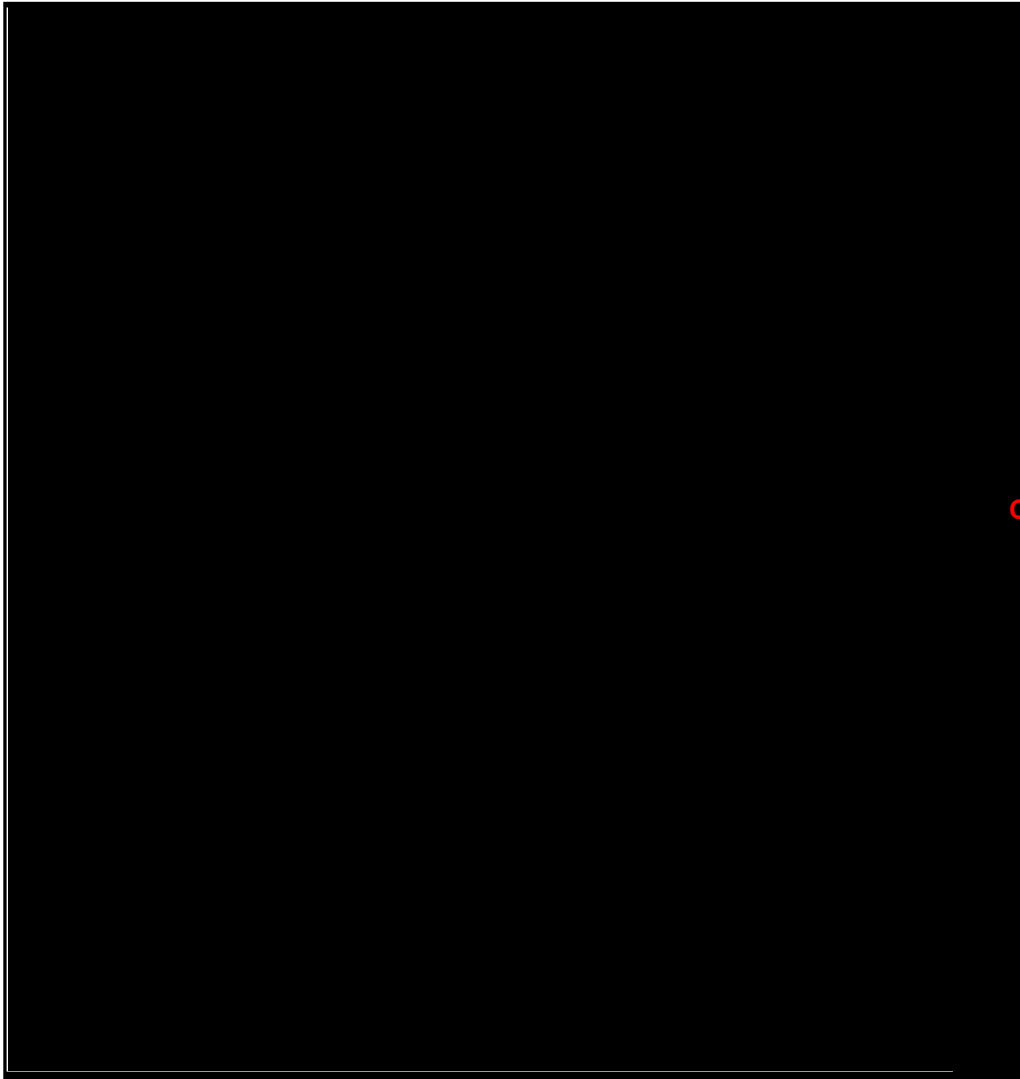
At the end of every trip, users are prompted to report any issues they find with the scooter. [Redacted]

[Redacted] Neuron's patrollers would also constantly patrol the service area to identify and retrieve damaged scooters.

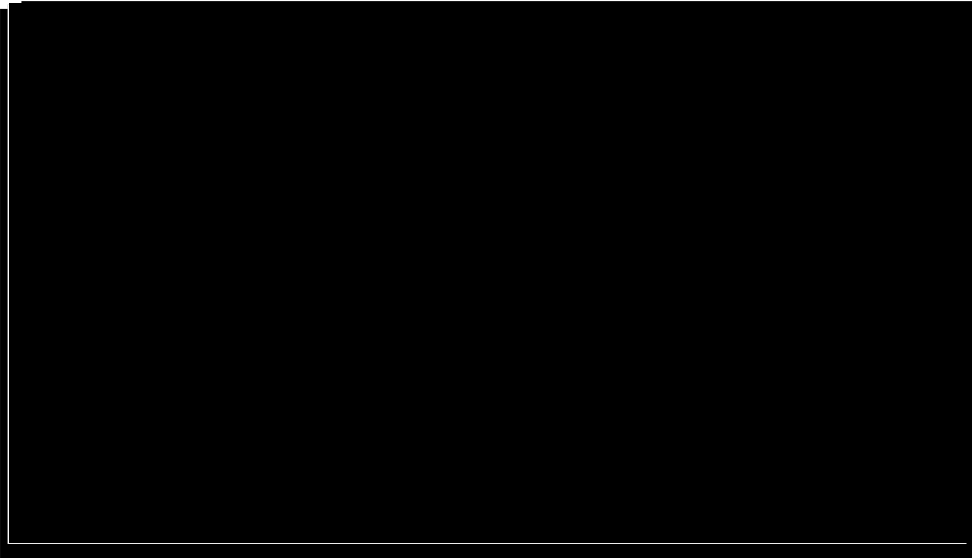
**Category B**



4.3 COVID-19 operational framework

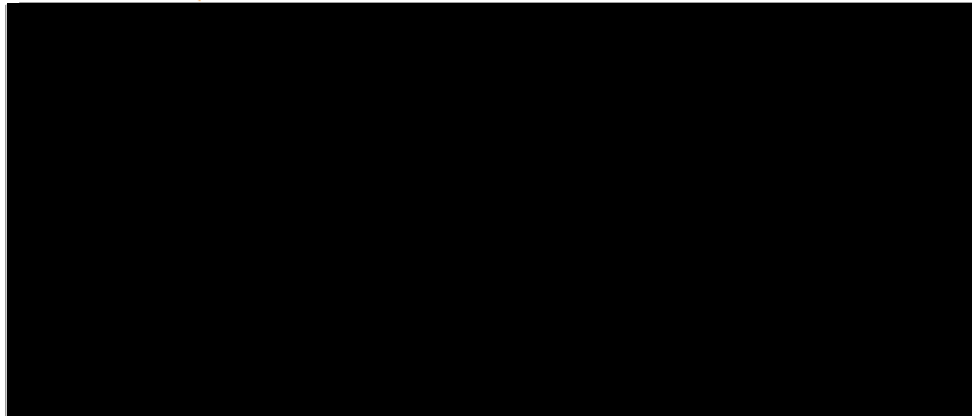


Category B



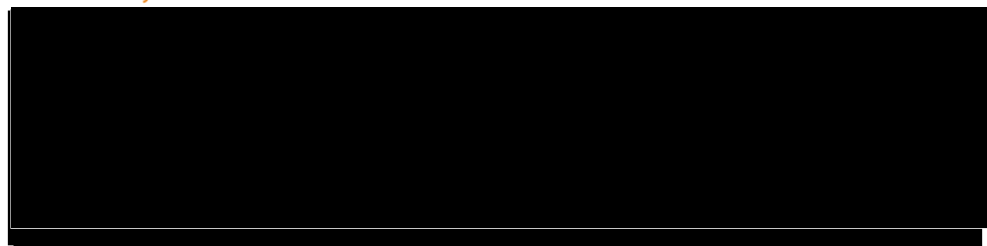
**Category B**

**4.4 Sustainable operations**



**Category B**

**4.4.1 Life-Cycle Assessment on Carbon Emissions**

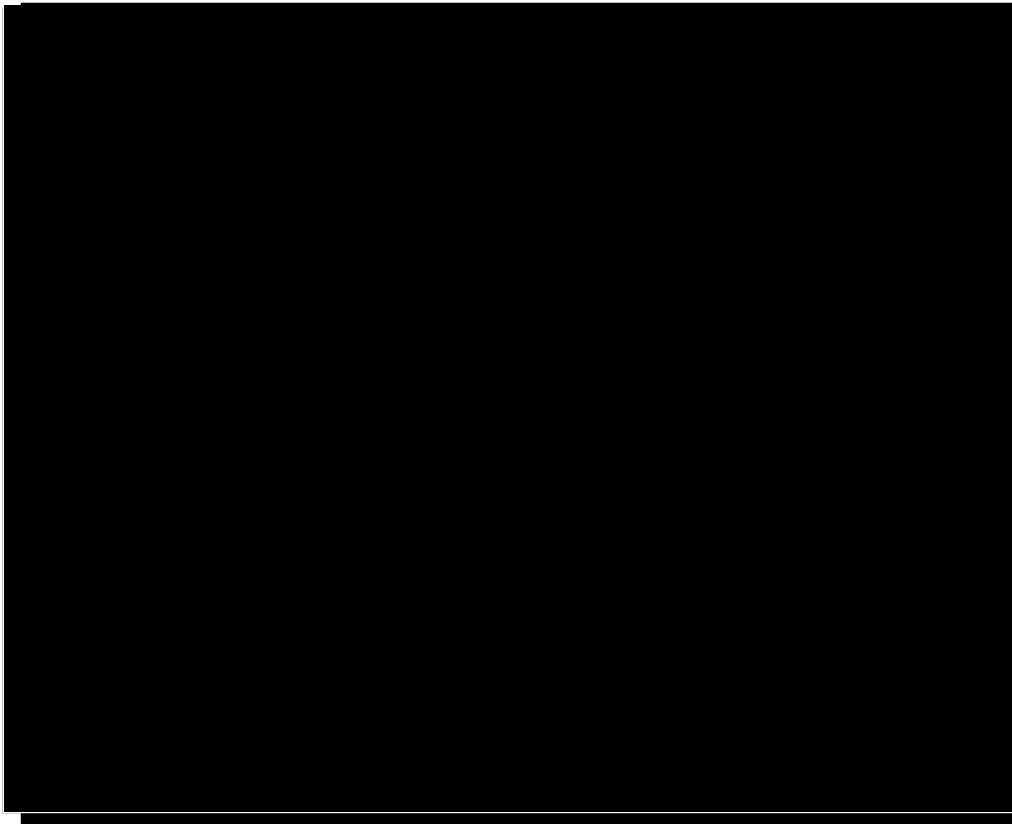


**Category B**



Category B

4.4.2 Waste Management

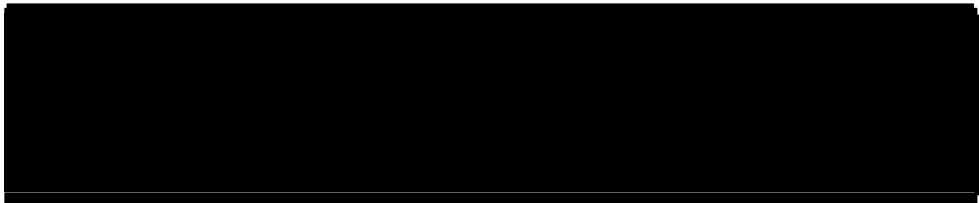


Category B



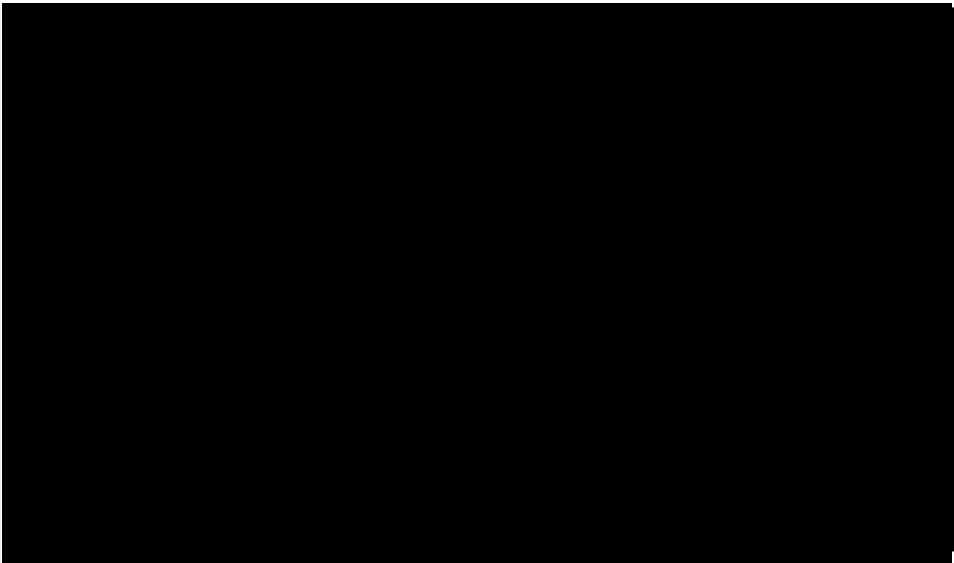
**Category B**

4.5 Rigorously trained-staff rather than independent contractors



**Category B**

Neuron – Bundaberg Regional Council Information Document



**Category B**

[Please refer to Appendix B for a list of Neuron's training modules.](#)





## 5.0 Insurances - Public Liability & Personal Accident

Neuron has invested significantly in insurance to provide coverage for its users and the public, and meets all legislative requirements. Neuron provides two main forms of insurance:

- **Public Liability Insurance** to cover the Public, users and Neuron on catastrophic events
- **No-fault Personal Accident Insurance** which provides assistance to users as and when they require it the most

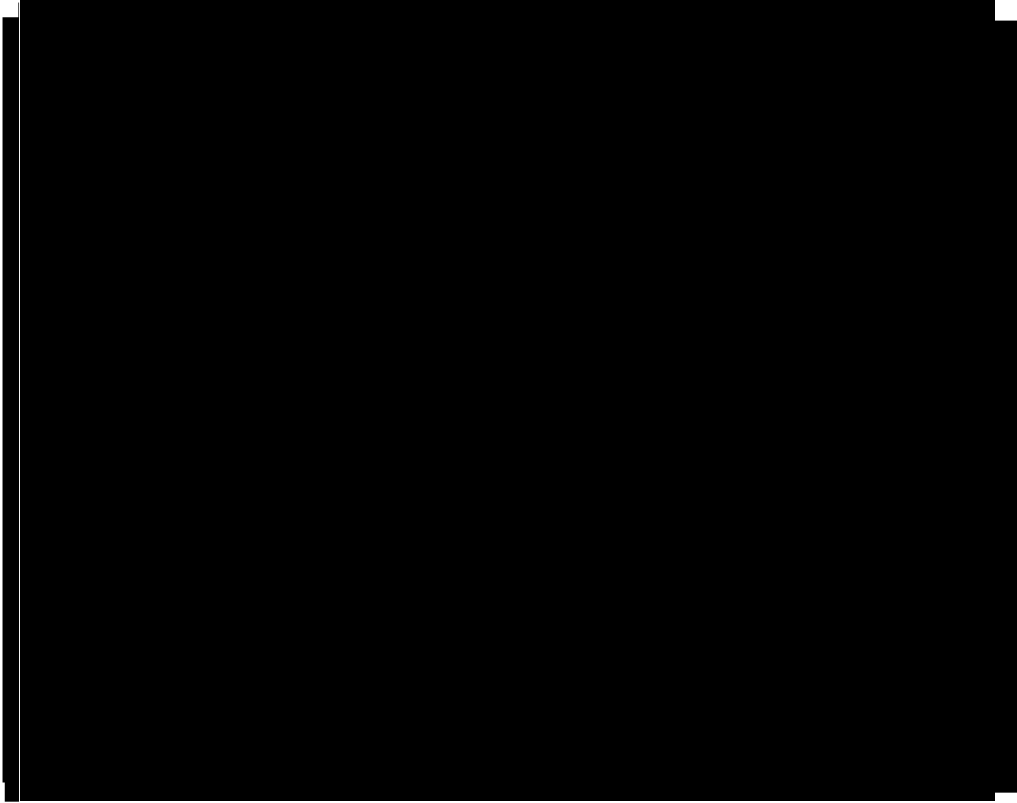
Insurance type	Policy no	Extent of cover	
		Per incident \$A	In aggregate \$A
General Liability Insurance	B1230PC08818A19	20,000,000	20,000,000
	B0621CNEUR000219		
	02E002148EXL		
Personal Accident Insurance	A11320AAA	Varies based on incident	50,000 per person



## 6.0 Customer service plan

### 6.1 Procedures for handling of all enquiries and complaints

Neuron approaches customer service with the aim of ensuring that our service remains accessible. We have had experience responding to customer service queries on e-scooter shared service for more than four years, and have since built up standardised operating procedures, policies, response time service level agreements and training programs that have been tailored and are continually refined for an e-scooter sharing business.



**Category B**

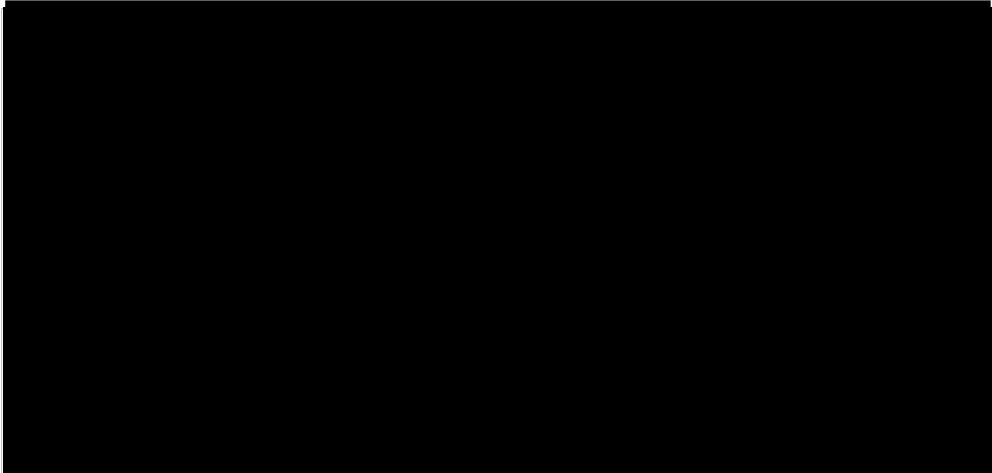


Query type	Resolution & process
General queries (e.g. where are Neuron scooters, how much are the charge, how does it work)	Category B
Public feedback (e.g. obstruction, inappropriately placed scooters, request for Neuron station)	
Account setup	
Refund	
Scooter malfunction	

For situations that are more serious, our customer service representatives are trained to recognise them and initiate the process for incident management.



6.2 Staff education to ensure highest levels of customer service are attained and maintained



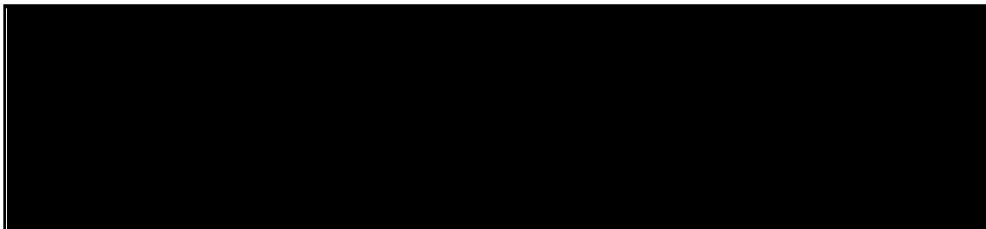
Category B

6.3 Indicative performance standards for handling of enquiries and complaints



Category B

6.4 Number and qualifications of staff who will provide this service



Category B

6.5 Location/s of enquiry and assistance points where enquiries and complaints will be managed

Neuron will maintain a 24/7 customer service operation, where we are contactable through more than 7 channels including:



- Facebook (FB Page: Neuron Australia)
- Instagram (@neuron\_mobility)
- Email (info@neuron.sg)
- In-app feedback
- In-app chat (live chat)
- Call centre (24/7): TBA for Bundaberg
- Website (<https://www.neuron.sg/#contact>)
- Other sources (e.g. Twitter (@Neuron\_Mobility), app-stores (iOS and Android), direct message to Neuron staff).

Online forms are also available for members of the public to submit enquiries and complaints. These include:

- Inappropriate parking (<https://www.rideneuron.com/bad-parking/>)
- Damaged e-scooters (<https://www.rideneuron.com/scooter-damage/>)
- Reporting an incident (<https://www.rideneuron.com/incident-report/>)

Users are able to immediately communicate with Neuron customer service representatives through live chat and call if urgent assistance is required. Feedback received from other channels will be served within [REDACTED]. Resources will be optimized based on the service level mentioned above. If Neuron is not able to meet said service level, additional resources would be added.

**Category B**

#### 6.6 Hours of availability of customer service and supervisory staff



**Category B**

#### 6.7 How the complaints register will be maintained

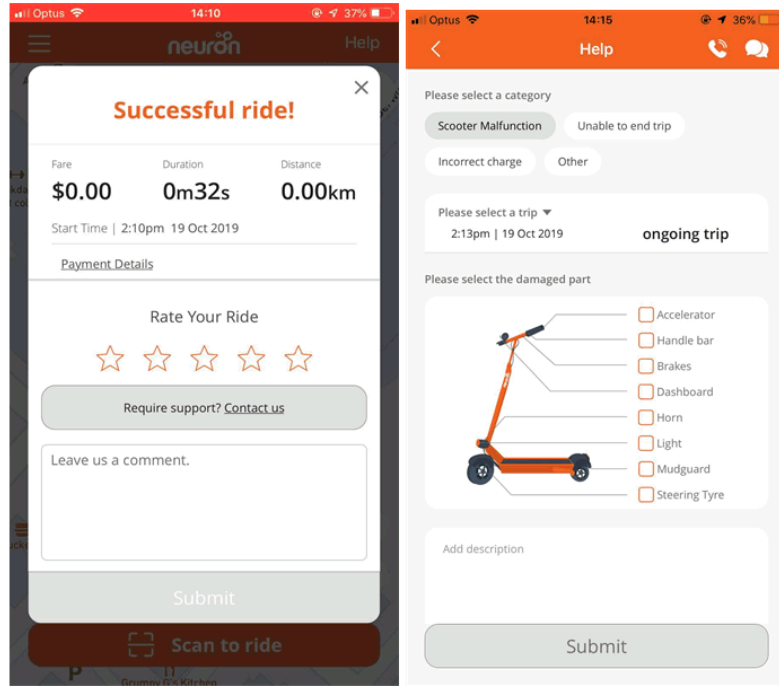


**Category B**

#### 6.8 Proposed information leaflets, forms and reports that will be used in providing this service

We commit to remaining easily contactable by members of the public. Each Neuron scooter will have a sticker with contact information attached. Members of the public can reach Neuron through the contact details made available on the sticker.

Users are also able to lodge complaints through the Neuron app before, during and after a ride:



6.9 Neuron correspondence with Bundaberg Regional Council



Category B

Title	Regional General Manager	Global Head of Operations
Name	[Redacted]	[Redacted]
Phone number	[Redacted]	[Redacted]
Email	[Redacted]	[Redacted]

Category A

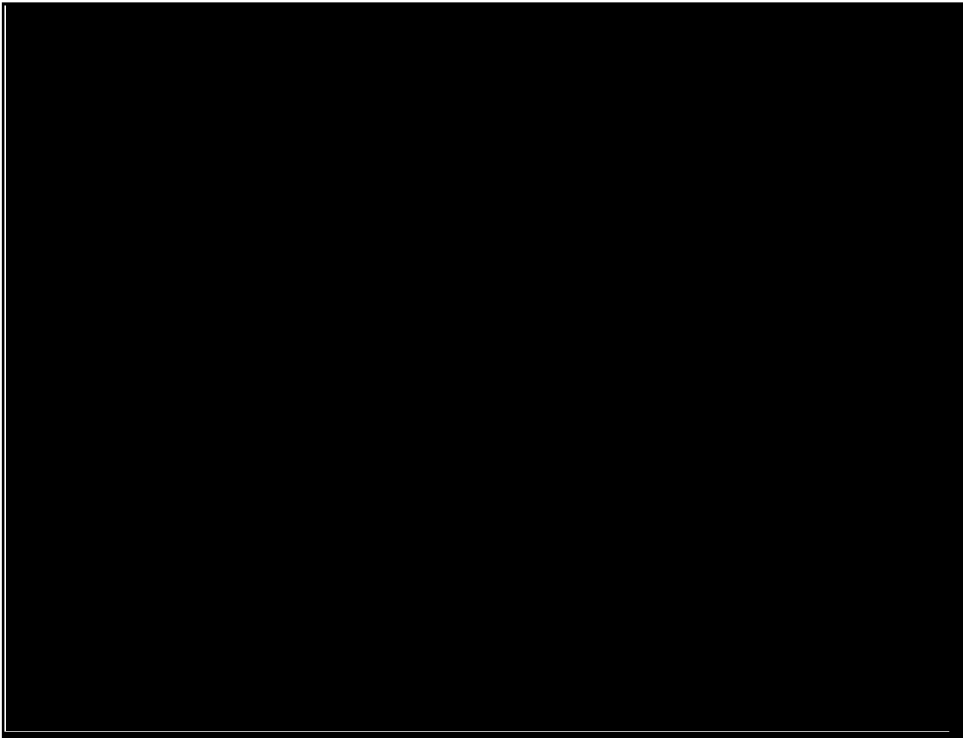


## 7.0 Data sharing



Category B

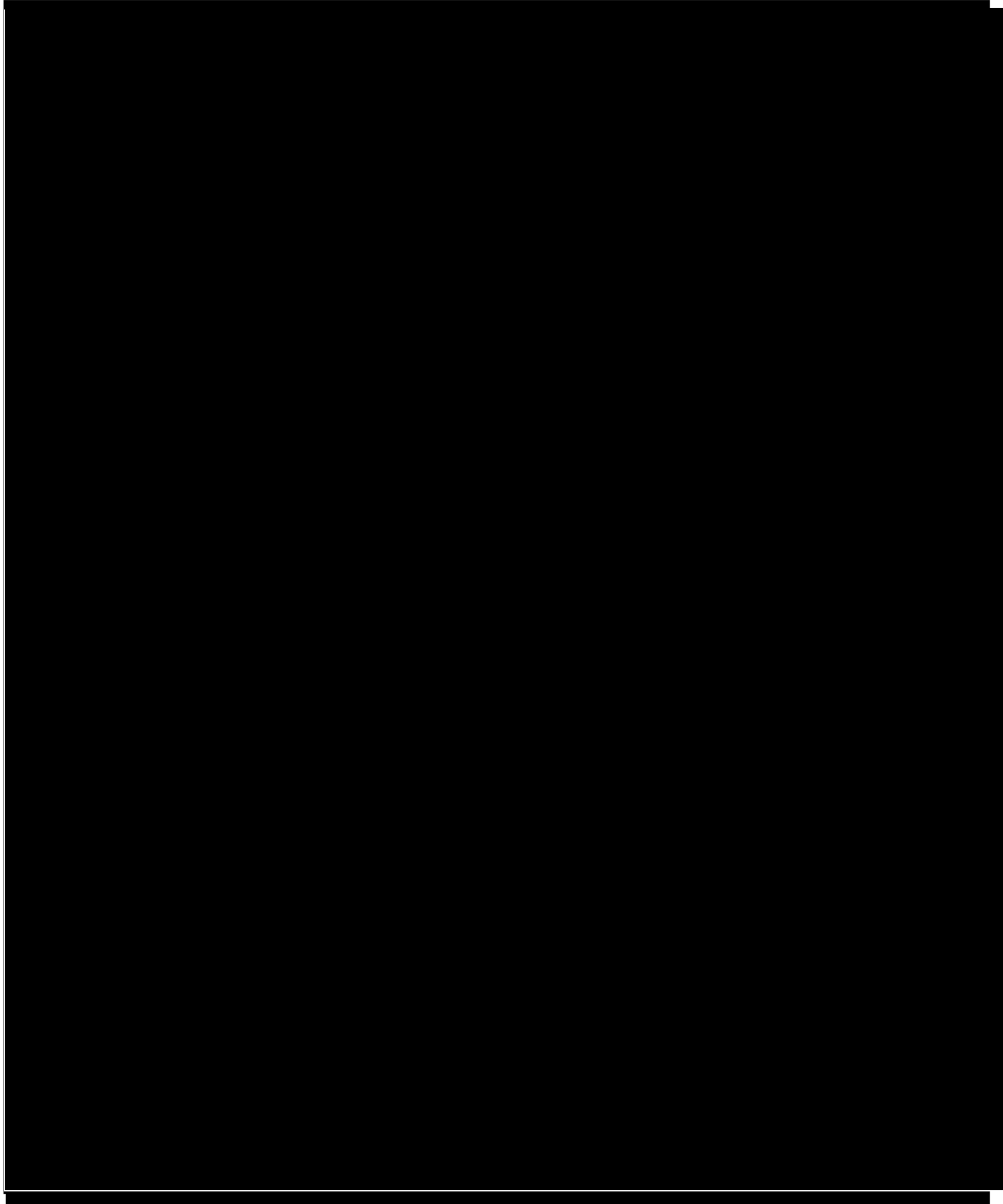
### 7.1 API data provisioning through MDS



Category B

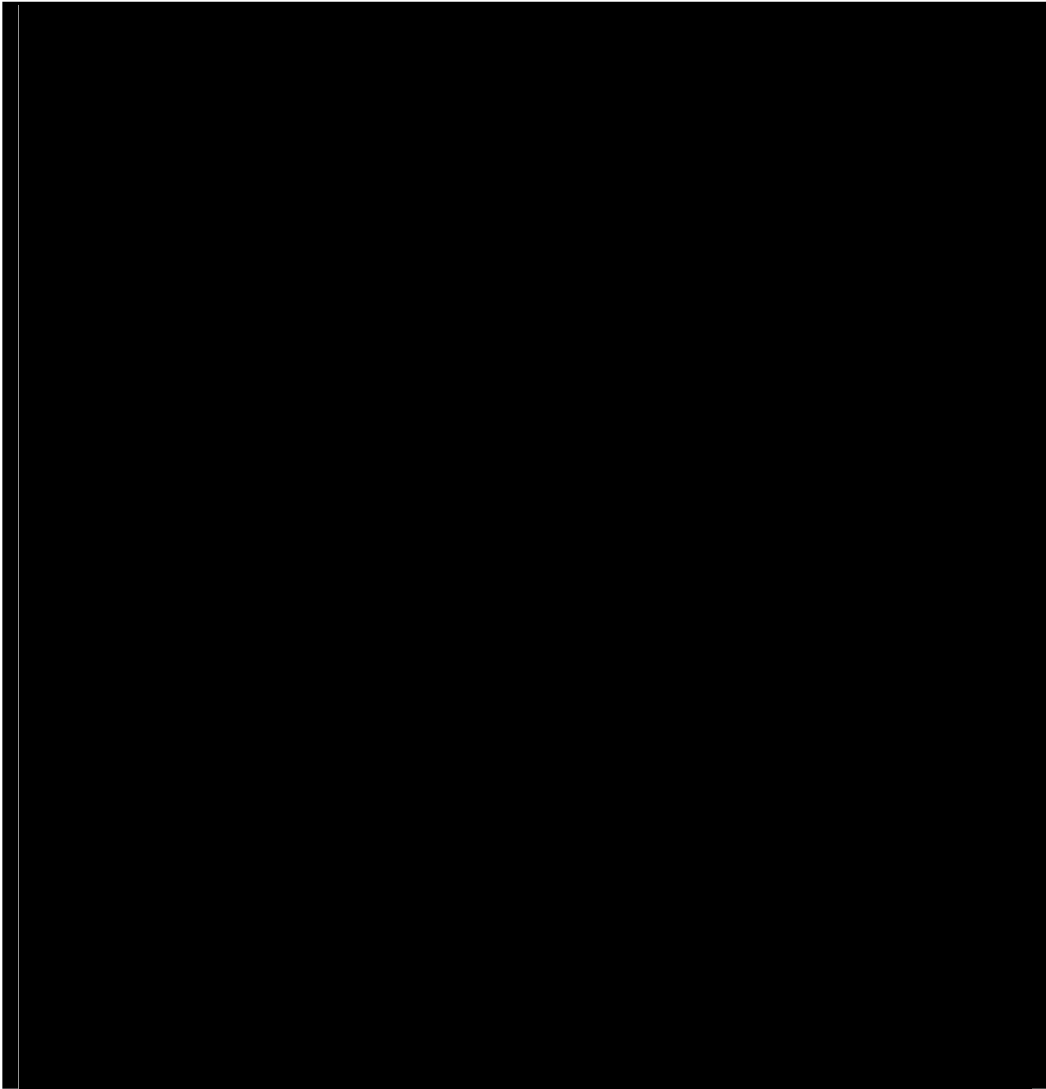


7.2 Tableau Dashboards



Category B

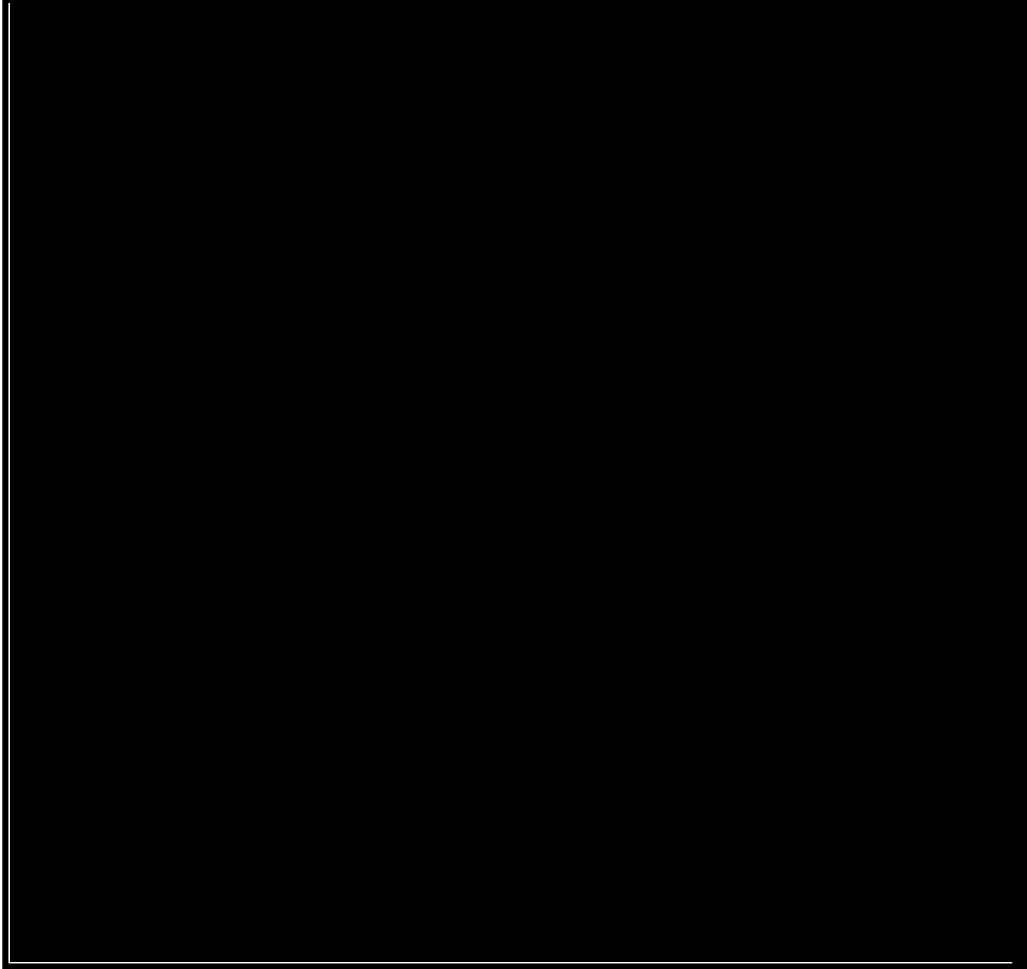




**Category B**



7.3 Monthly reporting of data and insights

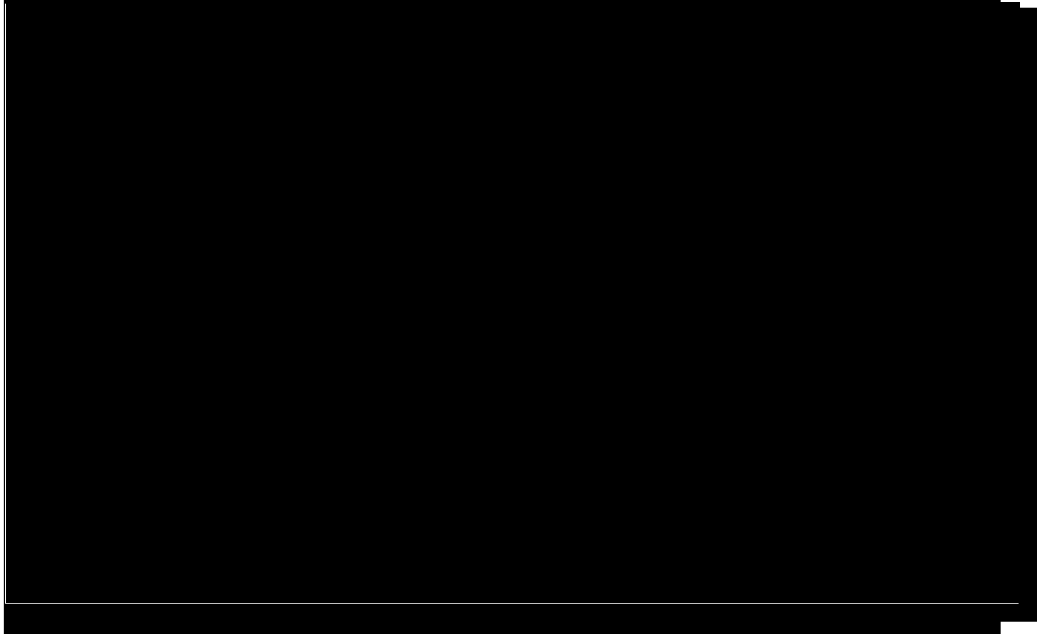


**Category B**



## 8.0 Compliance Schedule

Please refer to section 2.2.1 Compliance enforcement through technology to see the various methods of prevention. There will be occasions where Neuron's ground operations team will need to resolve. In order to resolve this within reasonable timeframes, we have proposed committing the below service response times, but we are open to discussion.



**Category B**



## 9.0 Media Coverage across Australia & New Zealand

Below are some links to some independent coverage Neuron has received across Australia & New Zealand.

1. Our launch in Auckland and a great video that shows our N3 e-scooter - Stuff (10 Jan) [Road testing Neuron's 'safest' scooters before they launch on Friday](#)
2. Neuron's N3 e-scooter in a group test with the competition - Stuff (15 Jan) [Auckland e-scooters: Beam, Neuron, Flamingo and Jump, which is the best?](#)
3. Another Group test amongst competitors - New Zealand Herald (18 Jan) [Battle of the e-scooters: Beam, Jump, Neuron and Flamingo take to Auckland's streets](#)
4. Our Helmet Lock - Channel 7 (22 Jan) [Fleet of brand new e-scooters is about to roll out across Brisbane](#)
5. The Mandarin (24 Apr) [Brisbane City Council encouraging health workers to travel with e-scooters](#)
6. Local Government Focus (18 May) [Council-enabled transport helps essential workers](#)



Appendix A: Vehicle specifications

Generation 3 Neuron Proprietary E-scooter (N3) Specifications	
Properties	Spec
Vehicle dimensions	
Standpipe inclination	
Vehicle weight	
Range	
Front Suspension	
Rear suspension	
Ingress Protection	
IoT firmware update	
Rated power of motor	
Motor type	
Max speed	
Speed Cap	
No-parking zone	

Category B



Maximum gradeability	
Maximum loading	
Drive Way	
Braking	
Charging Type	
Voice notification	
Battery lock	
Vehicle Certification	
Battery Certification	
Battery Waterproof	
Battery Cell Units	
Tyres	
Frame	
Reflector	
Front Light	
Rear Light	
Bell	

**Category B**

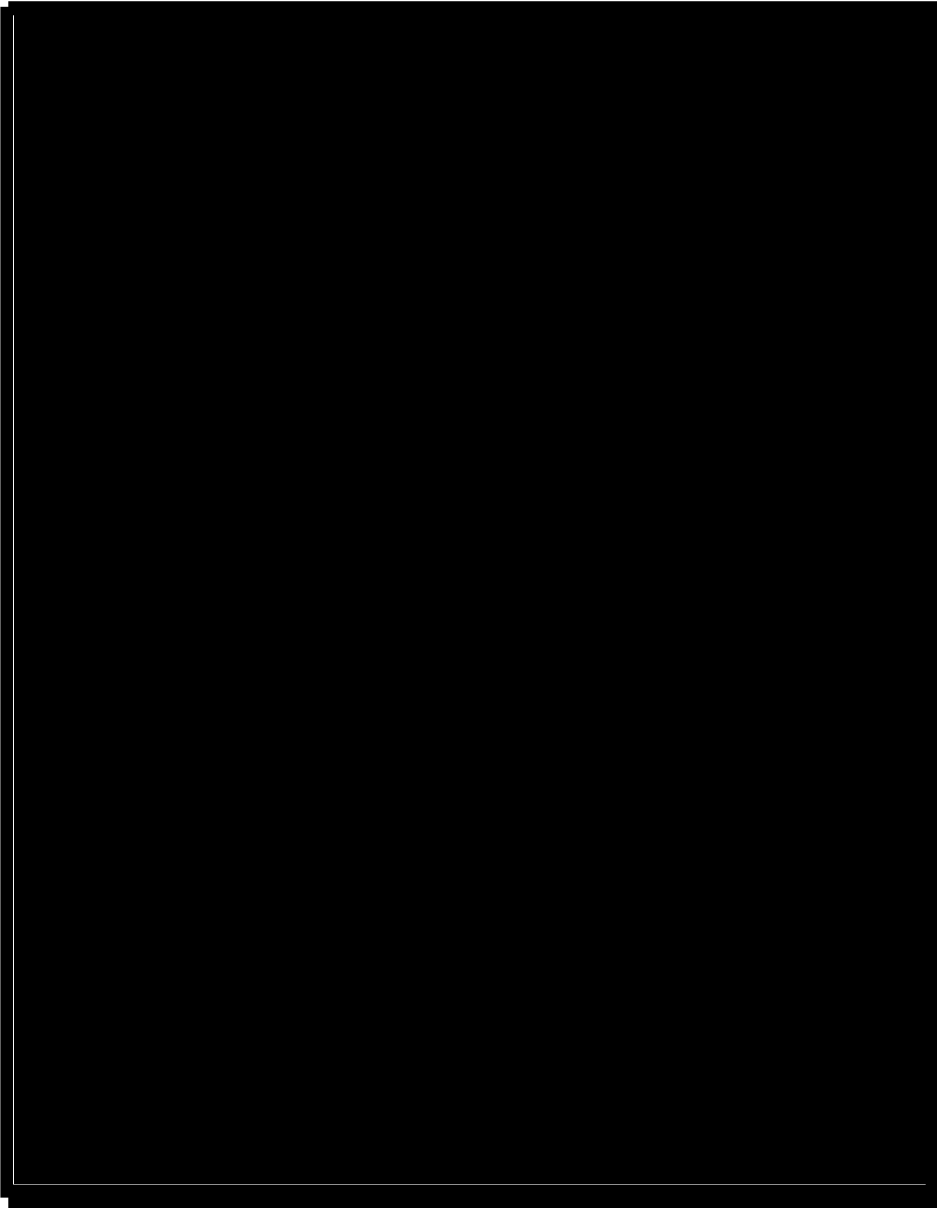


Current version number	
Unique identification	
Sensors	

**Category B**

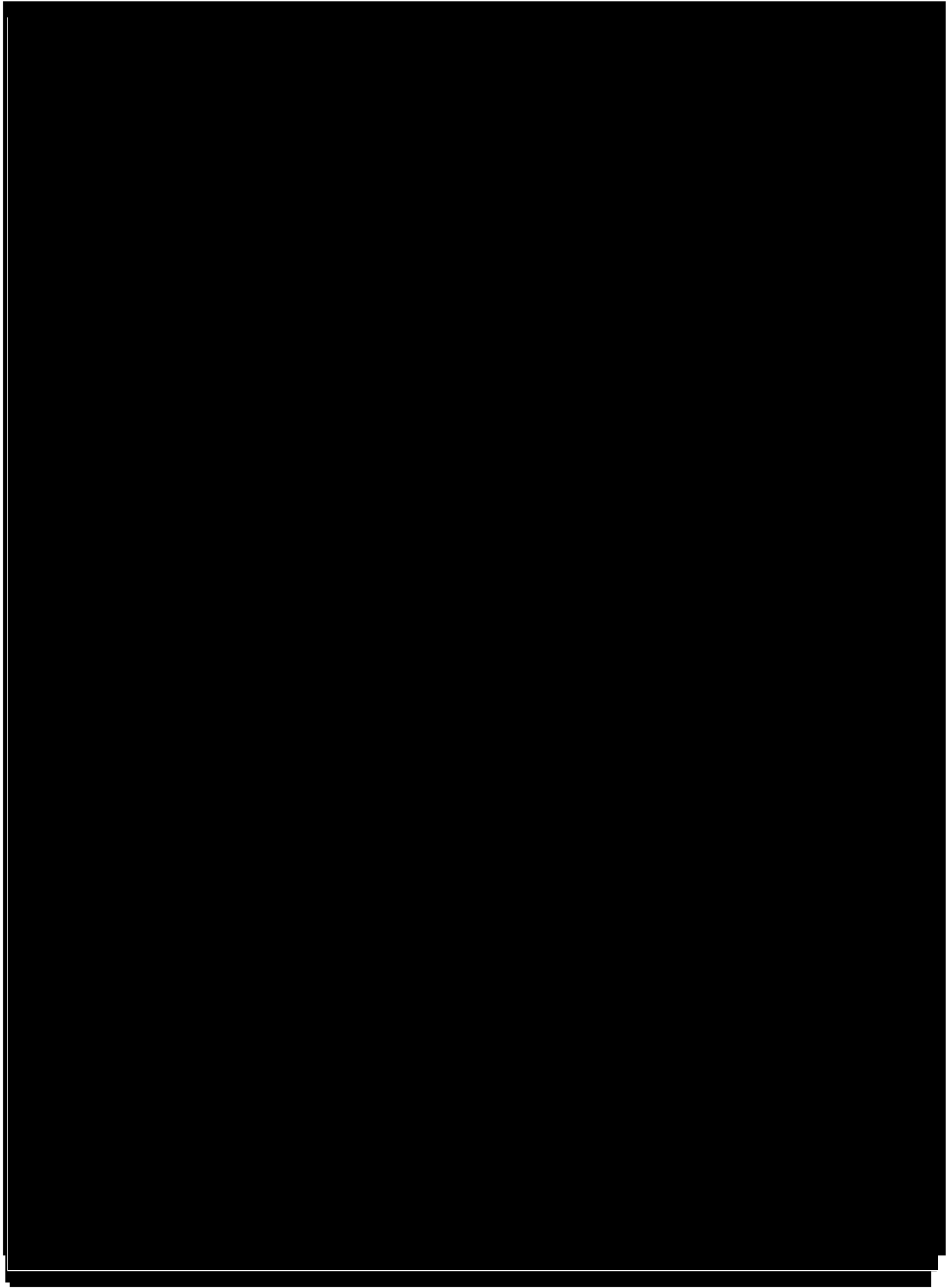


Appendix B: Neuron training programme

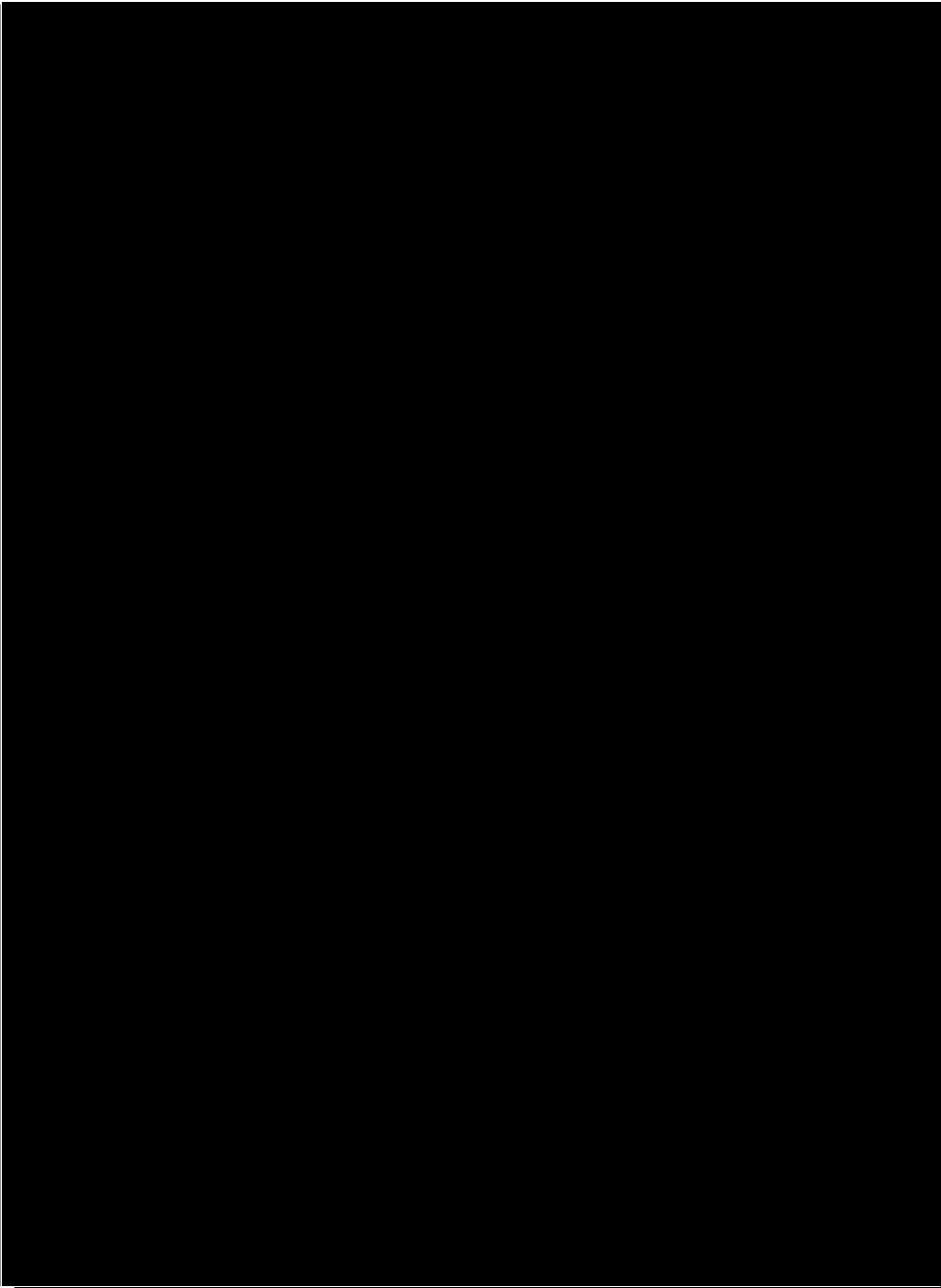


Category B



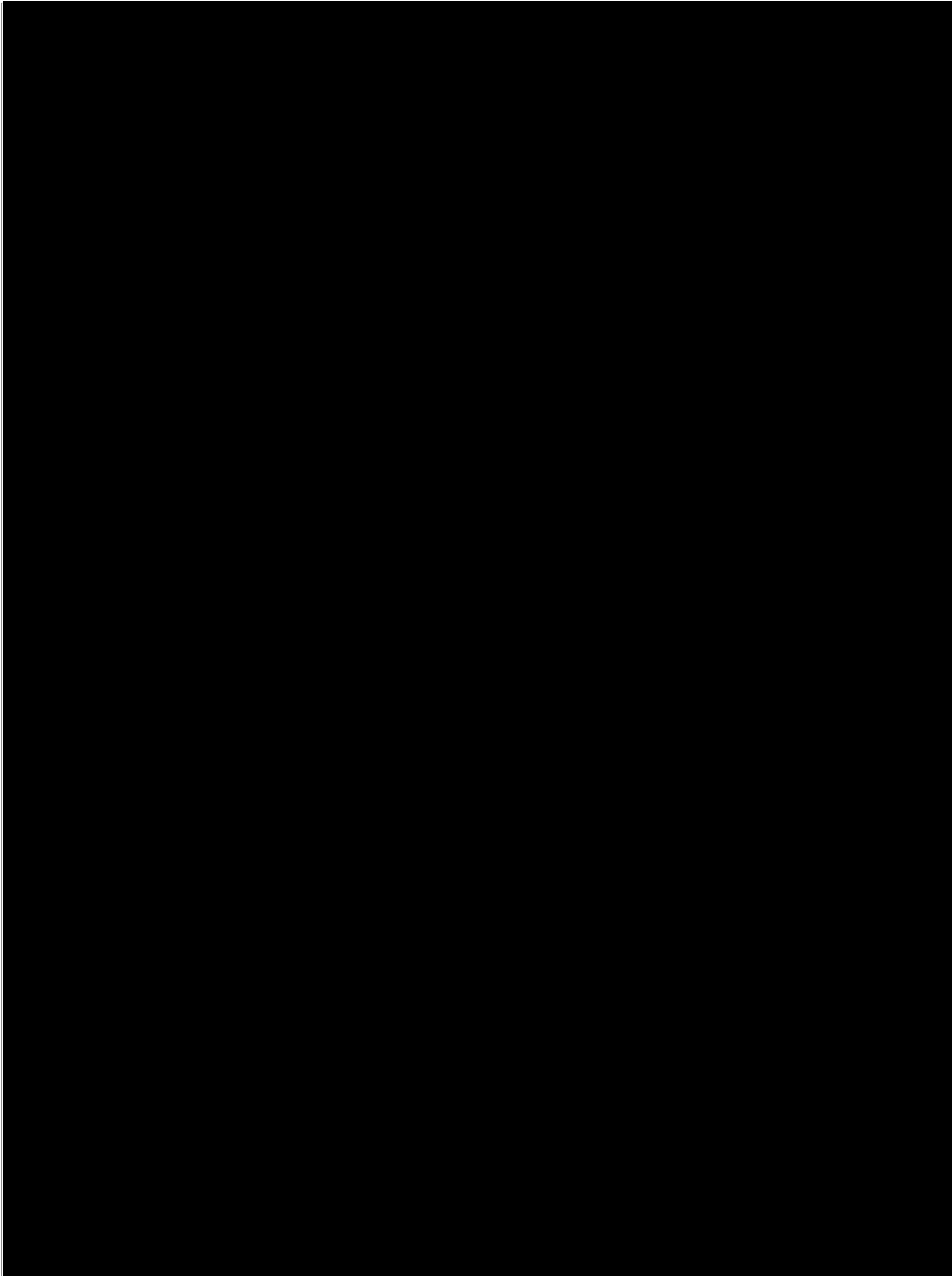


**Category B**



**Category B**

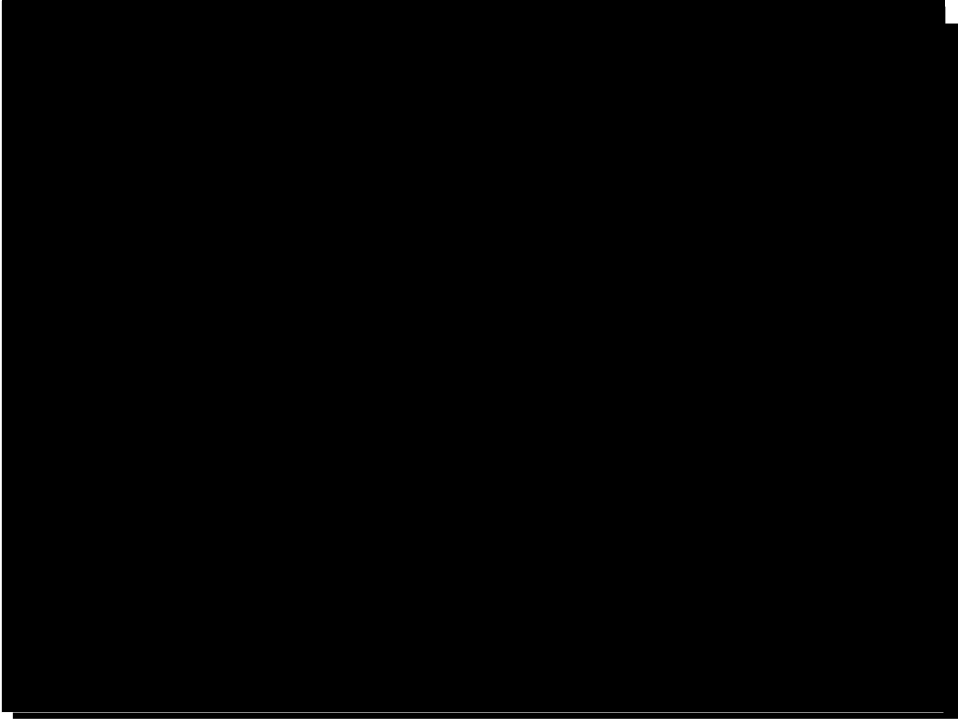
Neuron – Bundaberg Regional Council Information Document



**Category B**

Released under Right to Information Act 2009

Neuron – Bundaberg Regional Council Information Document



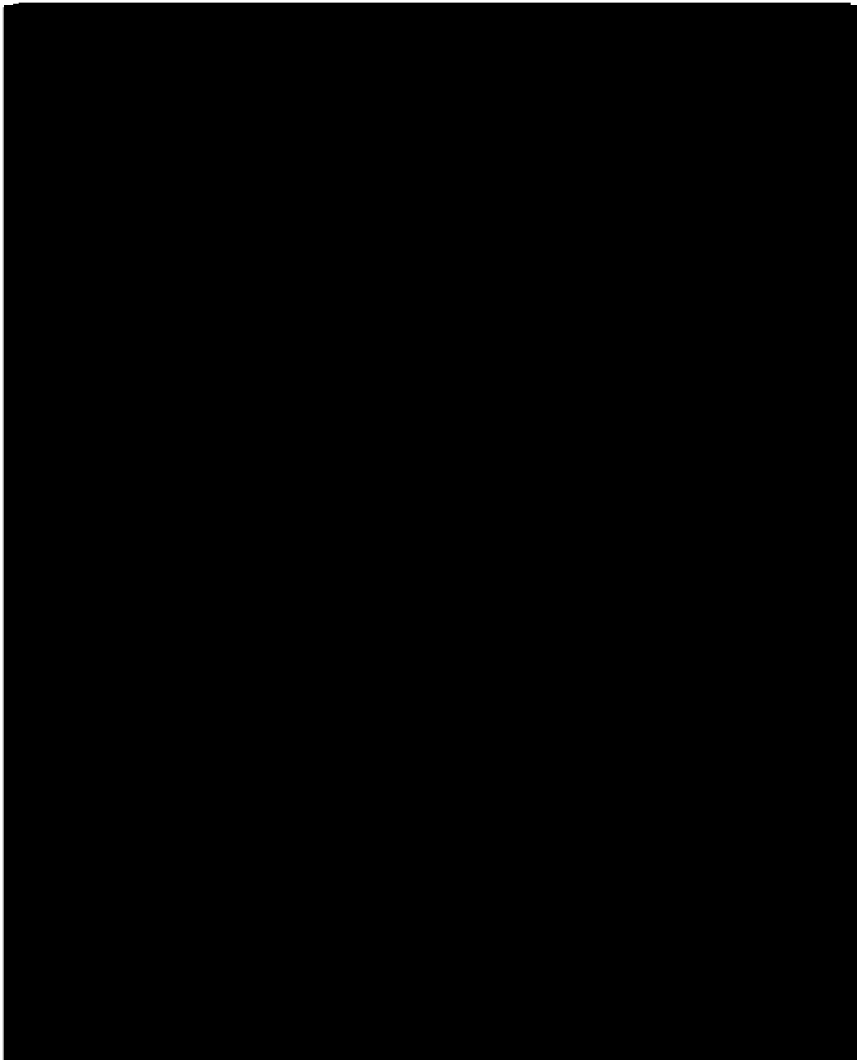
**Category B**

Released under Right to Information Act 2009



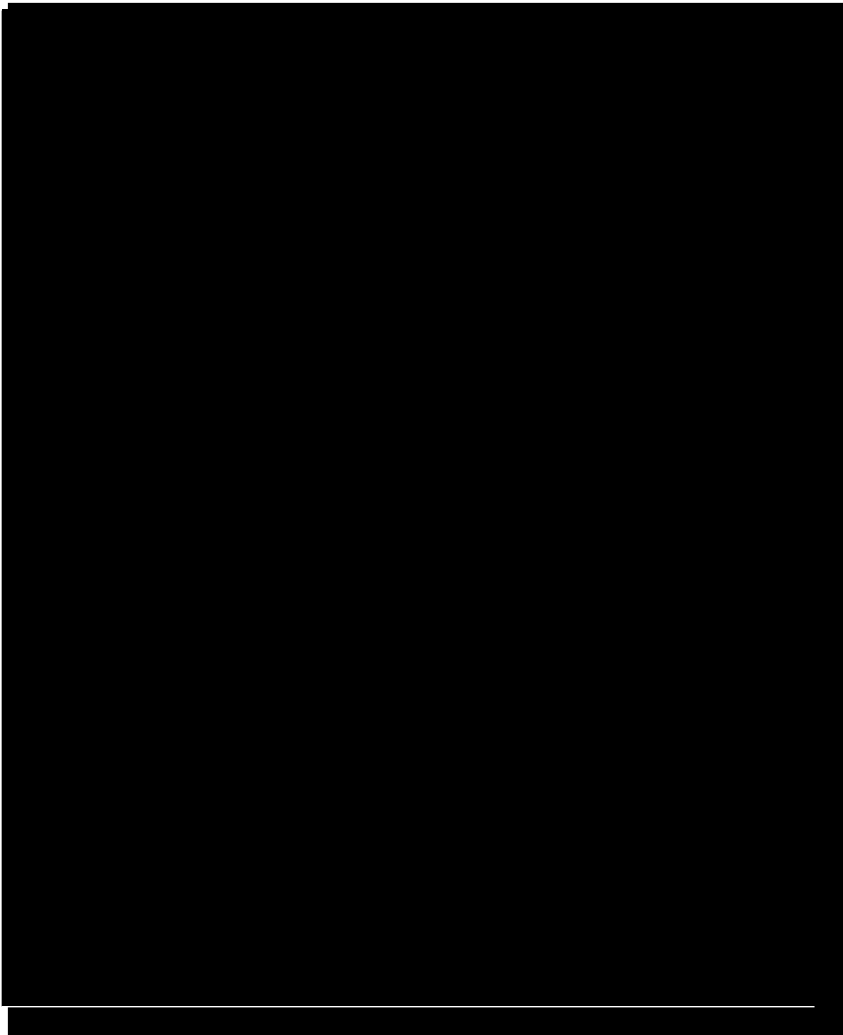
Appendix C: UL certifications for the N3 scooter

UL 2272 certification



**Category B**

Neuron – Bundaberg Regional Council Information Document



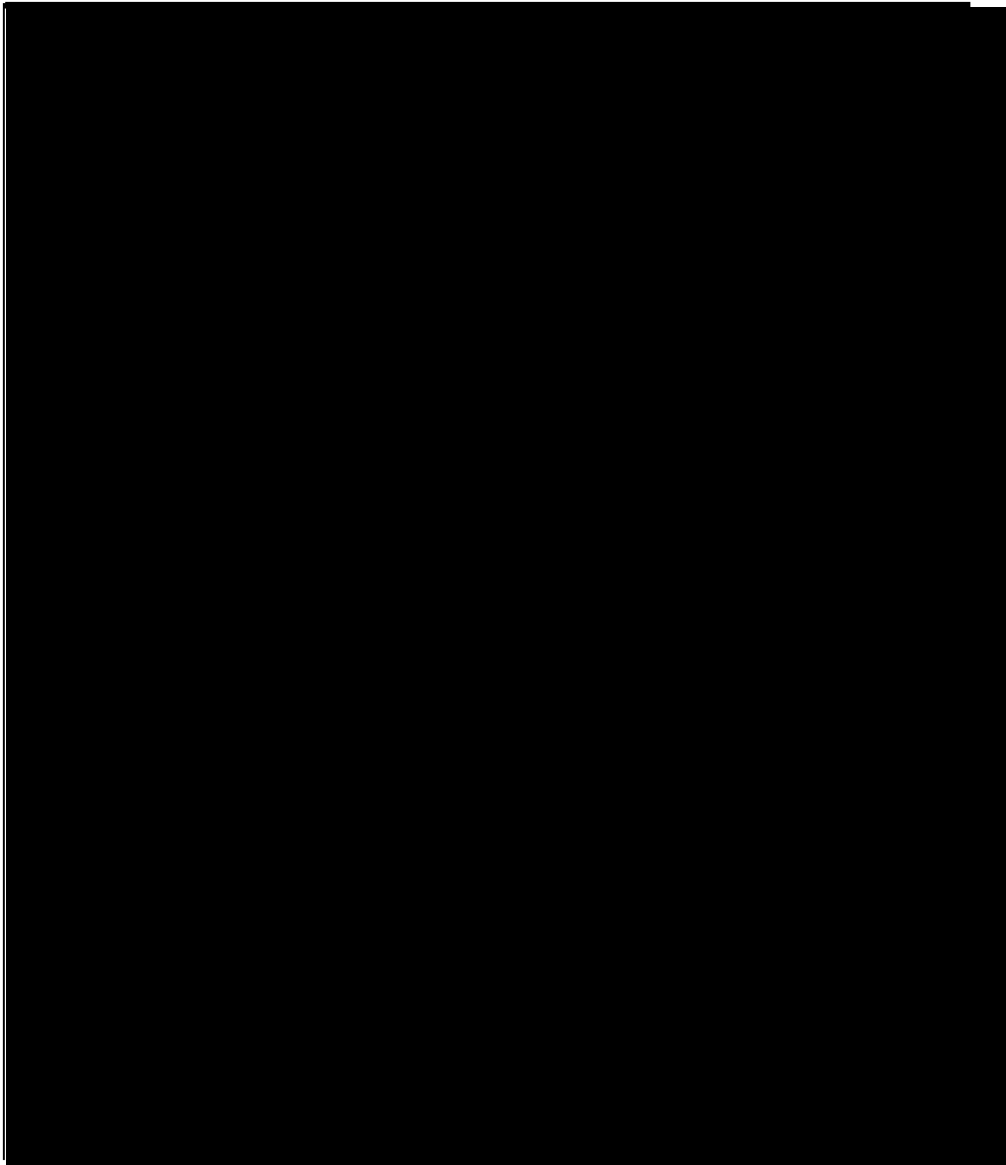
**Category B**

Released under Right to Information Act 2009

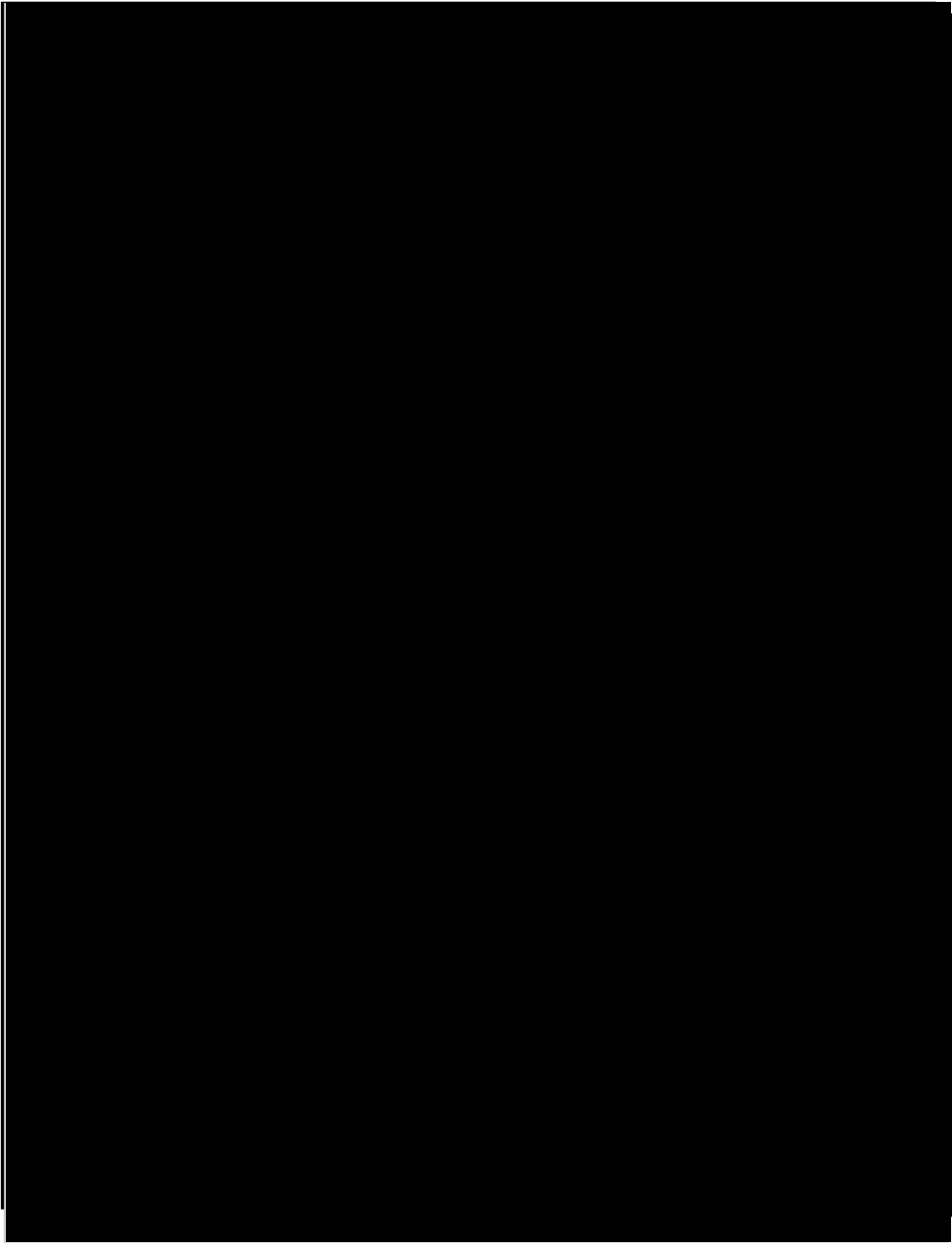


**Appendix D: WHS Plan & Manual**

This is a summary of Neuron's WHS plan & manual. Detailed copy is available upon request.

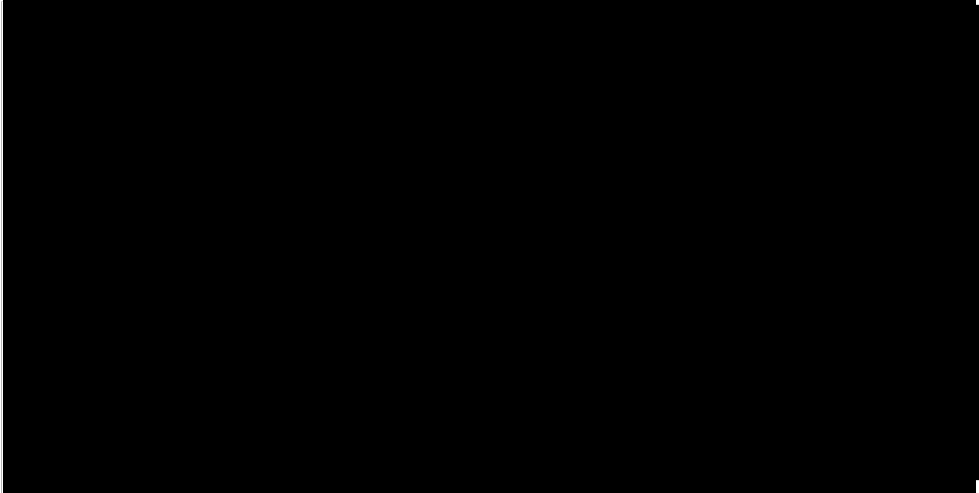


**Category B**



**Category B**





**Category B**

Risk rating	Treatment
Low	Generally acceptable risks – No further controls required
Medium	Acceptable risks with considerations – Risk and mitigation technique to be monitored for effectiveness
High	Unacceptable risks – Further mitigations required immediately
Very High	Unacceptable risks - Management to intervene urgently, which may include ceasing operations of said activity

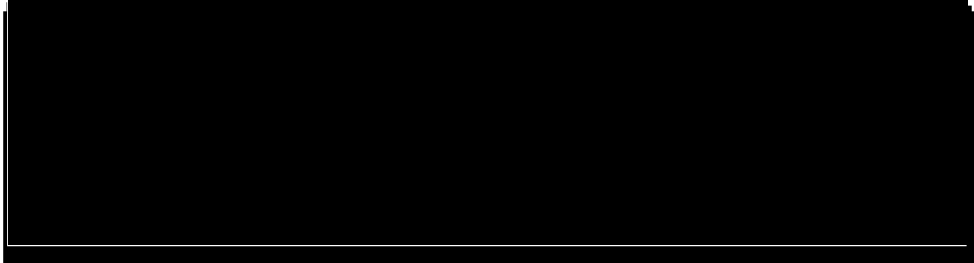


4.2 Risk identification and reporting



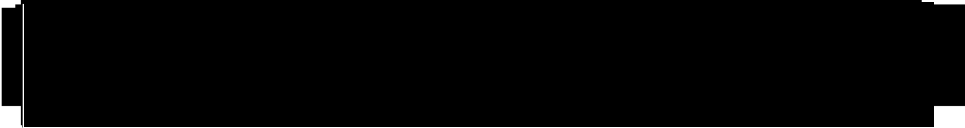
**Category B**

4.3 Incident reporting



**Category B**

Neuron – Bundaberg Regional Council Information Document



**Category B**



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Neuron – Bundaberg Regional Council Information Document



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# PARKS, SPORT AND NATURAL AREAS

## Application for Commercial Use of Local Government Controlled Areas & Roads – Parks and Open Spaces

### Bundaberg Regional Council Subordinate Local Law No. 1.2

Council is collecting your personal information (e.g. name, address, phone number etc), for the purposes as outlined on this form. Council is required to collect this information under *Local Law 1 (Administration)* and *Subordinate Local Law No. 1.2 (Commercial Use of Local Government Controlled Areas and Roads) 2011*. This information will only be accessed by authorised Council officers and will be handled in accordance with Council's Privacy Statement governed by the *Information Privacy Act 2009*. Visit [bundaberg.qld.gov.au/privacy](http://bundaberg.qld.gov.au/privacy) for further information.

**This application must be completed if you wish to conduct a commercial activity on Council Controlled Areas and Roads e.g. vending in parks.**

**Applications that are incomplete will not be accepted.**

### PART A Application Type

Temporary Commercial Stall in Park Reserve

Renewal of existing permit →

Temporary Fitness Activity in Park Reserve

Permit Number: \_\_\_\_\_

Other → Please describe:

E-Scooter Sharing Permit

### PART B Applicant Details

#### 1 Applicant

Individual's full name

Title

Surname/Family Name

First Name

Middle Name





Or

Organisation's full name

Neuron Mobility (Australia) Pty Ltd

#### 2 Business/Trading Name

--

#### 3 ABN (Australian Business Number)

ACN: 632 570 355

#### 4 Residential Address

Shop No.

Street No.

Street

Suburb

Postcode

--

3
---

Crombie St
------------

Milton
--------

4064
------

#### 5 Postal Address

As Above

#### 6 Business details

Business phone no.

Business fax number

Business mobile no.

--

--

--

Email

--

Category A

Category A

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**7 Preferred Contact Person's Details**

Name

**Category A**

Business phone number

Business fax number

Business mobile No.

**Category A**

**PART C Site Details**

**8 Premises Address/Area of Activity Operations**

Unit No.

Street No.

Street

Suburb

Postcode

Locality/Park (if multiple locations, please list/describe)

Multiple Locations: Bargara, Bundaberg CBD, North Bundaberg to the Botanic Gardens, East Bundaberg to the distillery

**PART D Stalls/Equipment Hire in Parks & Foreshore Areas (if applicable)**

**9 Type of goods for sale or hire (please provide description)**

Shared Dockless E-Scooter Hire

**10 Expected number of stalls, size, advertising/signage**

250 E-Scooter Permit

**11 Please attach a site plan to this application.**

**Note: Council & State Legislation may not permit commercial stall and equipment hire in some locations.**

**PART E Fitness Activities in Parks & Foreshores (if applicable)**

**12 Activities being conducted (please provide detailed description)**

**Note: Activity must be prearranged for a set period of time. No static displays / sales / stalls. No soliciting the public. Site must be vacated once activity is complete.**



## PART F Additional Permits/Qualifications/Accreditation

### 13 Do you plan on operating below the high tide mark?

- No → Please go to Question 14  
 Yes → Please provide the following  
 Marine Parks Permit (Conducting Tourism Programs Only – Beaches and Creeks)

### 14 Do you plan on operating in an aquatic area?

- No → Please go to Question 15  
 Yes → Please provide the following  
 Marine Parks Permit (Conducting Tourism Programs Only – Beaches and Creeks)  
 Current First Aid Qualification  
 Accreditation through Surf Australia  
 OR Accreditation / Certified in Aquatic Rescue  
 OR Similar (to demonstrate ability to perform rescue)

## PART G Approval Specific

### 15 Hours of Operation

Day	Time
Monday	Day & Night
Wednesday	Day & Night
Friday	Day & Night
Sunday	Day & Night

Day	Time
Tuesday	Day & Night
Thursday	Day & Night
Saturday	Day & Night
Public Holidays	Day & Night

### 16 Will operation times vary depending on park availability/activity type (sporadic bookings etc.)?

- No  
 Yes → Park booking must be confirmed prior to each event

### 17 Public Liability Insurance

Public liability insurance for \$20,000,000.00 is to be kept in force by the applicant at all times to indemnify Council. A copy of Certificate of Currency is required with this application.

Insurance Company Name

AXA XL Insurance

Business phone number

+65 6538 8718

Business fax number

Business mobile No.

Amount of Public Liability Insurance

\$20,000,000

## PART H Checklist

### 18 Completion Checklist *Required with this Application*

- Completed and signed application  
 Copy of the Certificate of Currency for Public Liability Insurance  
 Stall/Equipment Hire Site Plan (if applicable)  
 Additional Permits/Qualifications/Accreditation as per Part F (if applicable)

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## PART I Declaration & Signature

### 19 Applicant declaration and signature

Have any of the applicants previously held an approval that was suspended, cancelled or refused, or been found guilty of an offence under the Local Law or corresponding law in Queensland or other States and Territories? *If the applicant is a corporation or an incorporated association, an executive officer of the corporation or a member of the association's management committee are included.*

- No  
 Yes → Please provide details in an attachment

I/we declare that the information provided in this application is true and correct and consent to the making of enquiries and exchange of information with authorities of any Local, State/Territory and Commonwealth department in regard to any matters relevant to this application.

I am aware that it is an offence to knowingly provide false or misleading information.

Full Name of Signatory

**Category A**

Position of Signatory e.g. Owner, Manager

Regional Manager

Signature and date

**Category A** 09 / 03/ 2021

## APPLICATION LODGEMENT:

Applications may be lodged as follows:

- By Email: [ceo@bundaberg.qld.gov.au](mailto:ceo@bundaberg.qld.gov.au) – scanned copy with signatures  
By Post: Mail to Bundaberg Regional Council, PO Box 3130, Bundaberg QLD 4670  
By Fax: 07 4150 5410 – with signatures  
In person: At your local Customer Service Centre between 8:15 am and 4:45 pm Monday to Friday
- Bundaberg Administration Centre, 190 Bourbong Street, Bundaberg
  - Bargara Service Centre, Shop 3 15 See Street, Bargara
  - Childers Service Centre, 45 Churchill Street, Childers
  - Gin Gin Service Centre, 4 Dear Street, Gin Gin

BUNDABERG REGIONAL COUNCIL USE ONLY			
COMMUNITY & ENVIRONMENT			
Entered by Parks Administration			
Licence Number			
Receipt Type	185	Total Amount Payable	
CUSTOMER SERVICE			
Receipt Number		Date Paid	

Released under Right to Information Act 2009

**Vanessa Langtry**

---

**From:** Geordie Lascelles  
**Sent:** Friday, 21 May 2021 4:33 PM  
**To:** [REDACTED]  
**Subject:** RE: FW: Insurance Update

**Category A**

Hi [REDACTED]  
No problems I will call you early next week. Have a great weekend

Regards

**GEORDIE LASCELLES**  
Branch Manager Parks, Sport & Natural Areas  
T 1300 883 699  
E [REDACTED]



---

**From:** [REDACTED]  
**Sent:** Friday, 21 May 2021 3:54 PM  
**To:** Geordie Lascelles [REDACTED]; [REDACTED] **Category A**  
**Cc:** Rebecca Blakemore [REDACTED]; Brett Kronk [REDACTED]; Carla Colasimone [REDACTED]; Christine [REDACTED]  
Large [REDACTED]; Lee Hann [REDACTED]  
**Subject:** Re: FW: Insurance Update

Hi Geordie,

Thanks for that! We have a new insurance page where the certificates and details can be found. Please see the following link for more information - <https://www.rideneuron.com/rider-insurance/>

I'd also like to have a quick call sometime next week to discuss a few things on the service area front, as we've had quite a few businesses reach out to us asking to extend our service area (sometimes just a block or two and would like your opinion).

Thanks,



[REDACTED]  
**Head of Expansion (ANZ)**  
**Neuron Mobility**  
[REDACTED]



**Category A**

On Fri, 21 May 2021 at 14:42, Geordie Lascelles [REDACTED] wrote:

**Category A**

Hi [REDACTED]

Congratulations on the new Third Part Insurance for scooters. That's great news and we will think about adding this to standard responses to certain enquiries.

When you get a copy of the Certificate of Currency would you mind please sending this through, just for our records

Kind Regards

## GEORDIE LASCELLES

Branch Manager Parks, Sport & Natural Areas

T 1300 883 699

E [REDACTED]

**Category A**



---

**From:** [REDACTED]

**Sent:** Friday, 21 May 2021 8:47 AM

**To:** Geordie Lascelles [REDACTED] Emily Murray

**Subject:** Insurance Update

**Category A**

Hi Geordie & Emily,

I hope you're both well. I wanted to provide an exciting update for our business. Today our brand new third party insurance product goes live!

This has been in the making for quite some time with long conversations with insurers to tailor this product as we provided data from our operations across ANZ. Although the occurrence of a third party being injured is extremely rare, we are thrilled to be the first to deliver this solution in the region (Australia & New Zealand).

The cover is for accidental injuries or property damage to a third party. This complements our existing \$20 million public liability and personal accident insurance products for riders.

I've attached a media release about the product. If you have any questions please let me know.

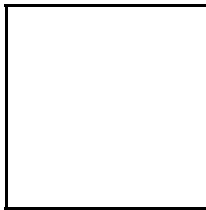
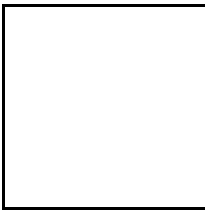
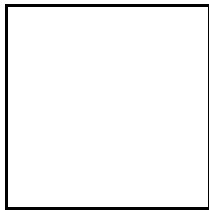
Have a great day!



**Regional Manager**

**Category A**

**Neuron Mobility**



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**Certificate of Insurance**

Master Policy Number: SG00011560LI20A  
Local Policy Number: AU00012119LI20A  
Certificate Number: SG-2020-C524

This is to certify that the following insurance has been effected by the Insured in accordance with terms and conditions of our standard policy: -

Master Insured: Neuron Mobility Pte. Ltd  
Mailing Address 37 Jalan Pemimpin, #07-17 Singapore 577177  
Local Insured: Neuron Mobility (Australia) Pty Limited and/or Neuron Mobility (New Zealand) Limited  
Business: Including but not limited to:  
Sharing Economy player, providing e-scooters rental transportation services and related activities – as defined in the company website.  
Master Policy Coverage: Public Liability  
Period of Insurance: 1 June 2020 to 31 May 2021 (both dates inclusive)  
Master Policy Limit of Indemnity: AUD 20,000,000 per occurrence during the Period of Insurance  
Territorial Limits: Worldwide (Excluding USA and Canada)

Nothing herein contained shall serve to alter, vary or waive the provisions of the policy mentioned above.

For and on behalf of  
XL Insurance Company SE  
(Singapore Branch)



Authorized Signature  
Date: 16 June 2020

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## INFORMATION NOTICE

Issued pursuant to section 9 of *Local Law No. 1 (Administration) 2011*

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Legislative Authority/Description	Detail
The decision	To issue you with an Approval pursuant to <i>Subordinate Local Law 1.2 (Commercial Use of Local Government Controlled Areas and Roads) 2011</i> including conditions.
The reasons for the decision	I have made this decision on the basis of the following questions of fact and evidence: <ul style="list-style-type: none"><li>• Details as provided in the application form dated 9 March 2021</li><li>• Proposal presented at the Consultation Meeting of Council on 1 March 2021 – Bundaberg E-Scooter Information Document Neuron Mobility</li><li>• Neuron User Field MAgreement = Operator Agreement template as provided by Neuron</li><li>• Conditions that will ordinarily be imposed on an approval as detailed in Section 6 <i>Subordinate Local Law 1.2 (Commercial Use of Local Government Controlled Areas and Roads) 2011</i></li><li>• Taking into account potential for nuisance, inconvenience, annoyance, pedestrian and vehicle safety, public and user safety, property, hygiene, aesthetics, &amp; amenity.</li><li>• Consistency with the purpose of the reserves</li><li>• Expected demand and maximising the public benefit</li></ul>
Right to review of the decision	You may apply for a review of the decision within 14 days after the notice is given.

<p>How to apply for review of the decision</p>	<p>You may apply for review in writing:</p> <ul style="list-style-type: none"><li>a) By post: The Chief Executive Officer PO Box 3130 BUNDABERG QLD 4670</li><li>b) By email: <a href="mailto:ceo@bundaberg.qld.gov.au">ceo@bundaberg.qld.gov.au</a></li><li>c) Over the counter: 190 Bourbong Street BUNDABERG QLD 4670</li></ul> <p>Your application for review must:</p> <ul style="list-style-type: none"><li>a) Be accompanied by a statement of the grounds on which you seek a review of the decision; and</li><li>b) Be supported by enough information to enable the Council to review the decision.</li></ul>
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## LOCAL LAW APPROVAL

*Issued pursuant to Local Law No. 1 (Administration) 2011 and*

*Subordinate Local Law No. 1.2 (Commercial Use of Local Government Controlled Areas and Road) 2011*

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Approval Holder: Neuron Mobility (Australia) Pty Ltd ACN 632 570 355,  
Of: Level 3, 302 Burwood Road, HAWTHORN, VIC 3122.  
Date of Notice: 1 April 2021

TAKE NOTICE that pursuant to section 10 of Bundaberg Regional Council's *Local Law No. 1 (Administration) 2011* the Approval Holder is provided with an Approval to undertake the Approved Activity listed below in accordance with the conditions of this Approval.

	<b>Legislative Authority/Description</b>	<b>Detail</b>
	<b>Type of Approval</b>	<b>Commercial use of local government controlled areas and roads</b>
1	Approved Activity	Provision of personal E-scooter hire sharing services on specified Council Controlled Areas and Roads with a maximum of 250 E-scooters within the council area.  Personal E-scooter (scooter) means a scooter, designed to carry one person, with one or more wheels and propelled by an electric motor, with an effective stopping system and when propelled by electric motor cannot reach a speed of more than 25 kilometres per hour on level ground.
2	Where can the Approved Activity be conducted	The Approved Activity may be conducted on areas as specified in Annexure A and Annexure B (The boundary extent of riding zones).
3	When can the Approved Activity be conducted	The Approved Activity may be conducted on all days and at all times of day unless as set out in the Special Conditions
4	Method of sale of goods or services for the Approved Activity	Payment for the Approved Activity must take place electronically.
5	Specific measures to ensure safety	The Approval Holder must ensure that the following specific measures are taken to ensure the safety of people participating in the Approved Activity or impacted by the Approved Activity. <ul style="list-style-type: none"><li>- maintain the Personal E-scooters in good mechanical repair and condition so as to minimise the risk of injuries to users of the Personal E-scooters</li></ul>

		<ul style="list-style-type: none"> <li>- maintain the scooters in a clean and sanitary condition.</li> <li>- provide safe use information and education to personal users electronically and displayed on the scooter</li> <li>- provide an integrated helmet lock ensuring that helmets are physically secured to the scooters when parked and therefore available to users.</li> <li>- ensure that the scooters comply with the relevant legislation and standards during the Term.</li> </ul>																								
6	Specific measures to avoid nuisance	<p>The Approval Holder must take the following measures to ensure that any nuisance is avoided:</p> <ul style="list-style-type: none"> <li>- Proactively and regularly collect scooters and return them to parking check points (deployment zones)</li> <li>- Adequately respond to and resolve complaints and incidents in a timely manner. Respond to each of the following scooter or deployment issues within the specified response time.</li> </ul> <table border="1"> <thead> <tr> <th>Issue</th> <th>Examples (without limitation)</th> <th>Response time upon becoming aware</th> </tr> </thead> <tbody> <tr> <td>Dangerously located</td> <td>Hanging from a structure On a median strip</td> <td>Within 1 hour during normal business hours or 3 hours outside of business hours</td> </tr> <tr> <td>Impeding access</td> <td>Impeding property access or parked across pedestrian kerb ramp</td> <td>Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td>Blocking pavement passage</td> <td>Blocking passage on pavement but not pedestrian kerb ramp or property access</td> <td>Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td>Toppled e-scooter</td> <td>Not parked in a standing position</td> <td>Within 12 hours</td> </tr> <tr> <td>Inappropriate density or outside geofence area</td> <td>Cluster and excessive density</td> <td>Within 12 hours</td> </tr> <tr> <td>Unused – outside of a parking zone</td> <td>Unused for more than 72 hours</td> <td>Within 12 hours</td> </tr> <tr> <td>Inappropriately located</td> <td>Parked on garden areas of park lands and squares</td> <td>Within 24 hours</td> </tr> </tbody> </table>	Issue	Examples (without limitation)	Response time upon becoming aware	Dangerously located	Hanging from a structure On a median strip	Within 1 hour during normal business hours or 3 hours outside of business hours	Impeding access	Impeding property access or parked across pedestrian kerb ramp	Within 3 hours during normal business hours or 6 hours outside of business hours	Blocking pavement passage	Blocking passage on pavement but not pedestrian kerb ramp or property access	Within 3 hours during normal business hours or 6 hours outside of business hours	Toppled e-scooter	Not parked in a standing position	Within 12 hours	Inappropriate density or outside geofence area	Cluster and excessive density	Within 12 hours	Unused – outside of a parking zone	Unused for more than 72 hours	Within 12 hours	Inappropriately located	Parked on garden areas of park lands and squares	Within 24 hours
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		Damaged faulty or abandoned	Missing wheels	Within 24 hours
7	Approved signage	There shall be no third-party advertising on the e-Scooter or public signage. Council may give written approval for specified signage identifying or delineating parking check points (supply zones).		
8	Release and Indemnity	<p>The Approval Holder acknowledges and agrees that:</p> <ul style="list-style-type: none"> <li>• They have inspected the local government controlled area or road and it is satisfactory to their purposes.</li> <li>• It understands and assumes all risks in accessing the local government controlled area or road.</li> <li>• It assumes all risks in undertaking the Approved Activity for itself, its employees, contractors, agents and invitees.</li> </ul> <p>Further, this Approval is given on the basis that the Approval Holder indemnifies and agrees to keep indemnified the Council against all actions, suits, proceedings, claims, demands, costs, losses, damages and expenses ("Claim") arising out of or in any way connected to or resulting from the exercise of this Approval or the Approved Activity (all of which are referred to as ("the indemnified acts or omissions") save to the extent that the Claim arises as a result of any negligent act of Council. The Approval Holder hereby releases and discharges the Council from any Claim relating to the indemnified acts or omissions which may be made against the Council.</p>		
9	Insurances	<p>The Approval Holder must hold and keep current for the Term of the Approval:</p> <ul style="list-style-type: none"> <li>• Public Liability insurance for not less than \$20 million.</li> <li>• 3<sup>rd</sup> party property damage.</li> </ul> <p>Evidence of its insurance (including a certificate of currency) is to be provided to Council prior to the commencement date.</p>		
10	Damage to Council Property	The Approval Holder or its employees, contractors, agents or invitees must not damage Council property or any property on the local government controlled area or road ("Property"). If Property is damaged, the Approval Holder is responsible for all costs associated with the damage (including any Claim) and is responsible for reinstating the Property to the same condition as it was prior to the damage taking place.		
11	Special Conditions	a) The Approval Holder must provide anonymised trip data collection to Council to assist with ongoing network planning and facility improvements comprising a monthly report or data spreadsheet (in excel and/or other agreed format) containing information on all trips undertaken in the reporting month. This data may include, but is not limited to; dates and times, Origin & destination, trip length, trip duration, and summary		

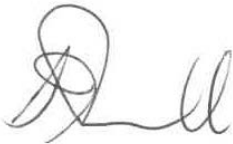
		<p>data including total number of trips, total distance, user demographics, and most popular sites.</p> <p>b) Various zones may be determined by Council and the Approval Holder shall implement these in a timely manner. These zones may include but are not limited to geofence boundary extent of riding zones, no riding zones, speed restrictions, hours of operation in certain zones, parking check points (deployment zones) and no parking zones. Council may request these areas be altered from time to time through the term of the permit including temporary implementation for example for events or construction activities.</p> <p>c) No riding zones located within the Boundary Extent of the riding zone include footpaths on the following roads:</p> <ul style="list-style-type: none"> <li>a. Bourbong Street, Bundaberg, but only between Maryborough Street and Tantitha Street</li> <li>b. Bauer Street, Bargara, but only between the Esplanade and See Street</li> <li>c. See Street, Bargara but only from the intersection with Bauer Street north for 100m and south for 100m.</li> </ul> <p>In no riding zones the engine shall shut off and bring the E-scooter to a slow and steady stop. Users shall be informed they are in a no-riding or restricted zone by a voice alert and Mobile App notification.</p> <p>d) In a speed restricted zone the scooter must slow and users are not able to ride above the specified speed limit – Currently known speed restricted areas are:</p> <ul style="list-style-type: none"> <li>a. Bargara Foreshore Streetscape, Burkitt Street to Whalley Street (12km/hr),</li> <li>b. Botanic Gardens (15km/hr)</li> <li>c. Riverside Parkland, Quay Street, Bundaberg (12km/hr)</li> <li>d. Lake Ellen Heritage Hub Playground area, The By Wash, Bundaberg (12km/hr)</li> <li>e. Alexandra Park, Children’s Playground Area and Zoo, 29 Quay Street Bundaberg (12 km/hr).</li> </ul> <p>e) In a time restricted zone scooters are not able to be operated as it is outside opening hours. Current zones are:</p> <ul style="list-style-type: none"> <li>a. Queens Park, 29 Queen Street. Opening hours to 6am to 6pm daily</li> <li>b. Botanic Gardens, Mt Perry Road, Bundaberg. Opening hours 5.30am to 6.45pm daily, September to April inclusive and 6.30am to 6pm daily May to August inclusive.</li> </ul> <p>f) In a no parking zone users are not able to end their trip, turn the scooter off and complete the transaction.</p> <p>g) Several Preferred Parking Check Points (Deployment Zones) will be established. These zones are to be determined in partnership between the Approval Holder and Council, however Council will have the final power to specify locations. The locations may be</p>
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		<p>altered during the term of the Approval. The Approval Holder may determine the numbers of e-scooters to be located at each of these parking zones. E-scooters are to be collected and returned to defined parking zones following any battery charging and maintenance, and at least every 72 hours.</p> <p>h) The Approval Holder is required to provide adequate customer service assistance points and representatives to adequately receive and respond to enquiries and complaints. The Approval Holder shall be contactable through multiple channels including telephone, email, website, Mobile App, and social media platforms. The number of complaints received, and response times are to be provided to Council in a monthly report.</p> <p>i) Council is to be immediately notified of any serious injuries and provided with details of the incident.</p> <p>j) The Approval Holder must ensure that the Approved Activity is conducted in accordance with the proposal presented at the Consultation Meeting of Council on 1 March 2021, Annexure C – Bundaberg E-Scooter Information Document Neuron Mobility, except for Service area zone &amp; parking deployment zones.</p>
12	Compliance with Approval	<p>The Approval Holder must ensure each condition of the Approval is complied with.</p> <p>Maximum penalty – 50 penalty units</p>
13	General Conditions of Approval	<p>a. The Approval Holder must ensure that the Approved Activity is conducted only in accordance with the conditions of this Approval.</p> <p>b. The Approved Activity must not cause nuisance, inconvenience or annoyance to:</p> <ol style="list-style-type: none"> <li>i. The occupier or any land which adjoins the location of the prescribed activity; or</li> <li>ii. Vehicular traffic; or</li> <li>iii. Pedestrian traffic.</li> </ol> <p>c. The Approved Activity must not have a detrimental effect on the amenity of the surrounding areas.</p> <p>d. You must produce the approval for inspection on demand by an authorised person.</p> <p>e. The Approval Holder must take all general measures and any specific measures to protect the safety of persons who may be involved in, or affected by, the Approved Activity.</p> <p>f. The Approval Holder must pay Council the prescribed fee as resolved in Council Fees and Charges</p>
14	Expiry of Approval (Term of the Approval)	<p>This Approval expires on 31 March 2022. Application may be made for renewal of the approval.</p>

In granting this Approval the Council is satisfied that:

- a) The Approval Holder has confirmed that it has obtained all relevant approvals, licences and permits from any relevant regulator, statutory body or government agency.

- b) The Approved Activity is adequate to protect public health, safety and amenity and prevent environmental harm.
- c) The Approved Activity is consistent with the restriction of commercial use of local government controlled areas and does not provide an unfair advantage.
- d) The Approval is consistent with the purpose of the local law.
- e) The Approved Activity does not unduly interfere with the proper use of the local government controlled area or road.



---

Stuart Randle  
Acting Chief Executive Officer  
Approved under delegation of the Bundaberg Regional Council

# Annexure A

Where the Activity may be conducted – the boundary extent of riding zones

Bargara



## Annexure B

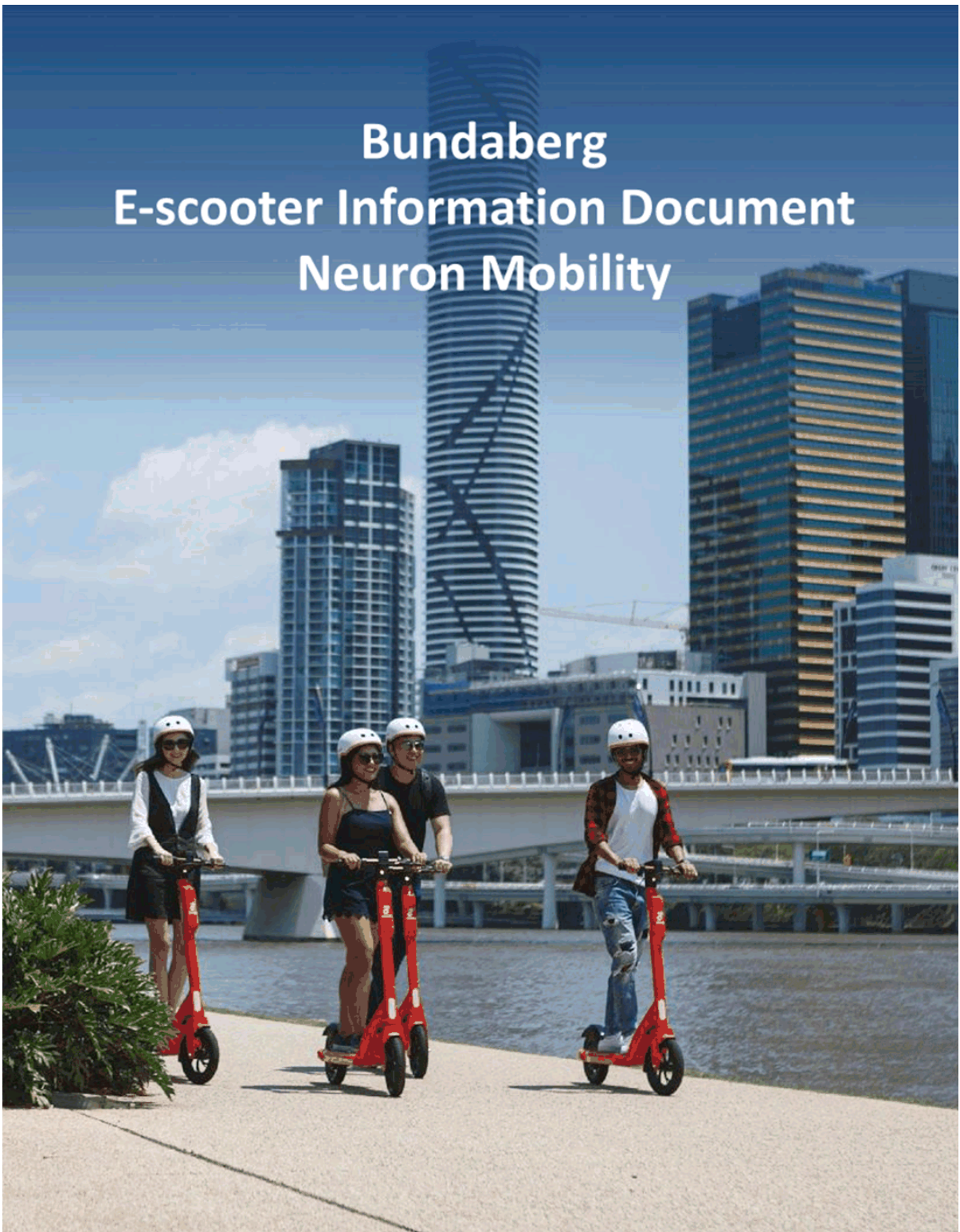
Where the Activity may be conducted – the boundary extent of riding zones

Bundaberg





# Bundaberg E-scooter Information Document Neuron Mobility



Released under Right to Information Act 2009

### Executive Summary

First and foremost, Neuron is delighted to share our e-scooter information document with Bundaberg Regional Council. We believe that our offering is uniquely positioned to support the goals and interests of the Bundaberg community.

**We look forward to offering BRC a world class mobility service that is uniquely tailored to local needs-** As the leading e-scooter operator in Australia & New Zealand, with over 5,000 scooters launched in partnership with various city and region councils, we believe that we are uniquely positioned to meet the local needs of Bundaberg whilst maintaining our global product and service quality. Our team understands that no two cities are the same as they have unique intricacies that require a customisable solution for successful micro-mobility integration. **We are eager to work with the BRC to customise our solution for Bundaberg.** With Neuron, Bundaberg will get the **latest and greatest technology** the e-scooter industry has to offer and **continue to do so throughout our partnership.**

**We put safety at the heart of everything we do** - Safety dictates every aspect of our e-scooter operations, from product design, employee onboarding, training, operating procedures, rider safety information and how we partner with local stakeholders such as BRC. Our unique e-scooters are **purpose-built for safety and sharing and have a number of features to enhance safety for users.** These unique safety features include our wide 8.3" (210mm) e-scooter deck and 11.5" ( 290mm) silicon wheels for stability and comfort, our daily 60+ point mechanical and safety checks and our **world-first helmet lock and voice guidance, that guides users on a range of warnings and alerts.**

[REDACTED] including setting up relevant geofences for no riding and slow speed zones. We also hold Public Liability Insurance and industry leading Personal Accident Insurance. (See **Section 3.0** for further information on our safety and maintenance regimes, and **Section 5.0** for more details on our insurance policy)

Category B

**We are committed to being a long term BRC partner, and are excited to support BRC in achieving its advocacy priorities** across economic, social, human and green infrastructure. We believe that alongside BRC, we would be able to **contribute positively to priorities of the Council including providing a carbon-free mode of transportation**

[REDACTED]

Category B

Neuron is excited to bring an industry leading e-scooter sharing operation to the Bundaberg region. We look forward to a fruitful, lasting partnership.



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Neuron – Bundaberg Regional Council Information Document



4.2 Risk identification and reporting  
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## 1.0 Introduction to Neuron

### 1.1 Neuron as a company

Founded in 2016, Neuron is the **leading e-scooter operator in Australia & New Zealand and the fastest growing micro-mobility service in Asia Pacific.**

Today, Neuron is the most experienced e-scooter operator in Australia and New Zealand (>5,000 vehicles) with permits to operate in Brisbane, Townsville, Auckland, Darwin, Canberra, Western Alliance of Adelaide (West Torrens, Charles Stuart and Port Adelaide Enfield), City of Adelaide (Central Business District and North Adelaide), Dunedin, and more soon. We are also one of the few operators globally approved for trial in the United Kingdom.

Following the successful introduction of our e-scooters in the City of Adelaide and Darwin, we've also partnered with our local council partners to introduce e-bikes in 2020 to expand the range of micromobility options available.

Globally, we have >1,000,000 unique users who have travelled >115,000,000 km (equivalent to >2,800 journeys across the circumference of the earth) on Neuron's e-mobility services.

Country	City	Launch date	Status	# e-scooters	# e-bikes
Australia	Brisbane	July'19	Active		
Australia	Townsville	Sep'20	Active		
Australia	Adelaide	Feb'20	Active		
Australia	Darwin	Jan'20	Active		
Australia	Canberra	Sep'20	Active		
New Zealand	Auckland	Jan'20	Active		
New Zealand	Dunedin	Feb'21	Active		
United Kingdom	Slough	Oct'20	Active		
United Kingdom	Newcastle	Feb'21	Active		

**Category B**



South Korea    Seoul    Feb'21    Active



**Category B**

**1.2 References from other cities**

Neuron prides itself on striving to build **strong collaborative relationships with our council and government partners**. Please see references below for council contacts managing the relationships within our Australia cities.

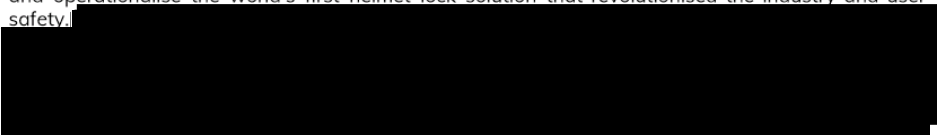
City	Reference
Brisbane	Name: [Redacted] Role: Contract Delivery Manager, Brisbane City Council Email: [Redacted] Contact: [Redacted]
Townsville	Name: [Redacted] Role: Economic Activation Officer – Future Cities Email: [Redacted] Contact: [Redacted]
Adelaide	Name: [Redacted] Role: Team Leader, Business Centre Email: [Redacted] Contact: [Redacted]
Darwin	Name: [Redacted] Role: General Manager Innovation Growth and Development Services Email: [Redacted] Contact: [Redacted]

**Category A**

**1.3 Brisbane as a case study**

After a rigorous selection process from nine applicant operators, Brisbane City Council selected Neuron to be the **largest operator in Brisbane from July 2019 with a fleet of 600 e-scooters**. This was due to Neuron’s innovation and safety credentials and desire to solve local challenges in partnership with the council. To quote BCC’s Deputy Mayor, “..with Neuron, we’re seeing a lower centre of gravity with a wider board, power packs underneath the boards so it’s more stable..”.

**Collaboration with City Council:** Neuron worked in collaboration with Brisbane City Council to invent and operationalise the world’s first helmet lock solution that revolutionised the industry and user safety.



**Category B**

Recently, Neuron’s contract has been further extended for another 12-months, a recognition of the successful partnership between Brisbane City Council and Neuron. Neuron has also conducted a



Category B

1.4 Darwin as a case study

Neuron was granted a 12 month exclusive trial with the City of Darwin in the Northern Territory of Australia. Prior to launch, Neuron worked closely with the City to customise the trial and localise operations for Darwin’s requirements. Launched in January 2020, feedback from the local community has been overwhelmingly positive with local residents and stakeholders.

**Operating area expansion and e-scooter cap increase:** Neuron’s eScooter trial in Darwin has been an overwhelming success during the first six months of operations and [redacted] Neuron and City of Darwin continue to receive continuous requests from both users and non-users for expansion of Neuron’s service area. [redacted]

Category B





### Neuron case study - Darwin

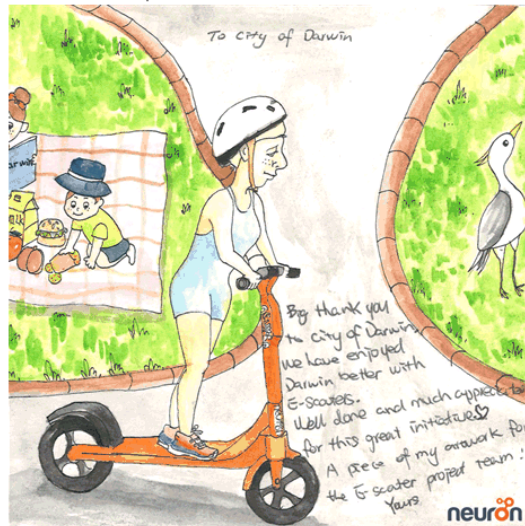
No. of scooters	250 e-scooters
Trial period	12 month trial
Operators	Neuron is the sole trial participant
Trial process?	Neuron and Council collaborated closely on the trial format, before it was announced
State laws?	NT exemptions have been granted under the Motor Vehicles Act and Traffic Act.
Speed limit	15km/h (some 12km/h slow speed zones)
Where can e-scooters operate?	A 5km stretch across the CBD, Waterfront and Cullen Bay on footpaths, shared bike & pedestrian paths
Helmets?	Mandatory

#### What benefits has Darwin seen from e-scooters?

- Neuron's e-scooter operation has been described as "an economic consumption multiplier" by Joshua Sattler (GM Innovation and Growth at City of Darwin)
- E-scooters have dispersed last mile transport, replacing short car trips and reducing the congestion and emissions in the city.
- Neuron has also had a positive impact as an employer, creating more jobs for the city

Category B

The picture below was submitted from a customer who thoroughly enjoyed the benefits Neuron scooters have brought to Darwin and praised the council for their ambition.





## 2.0 Neuron in Bundaberg

Neuron believes that we can positively contribute to the Bundaberg community by offering a friendly, affordable and sustainable mode of transportation in Bundaberg, with key focus on Bundaberg CBD (including Burnett riverside) and Bargara upon launch. Beyond that we will also work closely with Bundaberg Regional Council and the local community to ensure we constantly improve upon our product and services.

### 2.1 Local employment

[Redacted]

Category B

### 2.2 Community Engagement

Whilst Neuron believes that micromobility has many societal and environmental benefits once introduced in a city, we are well aware that some groups in the community may have concerns around e-scooter ride sharing introductions. We know from experience that these concerns tend to be centered around accessibility, parking and deployment areas, or the speed of e-scooters.

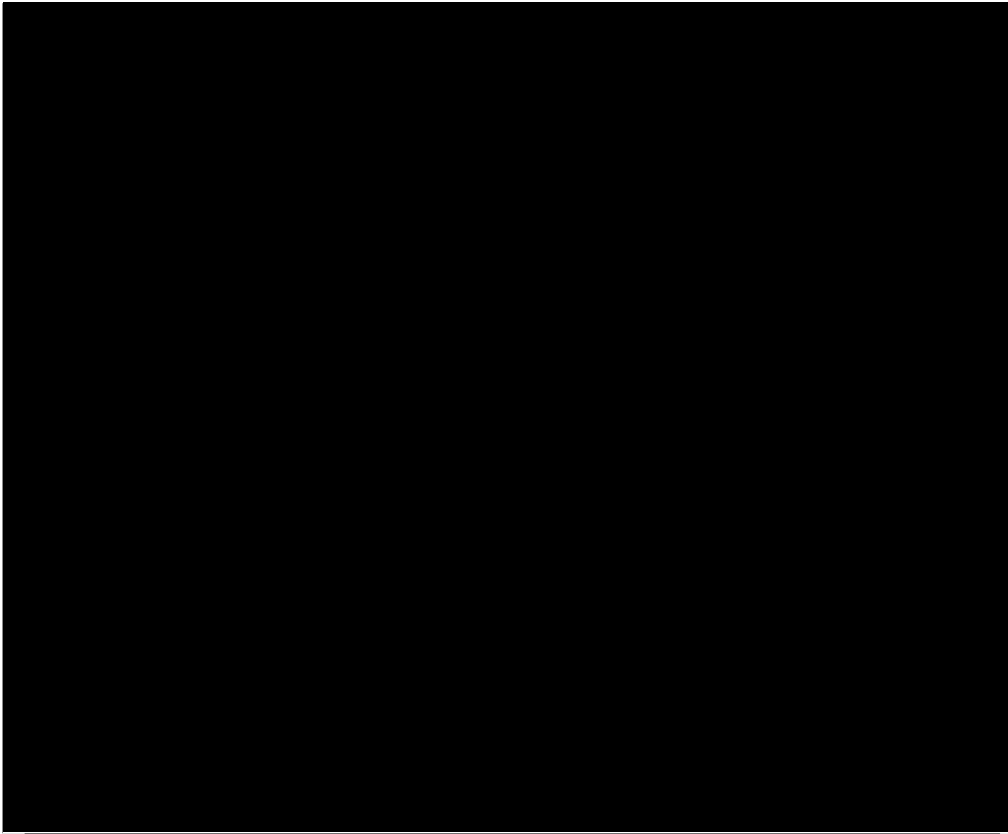
Neuron will follow our tried and tested [Redacted] utilised throughout our ANZ cities, to ensure that the risks to vulnerable users of our road, footpath, shared paths, bike paths, and other related infrastructure, are minimised, and at times entirely removed. [Redacted]

Category B

[Redacted]

[Redacted]

Category B



Category B

**2.3 Sustainability**

In line with BRC’s Sustainable Bundaberg 2030 goals, sustainability is at the heart of Neuron’s product and operations. *(See Section 3.6 for full details on how we maintain and continuously improve upon the sustainability of our operations).*

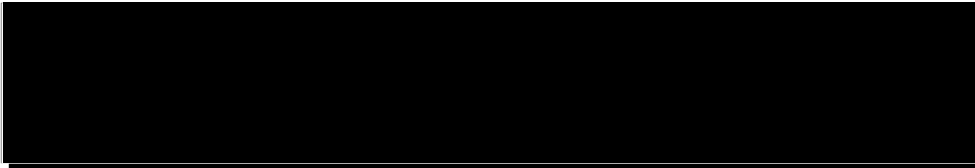
**2.4 Operational Resilience**

Neuron has worked with numerous locales of varying populations, including Darwin, AU with a population of ~130,000 and Townsville, AU with a population of ~185,000. Our e-scooters, built to withstand extreme weather conditions, have been safely ridden on hilly landscapes as in Auckland, and across different climates e.g. windy Adelaide and rainy Darwin.

As an operator in Townsville (QLD), we have developed local expertise in operating in similar weather conditions, and are familiar with potential extreme conditions. Since our launch in Townsville, we



Neuron – Bundaberg Regional Council Information Document



**Category B**

*Please also see Section 4.3 on our COVID-19 operational plan*

### 3.0 Safety and Innovation

#### 3.1 Hardware

The ANZ region is Neuron's top priority globally. Neuron focuses its investment in technology that resolves the local challenges of the region. This focus has enabled Neuron to be the first in the world to integrate a physical helmet lock, which would physically hold a helmet in place unless unlocked by the user through Neuron's app, onto its scooters.

Neuron's proprietary e-scooter, the N3, features 11.5" wheels and a 11.5" platform (54% wider than the standard scooter sharing deck), swappable batteries, and is also one of the few German PLEV Dynamic Stability standard approved shared scooters globally. This scooter is designed to provide more stability to users and is able to withstand uneven terrain. [REDACTED]

Category B

Neuron scooters are equipped with advanced smart technology with active GPS, known internally as internet-of-thing (IoT) systems. [REDACTED]

Category B

Below are some images comparing the proprietary N3 scooter to other standard scooters used in the sharing economy.



Neuron scooters were developed with safety and ease of use in mind and feature the following enhanced safety features:

- **Automotive standard frame** – The N3 frame adheres to automotive standards to create a stronger and most importantly safer frame which protects users and reduces break-down frequency.



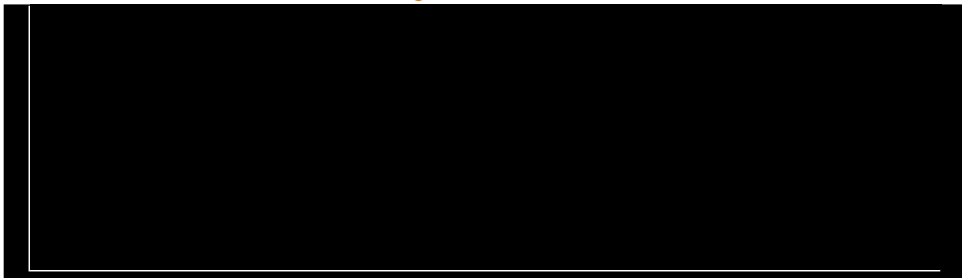
- **11.5-inch tyres** – Larger tyres ensure rider safety. The N3 sports a 11.5-inch wheel which is able to clear road imperfections easily, which reduces the risk to users and improves user experience.
- **Over-the-air speed limit change ready** – N3 provides unprecedented control to Neuron and the University administrators. The speed limit of N3 can be dynamically changed from one area to the other. Users who enter this area from elsewhere will automatically have their speed limit capped over-the-air.
- **Swappable batteries** – Neuron’s swappable battery technology allows batteries to be swapped-out within minutes of locating a scooter, instead of having to be hauled back to be charged for 6 - 8 hours. [REDACTED]
- **Integrated helmet lock** - Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially

Category B

Please refer to Appendix A for the detailed specifications of Neuron’s proprietary N3 scooters.



3.2 User education and behavior management



Category B



### 3.2.1.1 Geofencing technology [REDACTED]

Category B

Neuron is able to deploy a geofence according to the areas of the maps, in partnership with the Council. We are able to dynamically update the geofence as required by the Council. This can be implemented very quickly and amended for large events.

Our GPS geofence technology combines location data from Neuron scooters and users' mobile phones and is able to geofence ride-able and park-able areas. [REDACTED]

Category B

Users are then obligated to push the scooter out of the restricted zone and into the allowed geofence. A buffer would be required to account for GPS accuracy and latency.

### 3.2.1.2 Speed limit enforcement

Neuron scooters are equipped with the ability to limit its maximum speed to [REDACTED]

Category B

Users who enter these areas from elsewhere will automatically have their speed limit capped over-the-air. This will ensure that users are unable to exceed the speed limit just by riding the scooters normally. [REDACTED]

Category B

### 3.2.1.3 Proper parking enforcement

Scooters will be parked on the streets in compliance with Bundaberg's code of conduct. [REDACTED]

Category B

In addition, users are required to take a photo of the e-scooter after it has been parked. Parking compliance is then monitored through users' end-trip photos. [REDACTED] If a user continually violates responsible parking, they may face the risk of being suspended from Neuron's service. Neuron also commits to have open channels of communication that will allow members of the public to report errantly parked scooters.

### 3.2.1.4 Integrated helmet lock [REDACTED]

Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially. [REDACTED]

Category B





3.2.1.5 Upright parking enforcement

[Redacted]

Category B

[Redacted] as well as when Neuron is made aware that a scooter has not been parked appropriately for any reason, Neuron's operations team will be deployed to ensure compliance.

[Redacted]

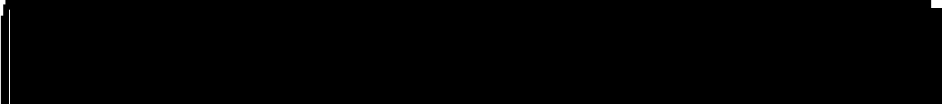
Category B

[Redacted]

[Redacted] If a fall is detection, a push notification is automatically sent to the user to determine if assistance is required. If the user selects assistance, Neuron's app would prompt the user with the local emergency assistance number.

[Redacted]

Category B



Category B

3.2.2 User communication, engagement and education

Neuron has a comprehensive online and offline user communication, engagement and education program to promote user compliance.

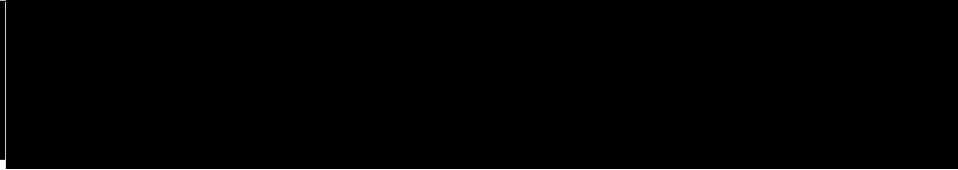
3.2.2.1 Online communications

3.2.2.1.1 User onboarding tutorial

Before Neuron users are allowed to commence their first ride on a Neuron scooter, they are required to go through a series of in-app electric scooter riding, helmet use and parking best-practice lessons. This onboarding process has been built into the mobile app to ensure that all users are fully informed of the do's and don'ts of scooter-sharing before they commence riding.

The training, which has to be completed by all first time users before they are allowed to operate a Neuron scooter, includes, but is not limited to:

- How to start the e-scooter
- How to operate safety features including brakes, lights and the bell
- Minimum age restriction of 18
- Safe riding best practices through a GIF guide
- Awareness of applicable state laws when riding and parking
- Speed limits
- Compulsory helmet usage
- Parking responsibly in parking areas
- Use of pedestrian paths / roads
- Other safety reminders including not having have more than one rider per scooter, and to not ride under the influence



Category B

3.2.2.1.2 Pre-ride message

Before a user starts a trip, they'd be shown a simple and concise messaging on do's and don'ts



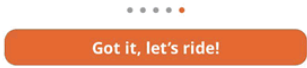
Category B



### Riding Responsibly

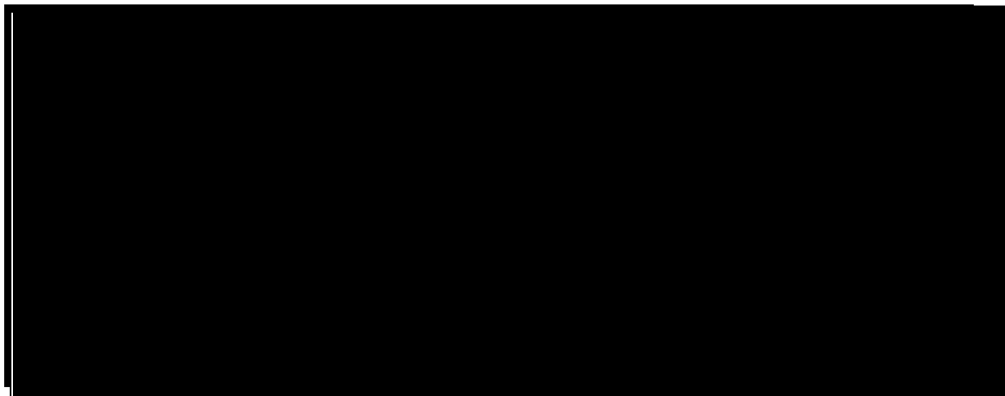
- Always wear a helmet!
- Observe all speed limits.
- Do not ride when impaired.
- No passengers: one rider per scooter.
- Avoid roads, stay vigilant, and look out for other road users.
- Turn on the headlights in the dark or in bad weather.
- Park responsibly, do not obstruct paths, doorways and common areas.
- Contact the authorities in an emergency.

Read our complete [Riding Rules](#).



#### 3.2.2.1.3 Digital campaign (website, social media, email)

In addition to in-app digital campaigns, Neuron has been building and will continue to build a publicly available online repository of knowledge so as to constantly educate the public on responsible riding including applicable state laws. This repository is available on Neuron's website at <https://www.neuron.sg/how-to-safety/>.



Category B

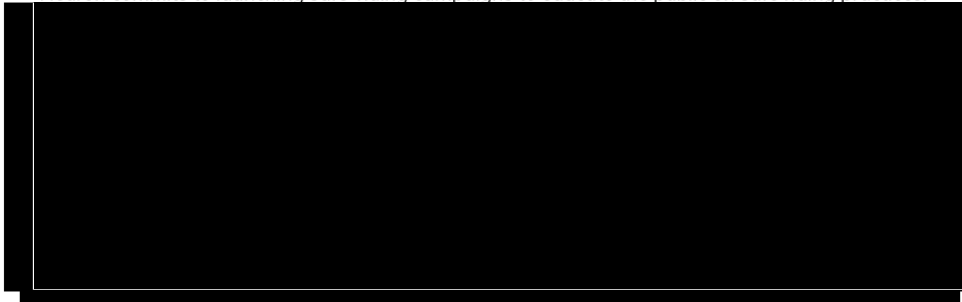


Category B

3.2.2.2 Offline communications

3.2.2.2.1 Safe-Riding Programme

Neuron commits to launching safe-riding campaigns to educate the public on safe riding practices.



Category B

3.2.2.2.2 Signage on scooters

On each scooter, Neuron would deploy attention catching stickers to show users the high priority do's and don'ts.



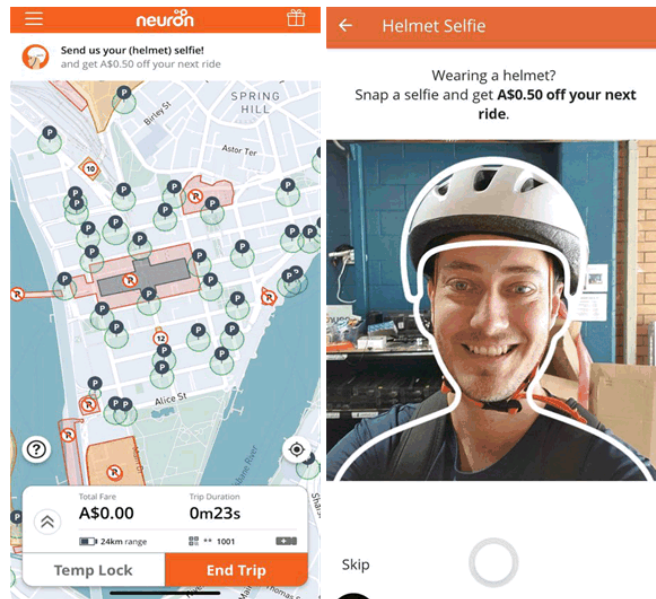


3.2.3 User incentivization

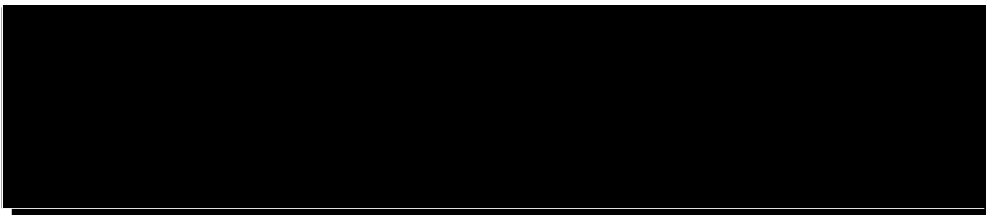
Neuron has a number of incentivization programs to encourage safe usage.

- **Helmet use:** Users are prompted to take a selfie with a helmet on before they start a trip. [REDACTED] the user's account would be credited with AUD 0.25. This incentive can be activated each trip
- **Incentivised parking:** If a user parked in a designated parking area, the user's account would be credited with AUD 0.20. This incentive can be activated each trip
- **Incentivised trip:** If a user utilizes a scooter from an area with excess scooters, they'd receive AUD 1 in discount

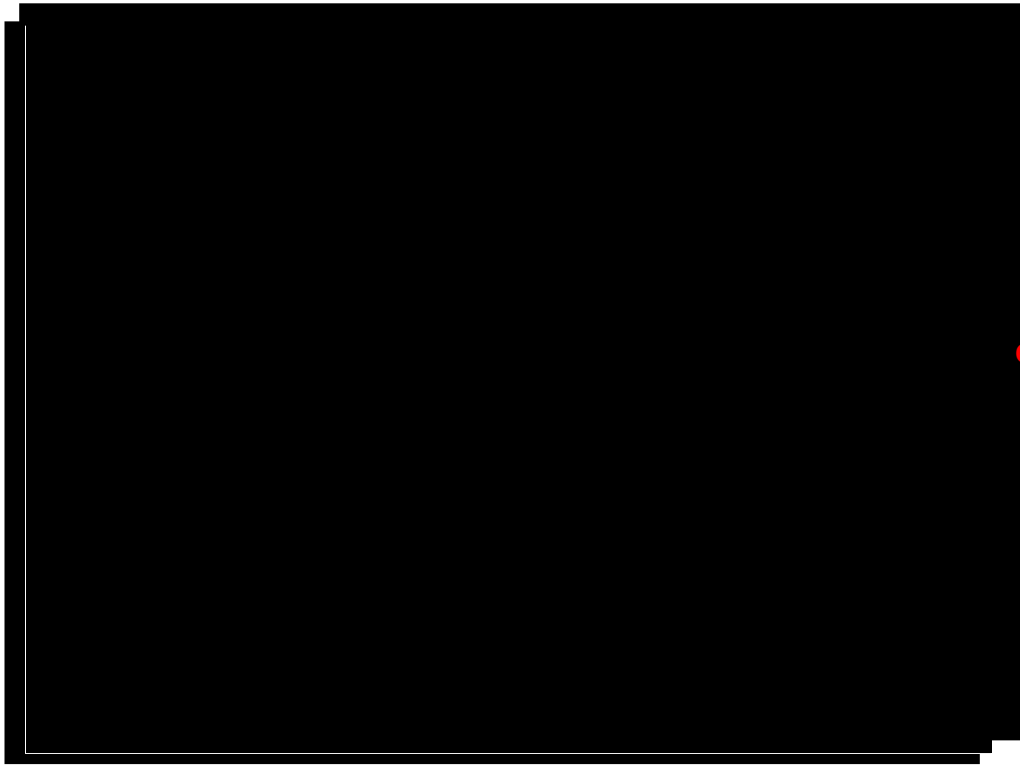
Category B



3.2.4 User sanctions



Category B



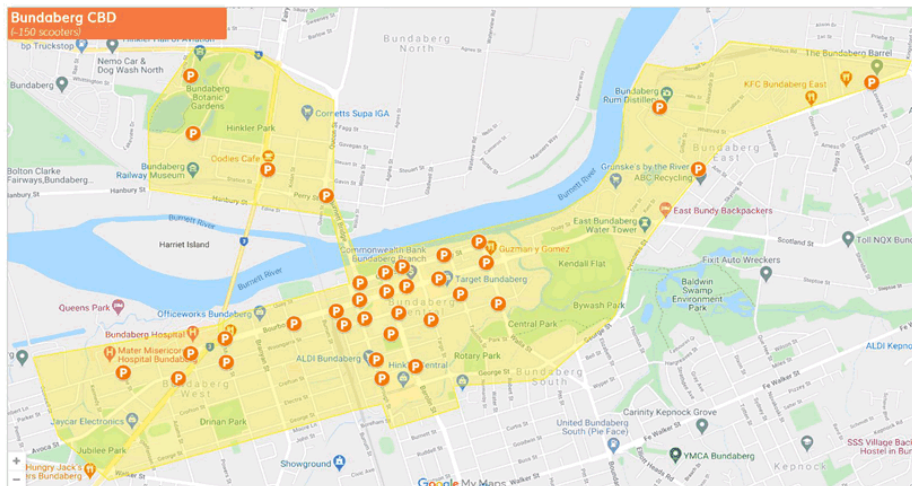
Category B



### 4.0 Operational plan



Category B





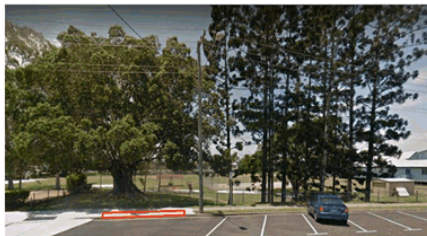
For each of the marked parking stations, we have marked out exact parking spots, with four examples as seen below. It should be noted that these are not definitive parking spots and should be utilised as a guide only until further operational mapping can be completed on the ground



Hinkler Central



Outside Bargara Real Estate



Bundaberg Library



Esplanade X Clarke St





4.2 Safety checks and maintenance

[Redacted content]

Category B

4.2.1 Three-day road-worthiness check

[Redacted content]

Category B

4.2.2 Thirty-day inspection and maintenance

[Redacted content]

Category B



[Redacted]

Category B

4.2.3 Battery inspections

[Redacted]

Category B

4.2.4 User reported faults

At the end of every trip, users are prompted to report any issues they find with the scooter.

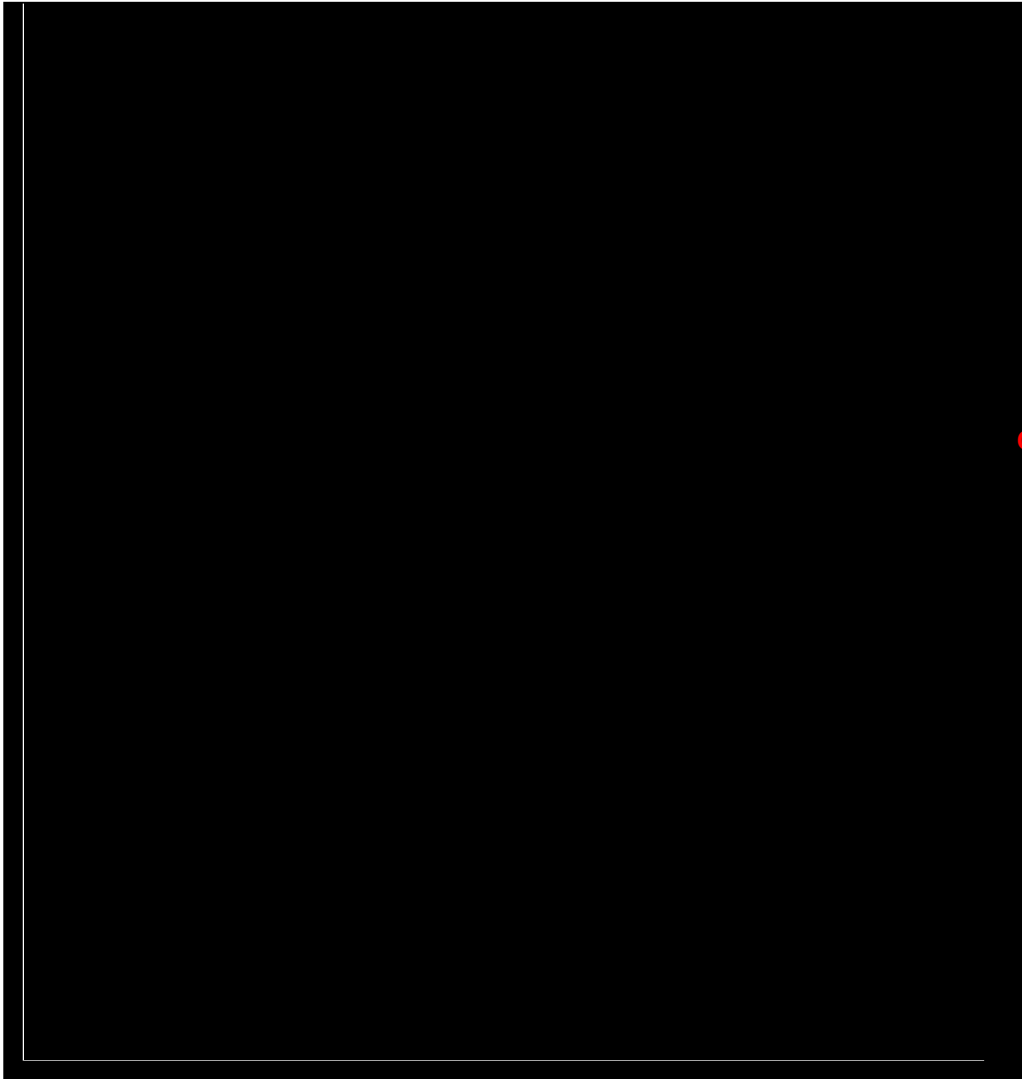
[Redacted]

Category B

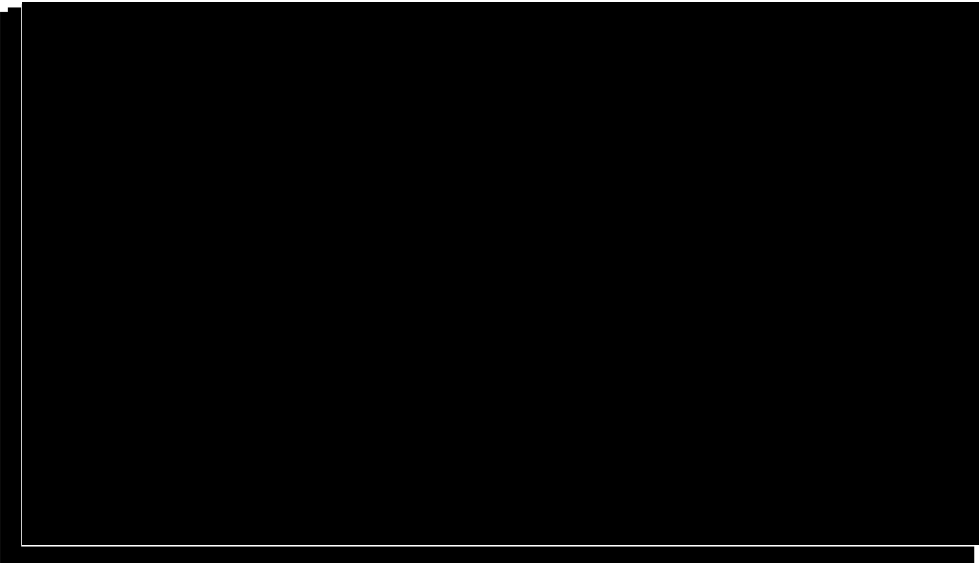
[Redacted] Neuron's patrollers would also constantly patrol the service area to identify and retrieve damaged scooters.



4.3 COVID-19 operational framework

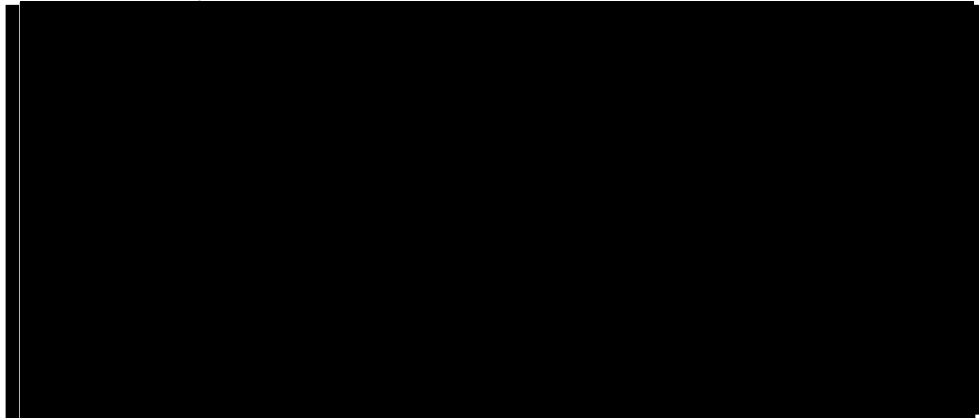


Category B



**Category B**

4.4 Sustainable operations



**Category B**

4.4.1 Life-Cycle Assessment on Carbon Emissions

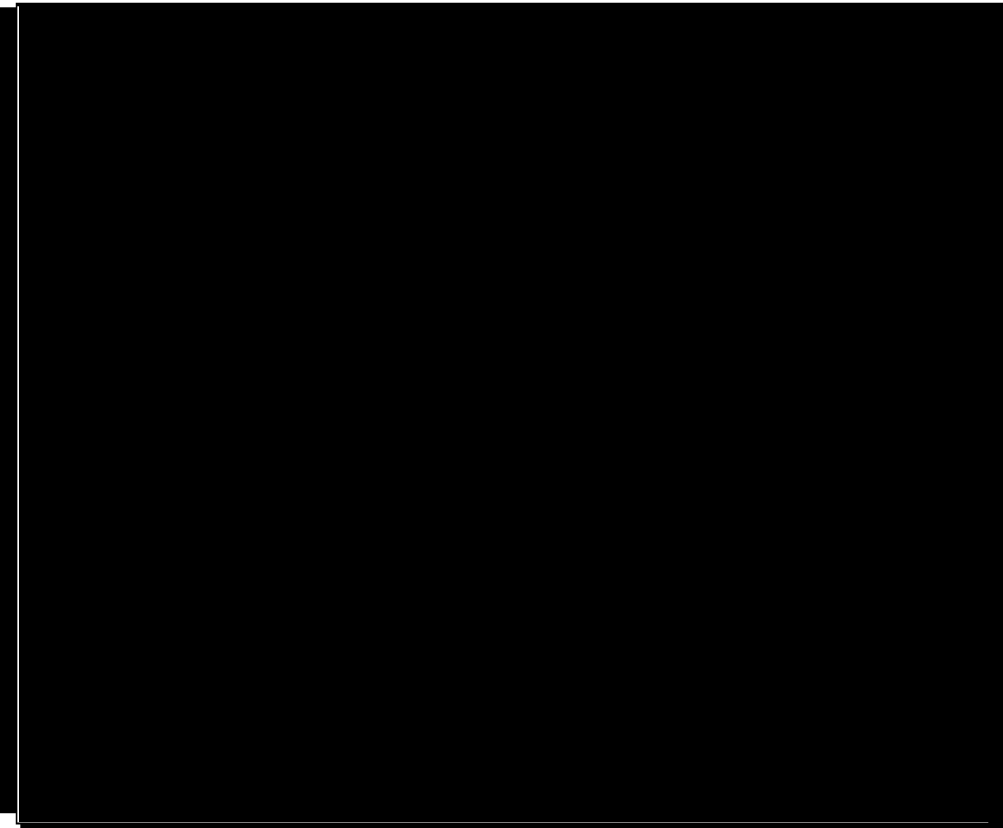


**Category B**



Category B

4.4.2 Waste Management

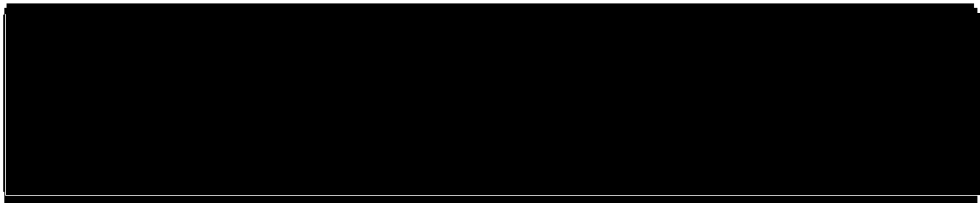


Category B



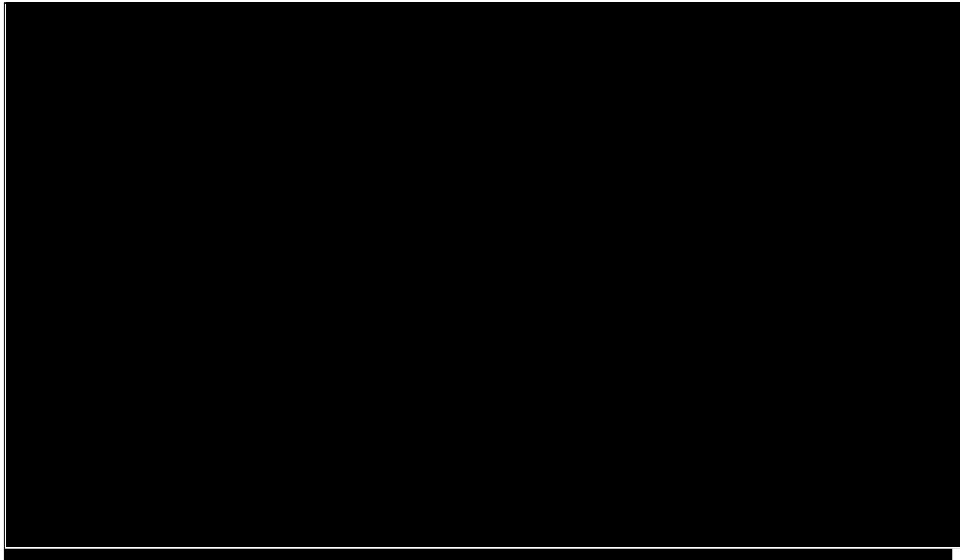
**Category B**

4.5 Rigorously trained-staff rather than independent contractors



**Category B**

Neuron – Bundaberg Regional Council Information Document



**Category B**

[Please refer to Appendix B for a list of Neuron's training modules.](#)



## 5.0 Insurances - Public Liability & Personal Accident

Neuron has invested significantly in insurance to provide coverage for its users and the public, and meets all legislative requirements. Neuron provides two main forms of insurance:

- **Public Liability Insurance** to cover the Public, users and Neuron on catastrophic events
- **No-fault Personal Accident Insurance** which provides assistance to users as and when they require it the most

Insurance type	Policy no	Extent of cover	
		Per incident \$A	In aggregate \$A
General Liability Insurance	B1230PC08818A19	20,000,000	20,000,000
	B0621CNEUR000219		
	02E002148EXL		
Personal Accident Insurance	A11320AAA	Varies based on incident	50,000 per person

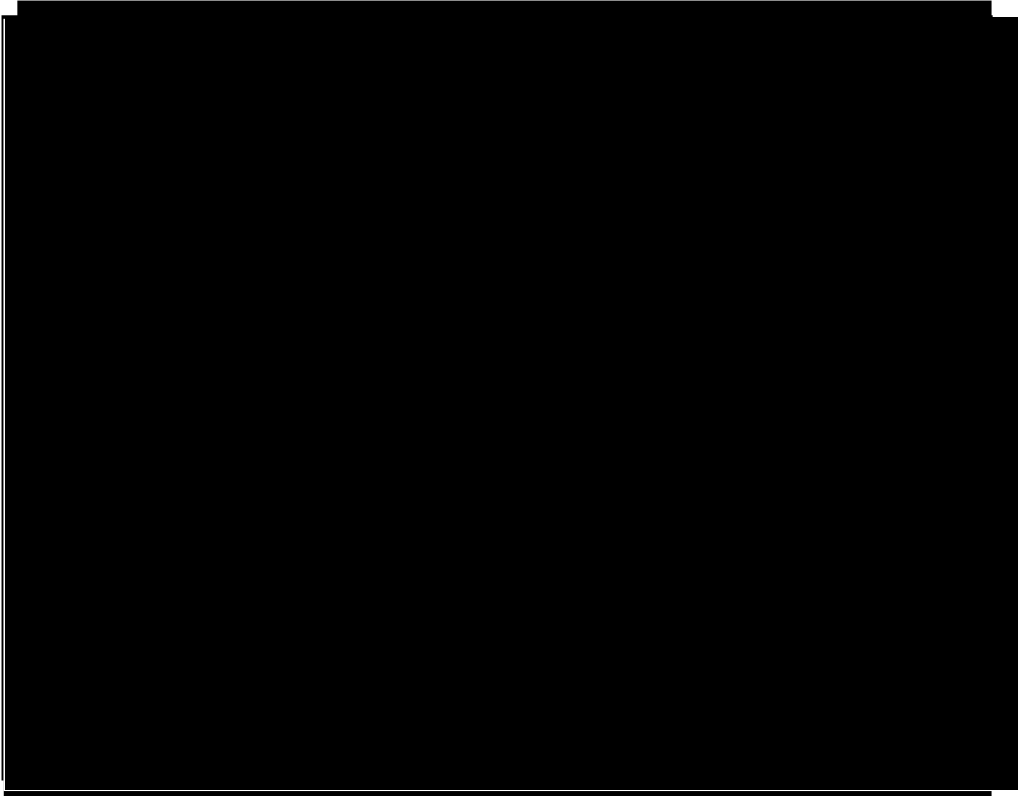




## 6.0 Customer service plan

### 6.1 Procedures for handling of all enquiries and complaints

Neuron approaches customer service with the aim of ensuring that our service remains accessible. We have had experience responding to customer service queries on e-scooter shared service for more than four years, and have since built up standardised operating procedures, policies, response time service level agreements and training programs that have been tailored and are continually refined for an e-scooter sharing business.



**Category B**

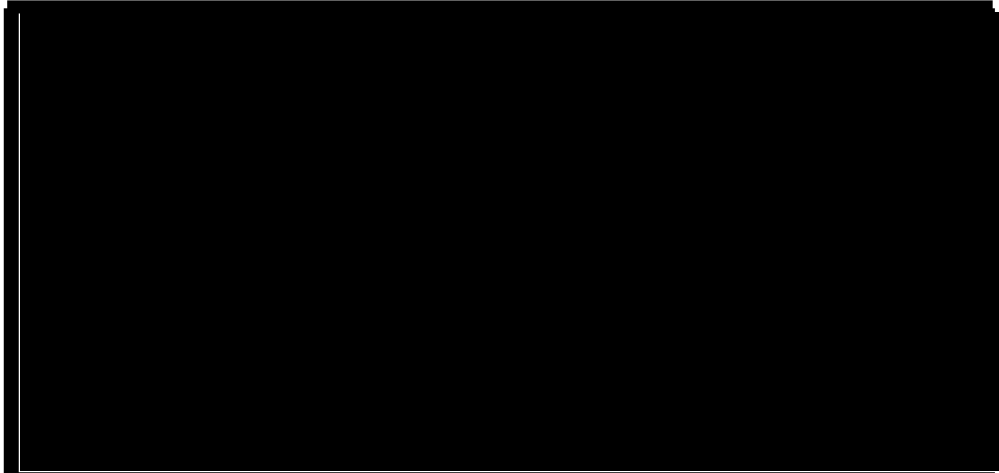


Query type	Resolution & process
General queries (e.g. where are Neuron scooters, how much are the charge, how does it work)	Category B
Public feedback (e.g. obstruction, inappropriately placed scooters, request for Neuron station)	
Account setup	
Refund	
Scooter malfunction	

For situations that are more serious, our customer service representatives are trained to recognise them and initiate the process for incident management.

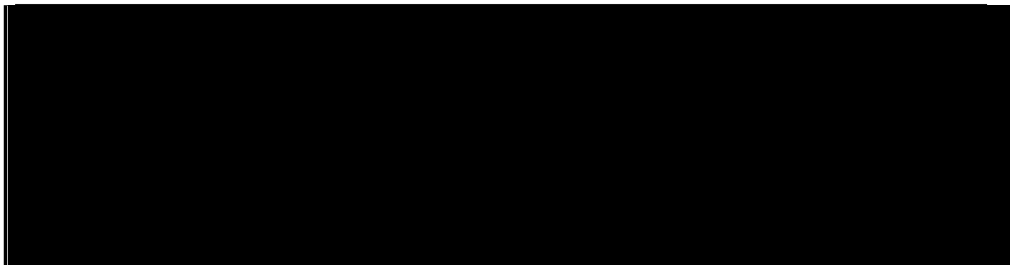


6.2 Staff education to ensure highest levels of customer service are attained and maintained



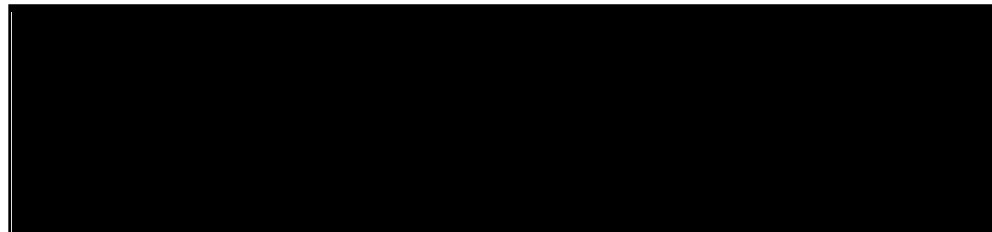
Category B

6.3 Indicative performance standards for handling of enquiries and complaints



Category B

6.4 Number and qualifications of staff who will provide this service



Category B

6.5 Location/s of enquiry and assistance points where enquiries and complaints will be managed

Neuron will maintain a 24/7 customer service operation, where we are contactable through more than 7 channels including:

## Neuron – Bundaberg Regional Council Information Document



- Facebook (FB Page: Neuron Australia)
- Instagram (@neuron\_mobility)
- Email (info@neuron.sg)
- In-app feedback
- In-app chat (live chat)
- Call centre (24/7): TBA for Bundaberg
- Website (<https://www.neuron.sg/#contact>)
- Other sources (e.g. Twitter (@Neuron\_Mobility), app-stores (iOS and Android), direct message to Neuron staff).

Online forms are also available for members of the public to submit enquiries and complaints. These include:

- Inappropriate parking (<https://www.rideneuron.com/bad-parking/>)
- Damaged e-scooters (<https://www.rideneuron.com/scooter-damage/>)
- Reporting an incident (<https://www.rideneuron.com/incident-report/>)

Users are able to immediately communicate with Neuron customer service representatives through live chat and call if urgent assistance is required. Feedback received from other channels will be served within [REDACTED]. Resources will be optimized based on the service level mentioned above. If Neuron is not able to meet said service level, additional resources would be added.

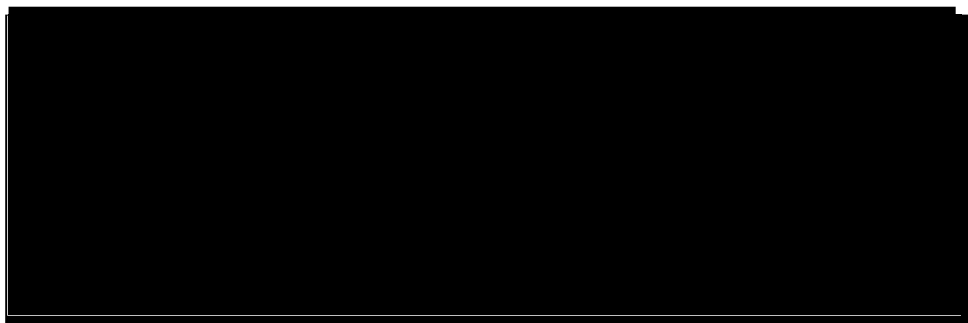
**Category B**

#### 6.6 Hours of availability of customer service and supervisory staff



**Category B**

#### 6.7 How the complaints register will be maintained

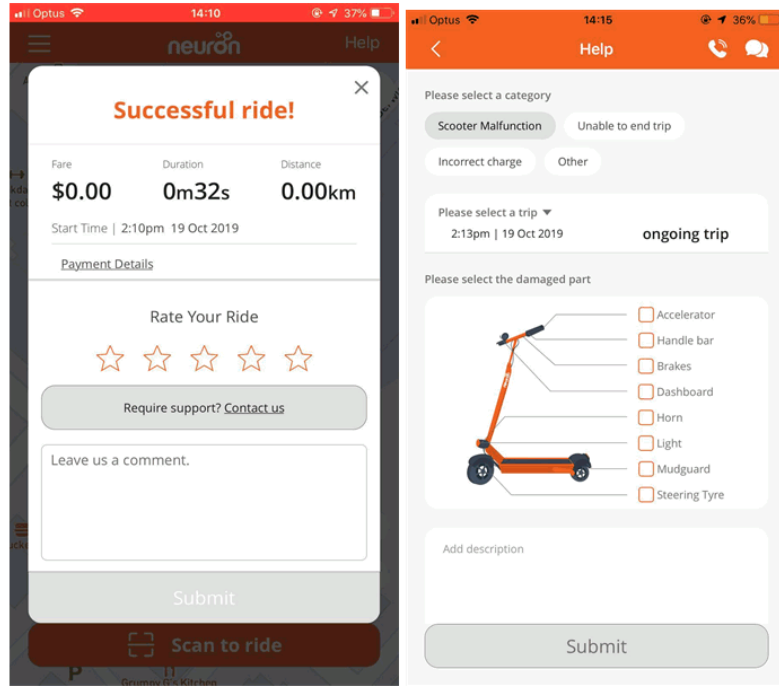


**Category B**

#### 6.8 Proposed information leaflets, forms and reports that will be used in providing this service

We commit to remaining easily contactable by members of the public. Each Neuron scooter will have a sticker with contact information attached. Members of the public can reach Neuron through the contact details made available on the sticker.

Users are also able to lodge complaints through the Neuron app before, during and after a ride:



6.9 Neuron correspondence with Bundaberg Regional Council



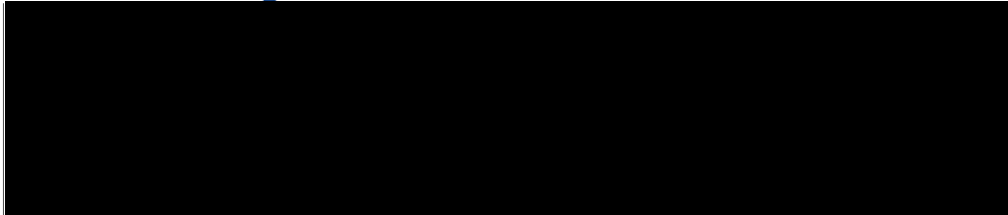
Category B

Title	Regional General Manager	Global Head of Operations
Name	[Redacted]	[Redacted]
Phone number	[Redacted]	[Redacted]
Email	[Redacted]	[Redacted]

Category A

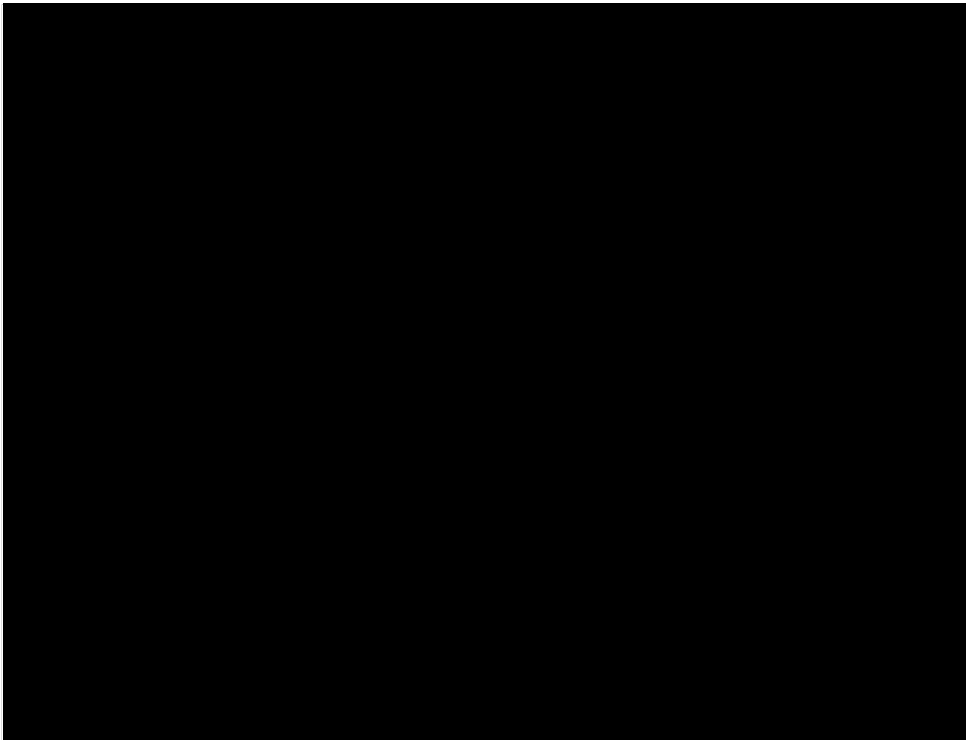


## 7.0 Data sharing



**Category B**

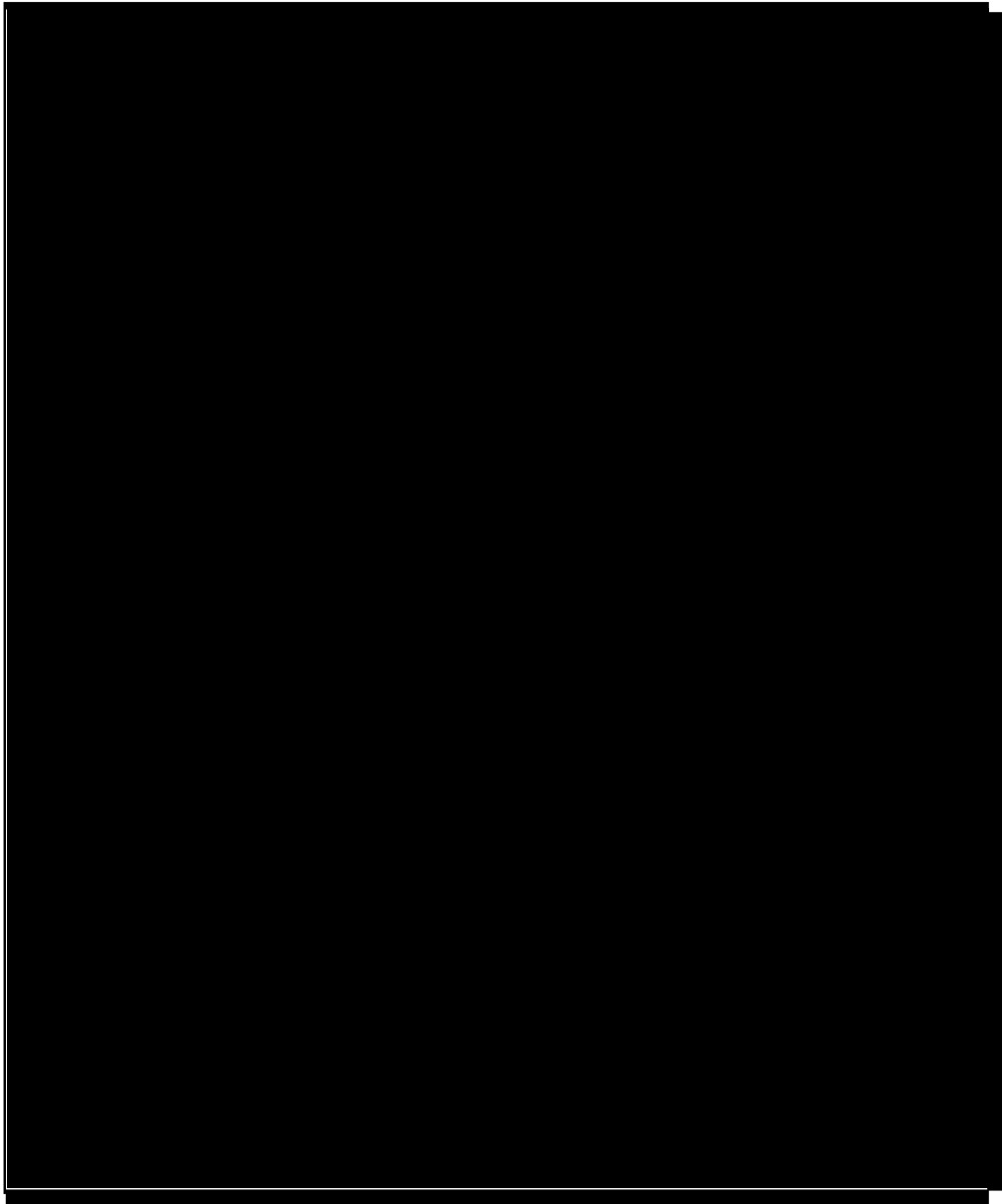
### 7.1 API data provisioning through MDS



**Category B**

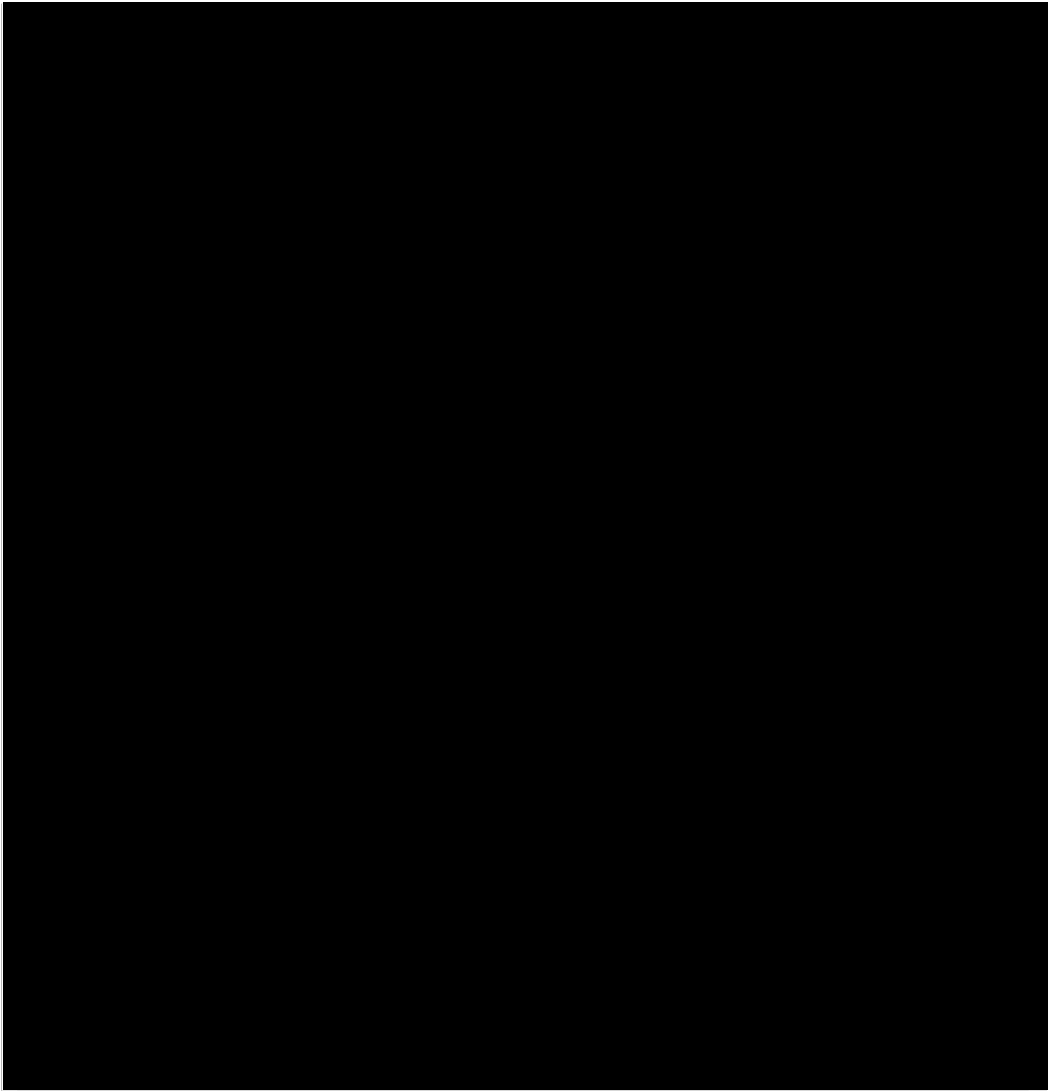


7.2 Tableau Dashboards



Category B

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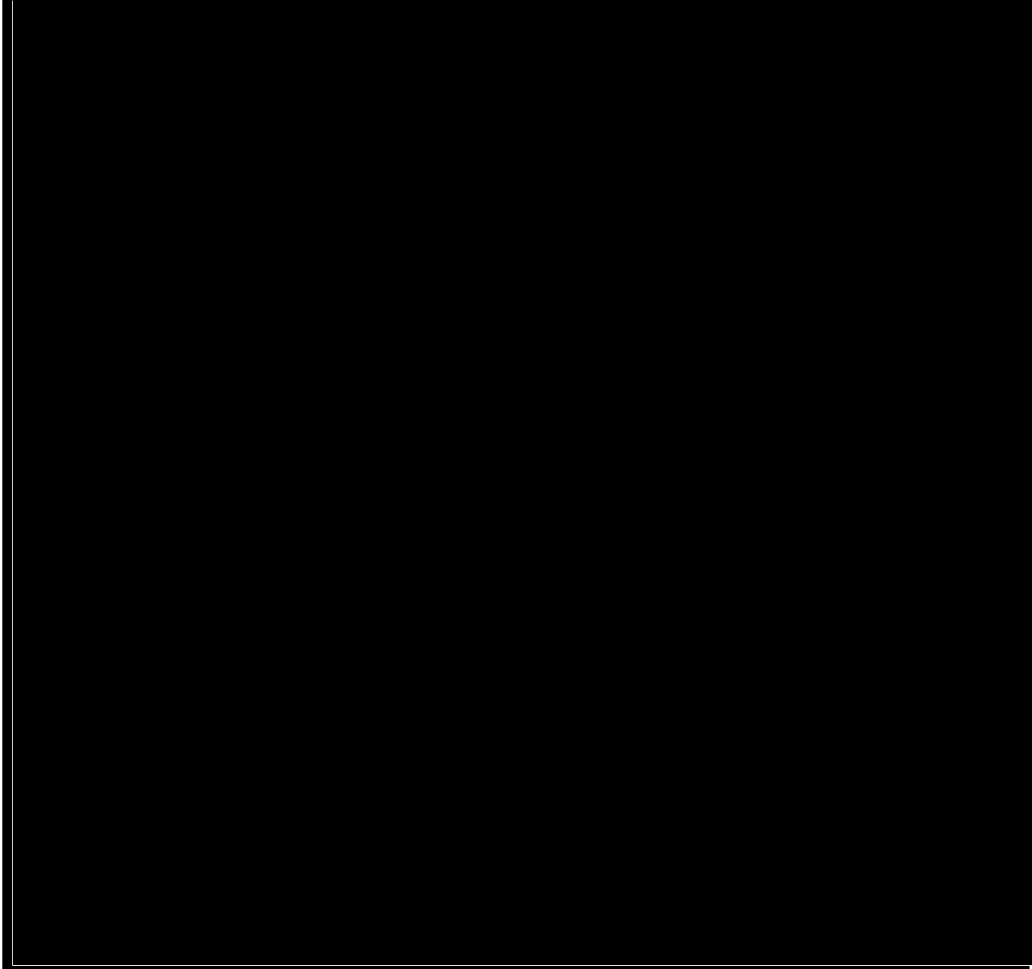
**Category B**

Released under Right to Information Act 2009





7.3 Monthly reporting of data and insights

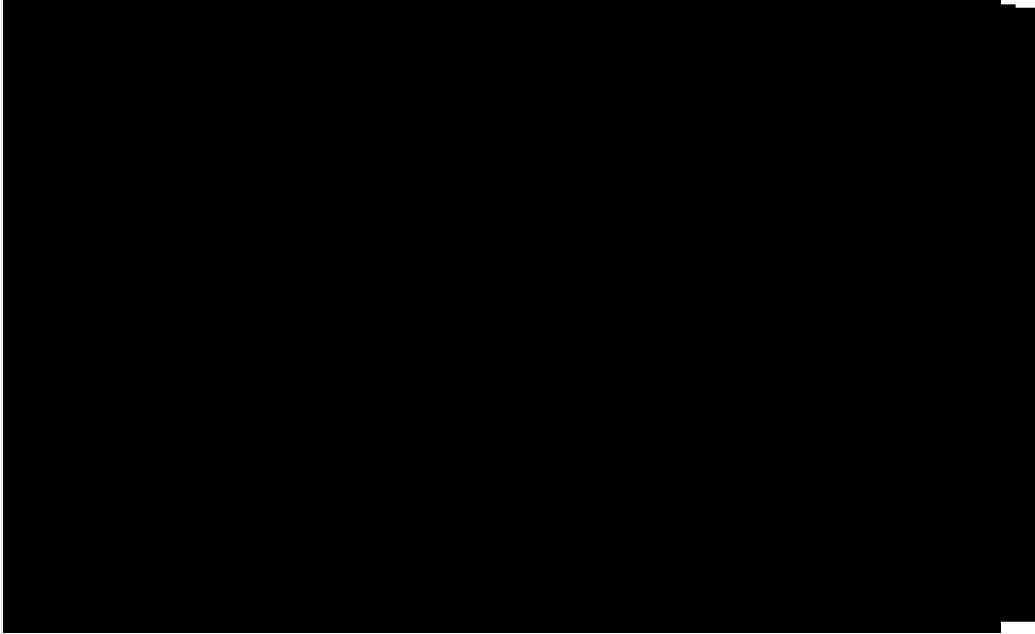


**Category B**



## 8.0 Compliance Schedule

Please refer to section 2.2.1 Compliance enforcement through technology to see the various methods of prevention. There will be occasions where Neuron's ground operations team will need to resolve. In order to resolve this within reasonable timeframes, we have proposed committing the below service response times, but we are open to discussion.



Category B



## 9.0 Media Coverage across Australia & New Zealand

Below are some links to some independent coverage Neuron has received across Australia & New Zealand.

1. Our launch in Auckland and a great video that shows our N3 e-scooter - Stuff (10 Jan) [Road testing Neuron's 'safest' scooters before they launch on Friday](#)
2. Neuron's N3 e-scooter in a group test with the competition - Stuff (15 Jan) [Auckland e-scooters: Beam, Neuron, Flamingo and Jump, which is the best?](#)
3. Another Group test amongst competitors - New Zealand Herald (18 Jan) [Battle of the e-scooters: Beam, Jump, Neuron and Flamingo take to Auckland's streets](#)
4. Our Helmet Lock - Channel 7 (22 Jan) [Fleet of brand new e-scooters is about to roll out across Brisbane](#)
5. The Mandarin (24 Apr) [Brisbane City Council encouraging health workers to travel with e-scooters](#)
6. Local Government Focus (18 May) [Council-enabled transport helps essential workers](#)



Appendix A: Vehicle specifications

Generation 3 Neuron Proprietary E-scooter (N3) Specifications	
Properties	Spec
Vehicle dimensions	Category B
Standpipe inclination	
Vehicle weight	
Range	
Front Suspension	
Rear suspension	
Ingress Protection	
IoT firmware update	
Rated power of motor	
Motor type	
Max speed	
Speed Cap	
No-parking zone	

Category B



Maximum gradeability	
Maximum loading	
Drive Way	
Braking	
Charging Type	
Voice notification	
Battery lock	
Vehicle Certification	
Battery Certification	
Battery Waterproof	
Battery Cell Units	
Tyres	
Frame	
Reflector	
Front Light	
Rear Light	
Bell	

**Category B**

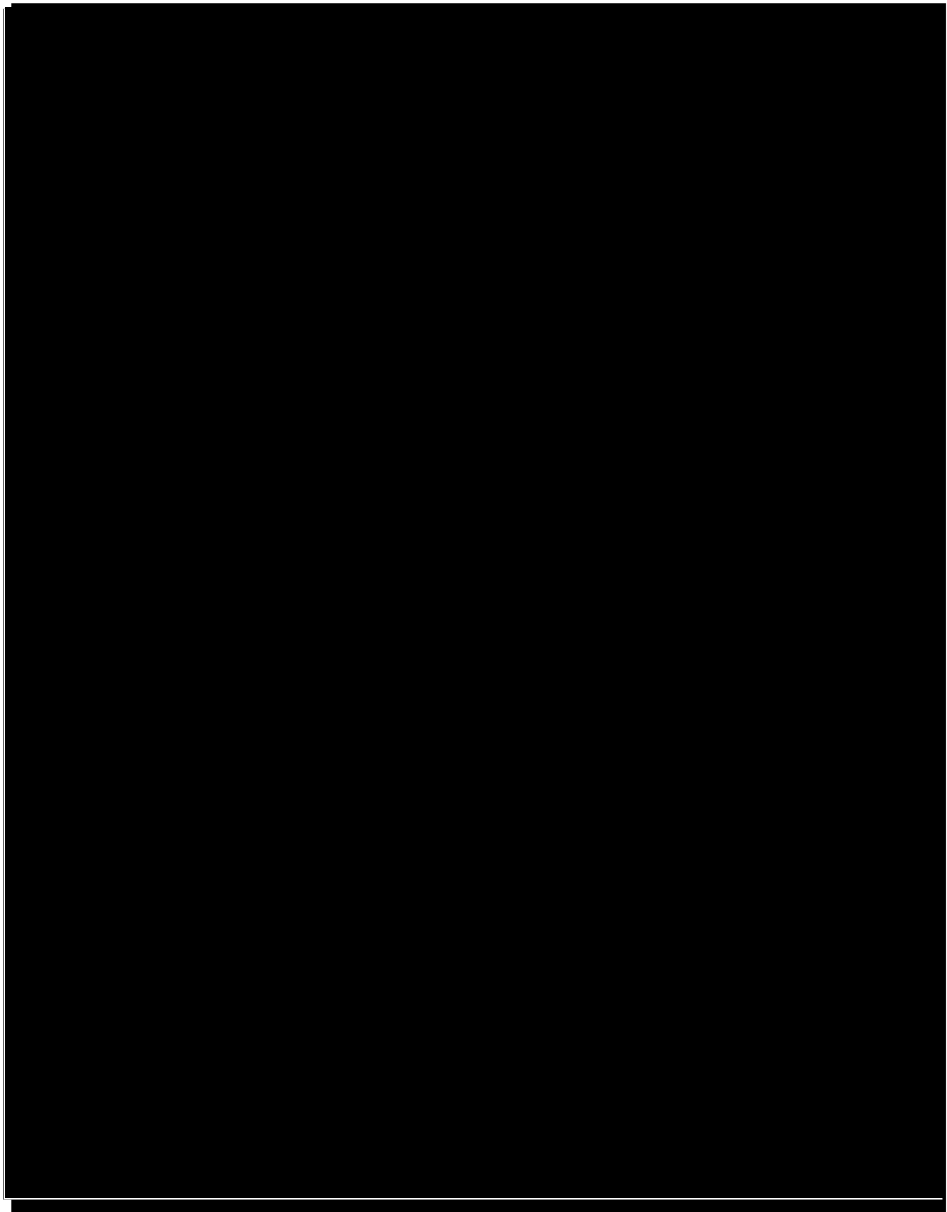


Current version number	
Unique identification	
Sensors	

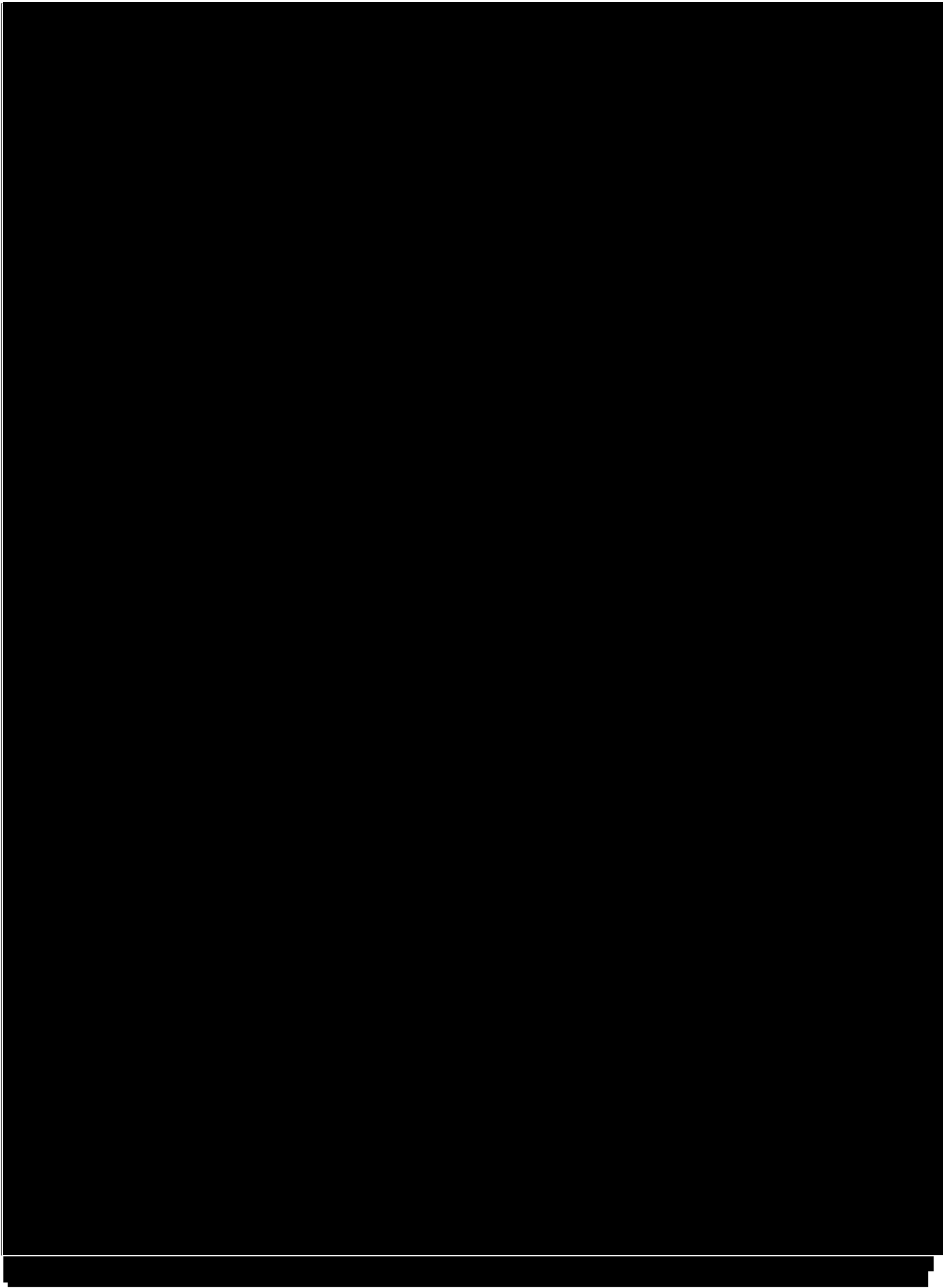
**Category B**



Appendix B: Neuron training programme

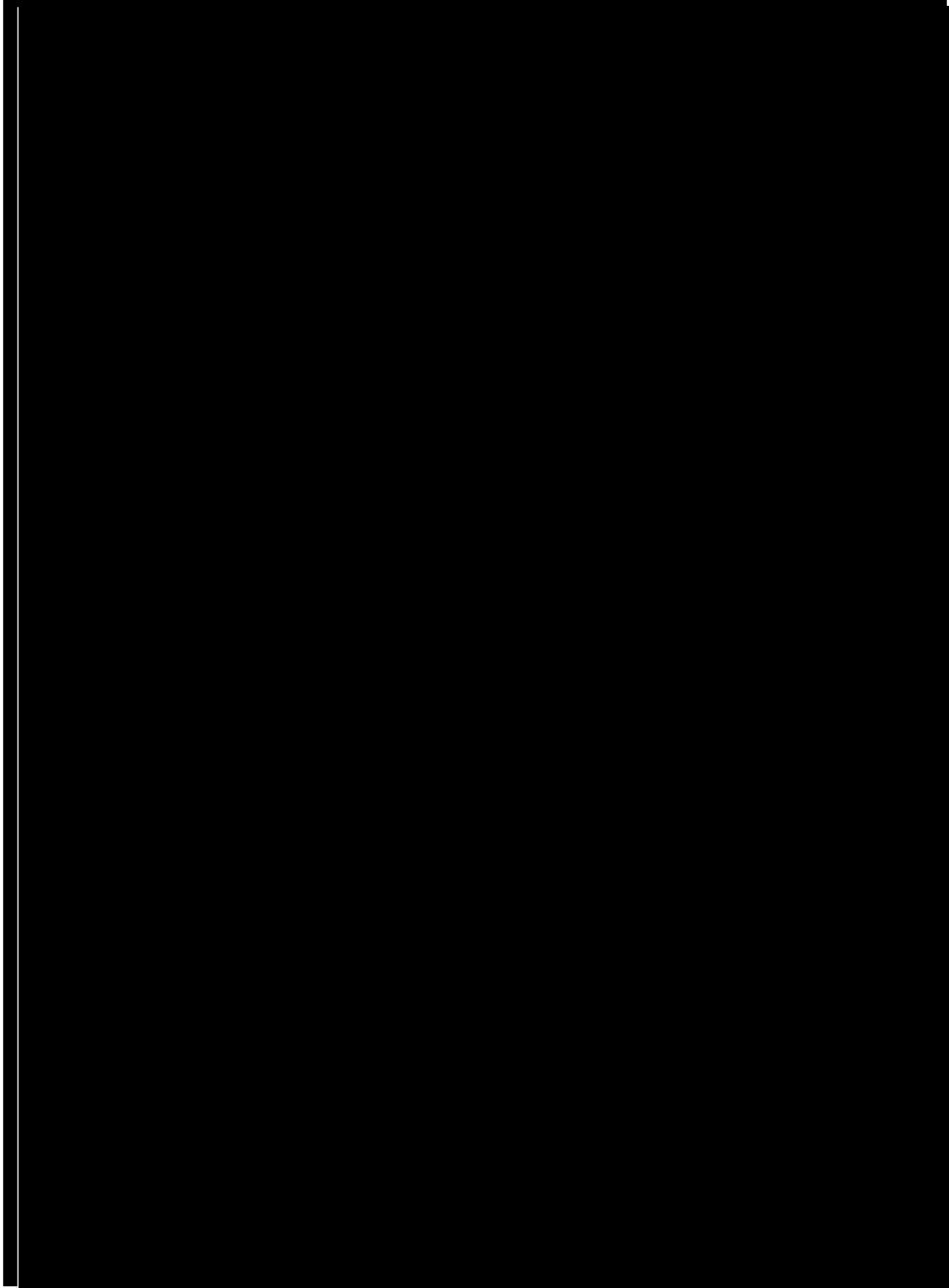


**Category B**

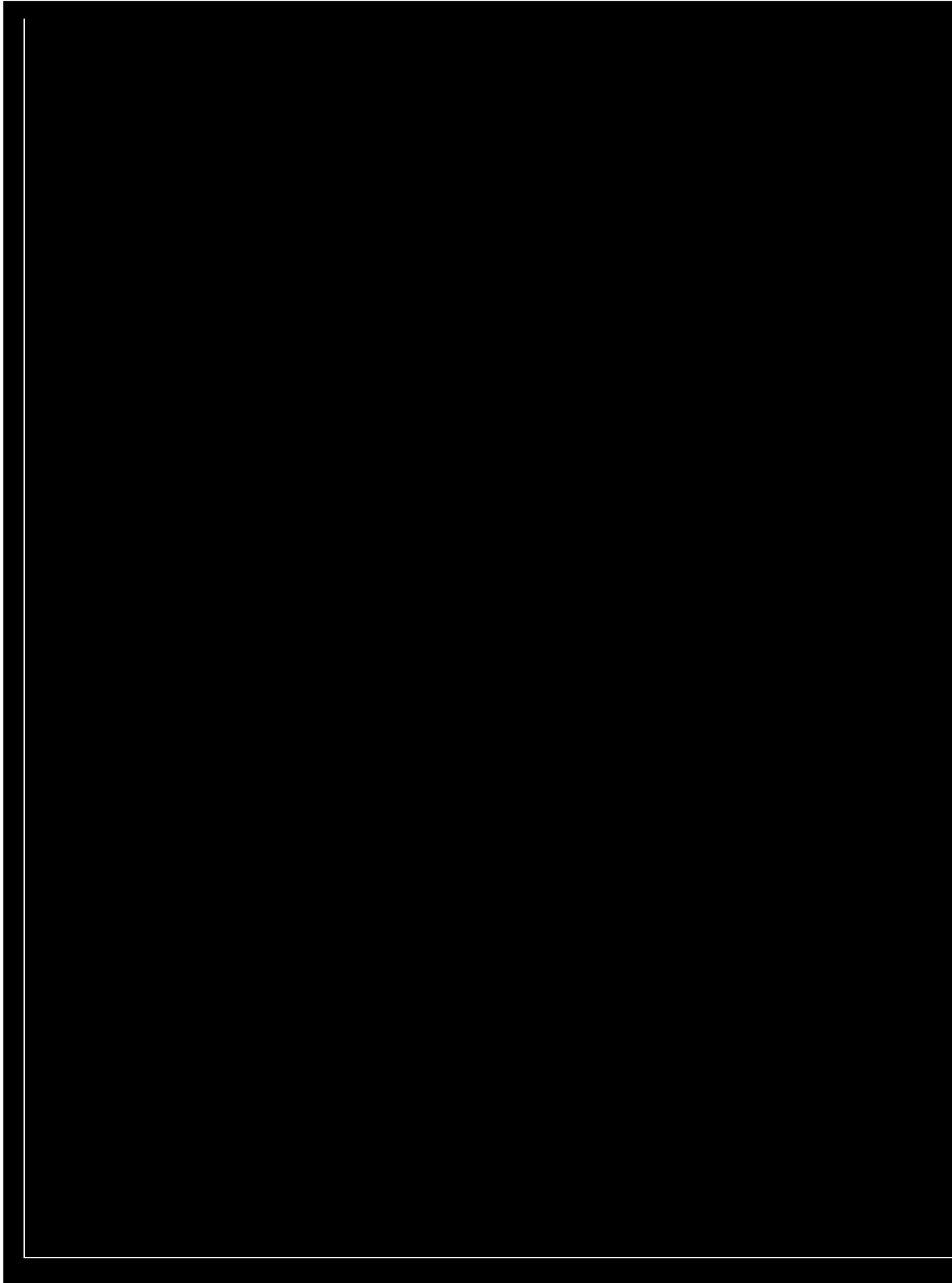


**Category B**



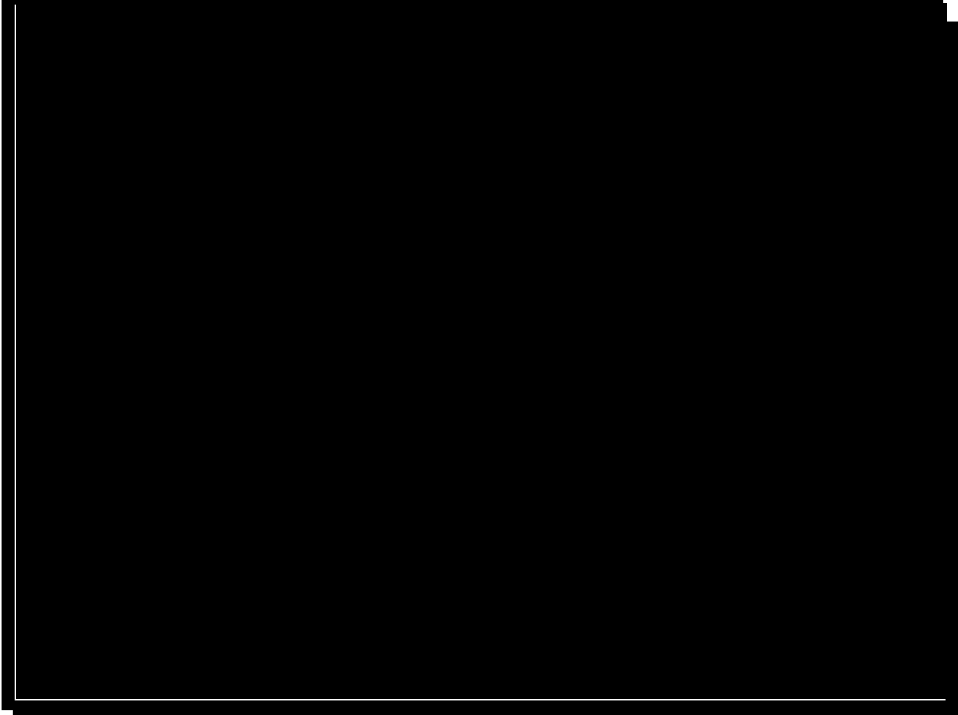


**Category B**



**Category B**

Neuron – Bundaberg Regional Council Information Document



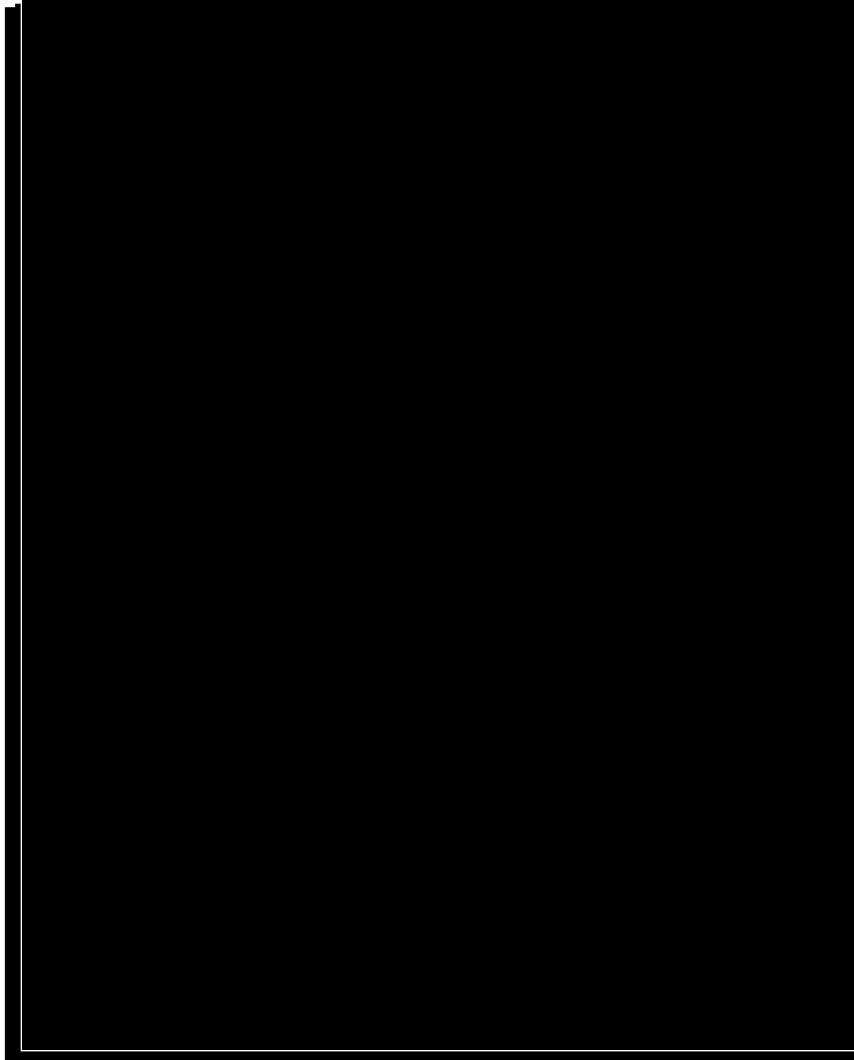
**Category B**

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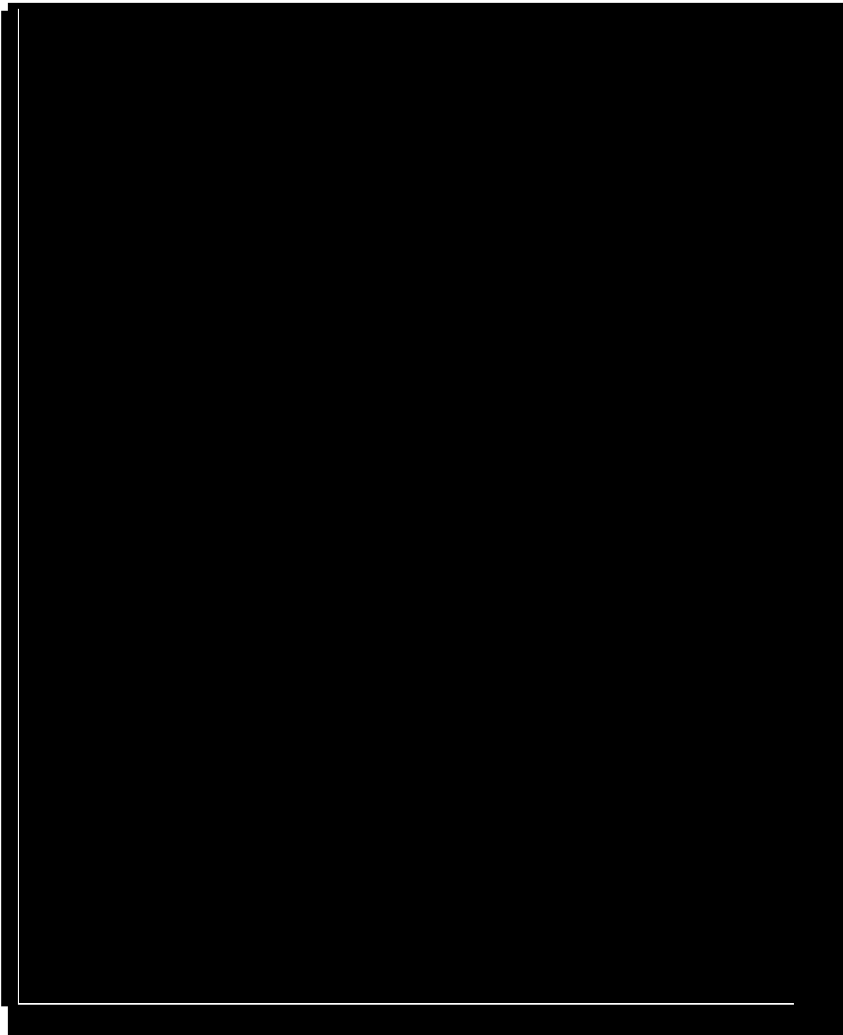


Appendix C: UL certifications for the N3 scooter

UL 2272 certification



**Category B**

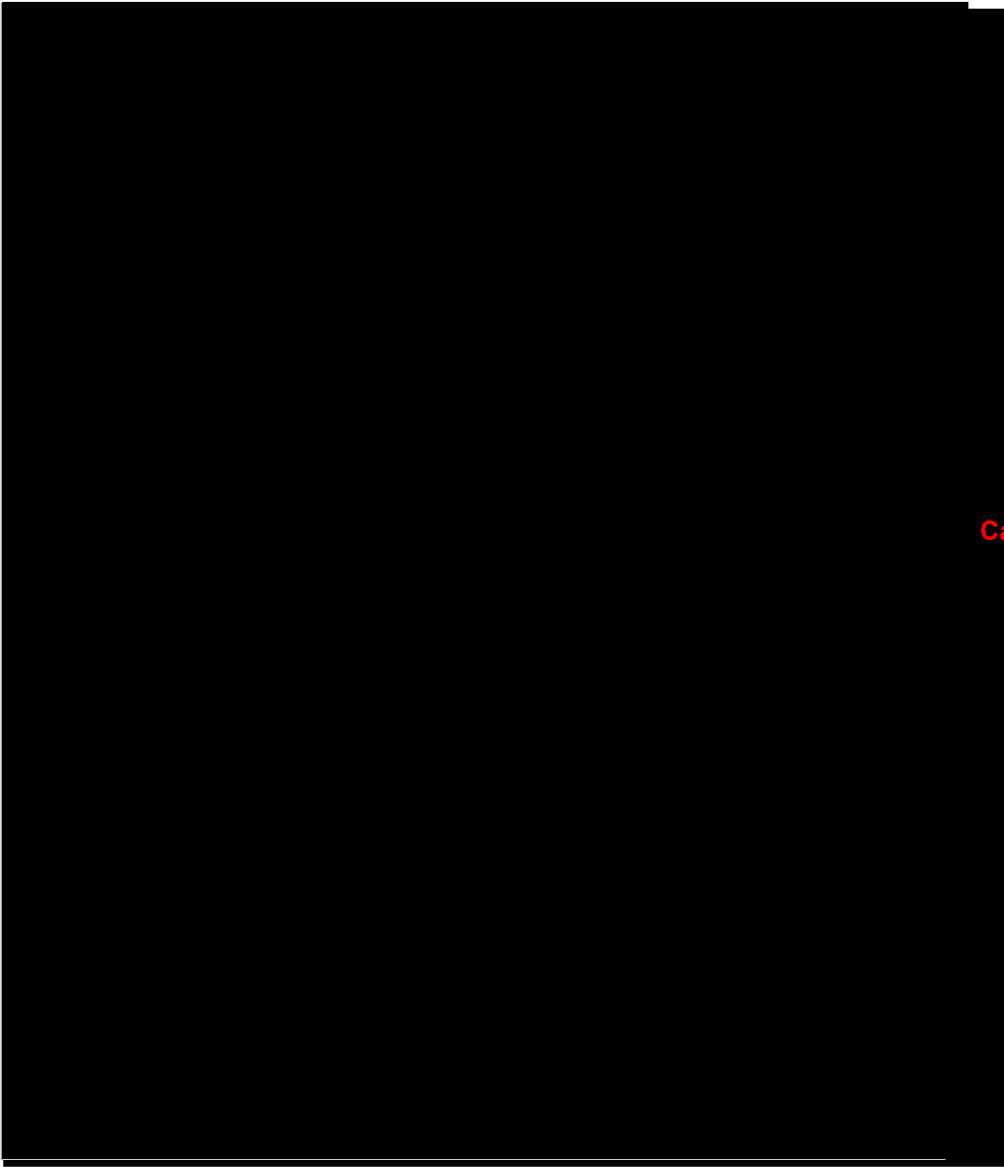


**Category B**

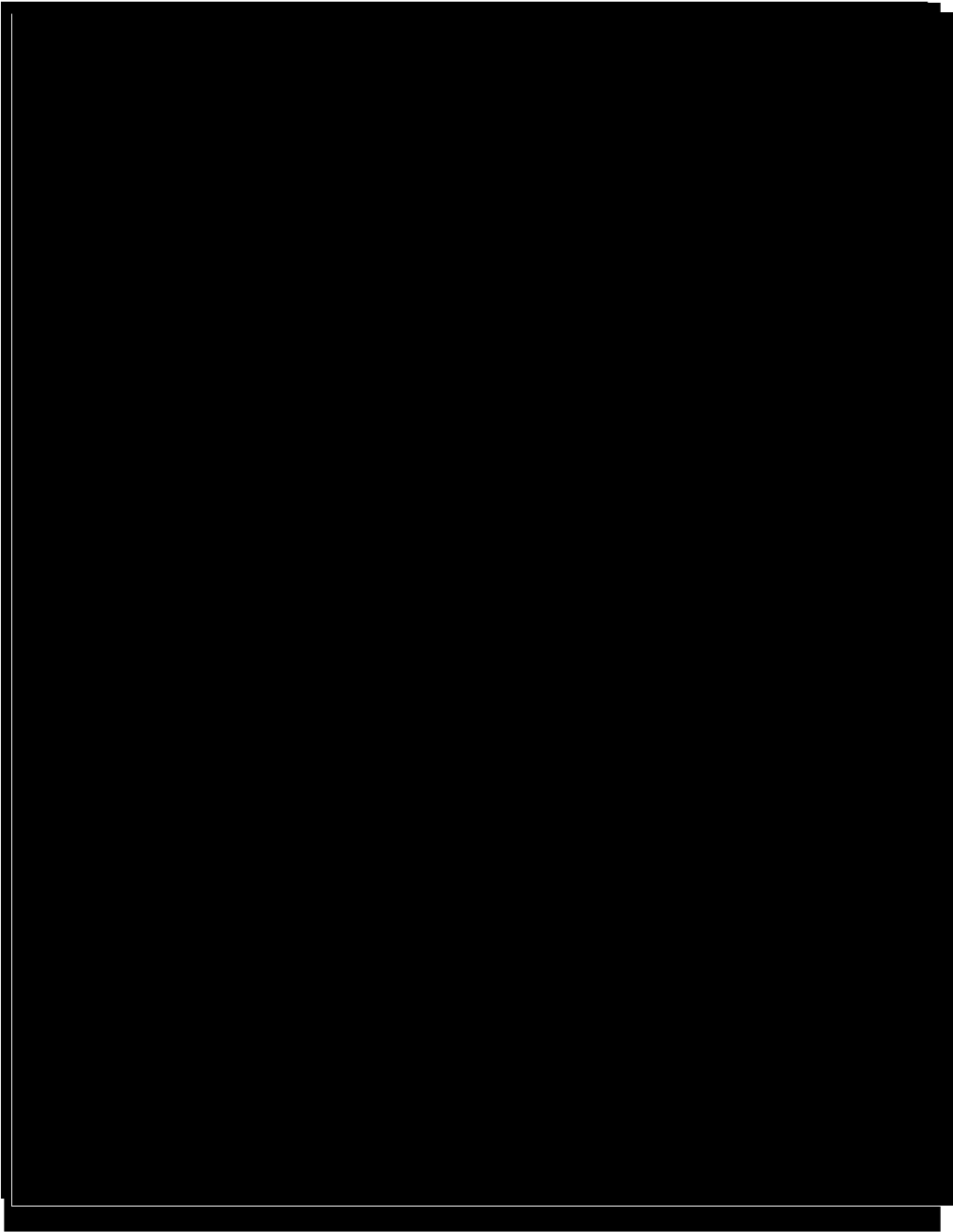


**Appendix D: WHS Plan & Manual**

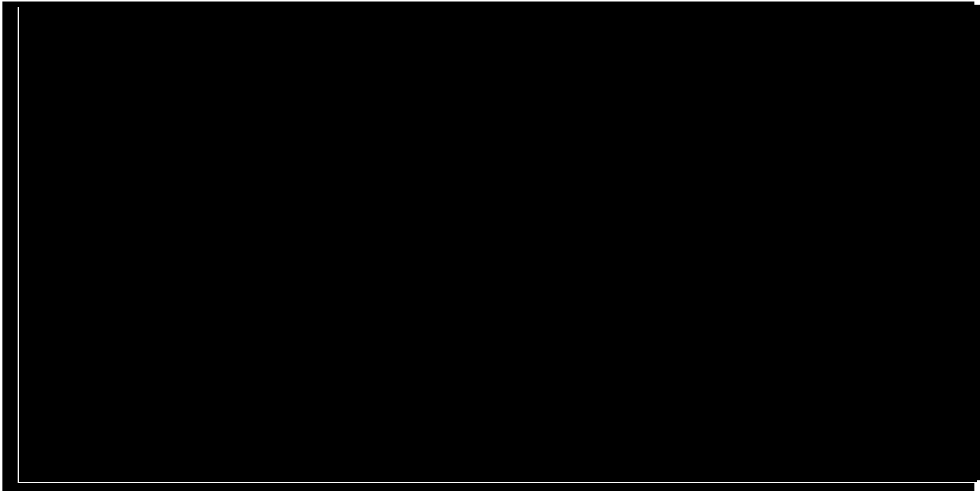
This is a summary of Neuron's WHS plan & manual. Detailed copy is available upon request.



**Category B**



**Category B**



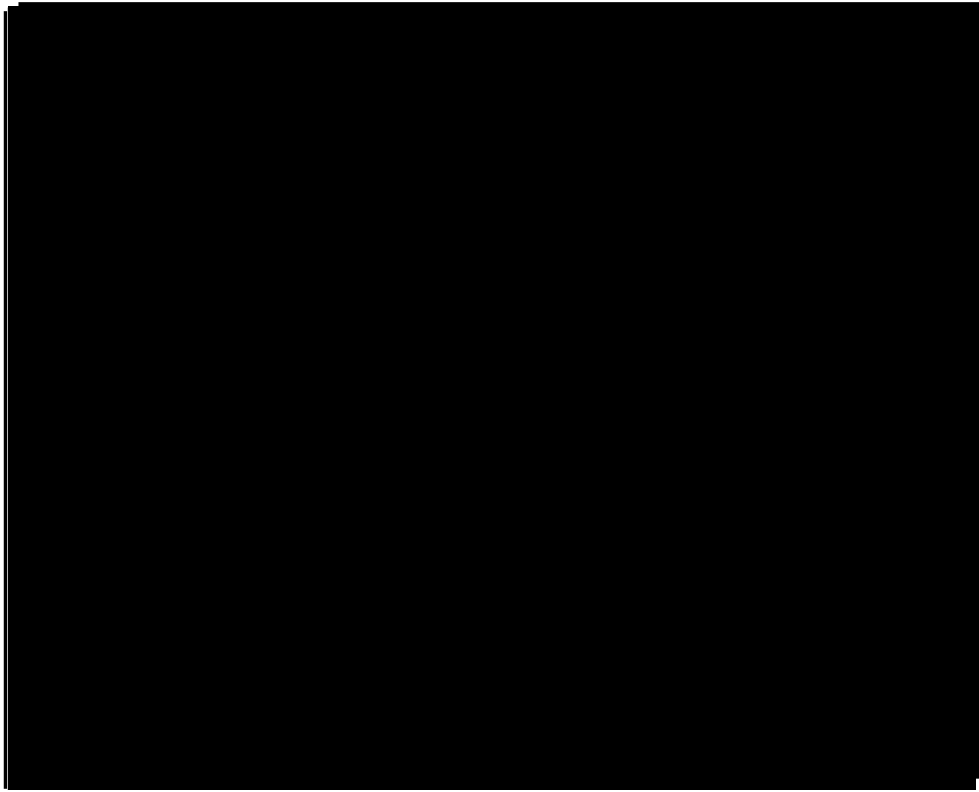
**Category B**

Risk rating	Treatment
Low	Generally acceptable risks – No further controls required
Medium	Acceptable risks with considerations – Risk and mitigation technique to be monitored for effectiveness
High	Unacceptable risks – Further mitigations required immediately
Very High	Unacceptable risks - Management to intervene urgently, which may include ceasing operations of said activity



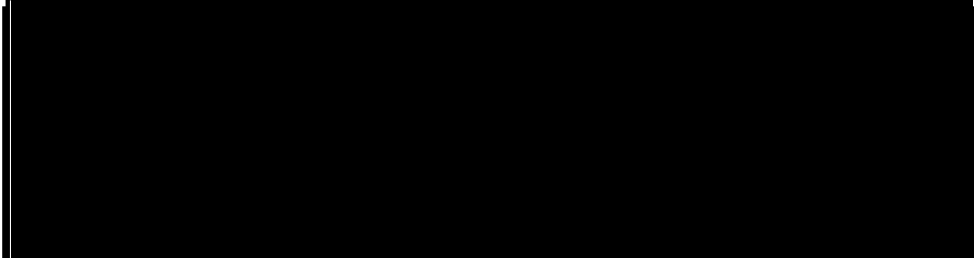


4.2 Risk identification and reporting



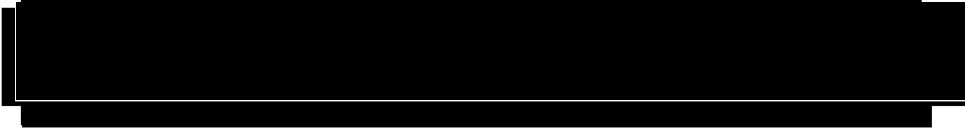
**Category B**

4.3 Incident reporting



**Category B**

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**Category B**



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Released under Right to Information Act 2009

# Certificate of Currency

Date of Issue: 4 June 2021

Neuron Mobility (Australia) Pty Ltd

Contact: [REDACTED]

**Category A**

t: 03 9211 3355

e: [REDACTED]

**We hereby certify that the under mentioned insurance policy is current as at the date of this certificate, please refer to the important notices below.**

<b>Policy Type</b>	Public and Products Liability
<b>Insured</b>	Neuron Mobility (Australia) Pty Ltd
<b>Insurer</b>	XL Insurance Company SE ABN 36 083 570 441
<b>Policy Number(s)</b>	AU00012119LI20A
<b>Period of Insurance</b>	From: 4.00 pm 1 <sup>st</sup> June 2021 Local Standard Time To: 4.00 pm 1 <sup>st</sup> June 2022 Local Standard Time
<b>Territorial Limits</b>	Worldwide excluding USA and Canada
<b>Limits of Liability</b>	Public Liability AUD 20,000,000 per occurrence during the Period of Insurance

---

#### Further Information

Should you have any queries, please contact us on the details set out at the top of the page.

#### Important notes

- Aon does not guarantee that the insurance outlined in this Certificate will continue to remain in force for the period referred to as the Policy may be cancelled or altered by either party to the contract, at any time, in accordance with the terms of the Policy and the Insurance Contracts Act 1984 (Clth).
- Aon accepts no responsibility or liability to advise any party who may be relying on this Certificate of such alteration to or cancellation of the Policy.
- Subject to full payment of premium
- This certificate does not:
  - represent an insurance contract or confer rights to the recipient;
  - amend, extend or alter the Policy; or
  - contain the full policy terms and conditions

## Vanessa Langtry

---

**From:** Geordie Lascelles  
**Sent:** Thursday, 1 April 2021 9:44 AM **Category A**  
**To:** [REDACTED]  
**Cc:** Christine Large; Parks Administration  
**Subject:** Local Law Approval Local Law 1 Neuron signed (2).pdf  
**Attachments:** Local Law Approval Local Law 1 Neuron signed (2).pdf; Information Notice Neuron31-3-2021.pdf

Hi [REDACTED] **Category A**

Please find attached the correct & signed Local Law Approval and Information Notice for Neuron to operate.

Please delete and destroy the previous one that was sent in error.

Regards

**GEORDIE LASCELLES**  
Branch Manager Parks, Sport & Natural Areas  
T 1300 883 699  
E [REDACTED]



**Category A**

---

## LOCAL LAW APPROVAL

*Issued pursuant to Local Law No. 1 (Administration) 2011 and*

*Subordinate Local Law No. 1.2 (Commercial Use of Local Government Controlled Areas and Road) 2011*

---

Approval Holder: Neuron Mobility (Australia) Pty Ltd ACN 632 570 355,  
Of: Level 3, 302 Burwood Road, HAWTHORN, VIC 3122.  
Date of Notice: 1 April 2021

TAKE NOTICE that pursuant to section 10 of Bundaberg Regional Council's *Local Law No. 1 (Administration) 2011* the Approval Holder is provided with an Approval to undertake the Approved Activity listed below in accordance with the conditions of this Approval.

	<b>Legislative Authority/Description</b>	<b>Detail</b>
	<b>Type of Approval</b>	<b>Commercial use of local government controlled areas and roads</b>
1	Approved Activity	Provision of personal E-scooter hire sharing services on specified Council Controlled Areas and Roads with a maximum of 250 E-scooters within the council area.  Personal E-scooter (scooter) means a scooter, designed to carry one person, with one or more wheels and propelled by an electric motor, with an effective stopping system and when propelled by electric motor cannot reach a speed of more than 25 kilometres per hour on level ground.
2	Where can the Approved Activity be conducted	The Approved Activity may be conducted on areas as specified in Annexure A and Annexure B (The boundary extent of riding zones).
3	When can the Approved Activity be conducted	The Approved Activity may be conducted on all days and at all times of day unless as set out in the Special Conditions
4	Method of sale of goods or services for the Approved Activity	Payment for the Approved Activity must take place electronically.
5	Specific measures to ensure safety	The Approval Holder must ensure that the following specific measures are taken to ensure the safety of people participating in the Approved Activity or impacted by the Approved Activity. <ul style="list-style-type: none"><li>- maintain the Personal E-scooters in good mechanical repair and condition so as to minimise the risk of injuries to users of the Personal E-scooters</li></ul>



		<ul style="list-style-type: none"> <li>- maintain the scooters in a clean and sanitary condition.</li> <li>- provide safe use information and education to personal users electronically and displayed on the scooter</li> <li>- provide an integrated helmet lock ensuring that helmets are physically secured to the scooters when parked and therefore available to users.</li> <li>- ensure that the scooters comply with the relevant legislation and standards during the Term.</li> </ul>																								
6	Specific measures to avoid nuisance	<p>The Approval Holder must take the following measures to ensure that any nuisance is avoided:</p> <ul style="list-style-type: none"> <li>- Proactively and regularly collect scooters and return them to parking check points (deployment zones)</li> <li>- Adequately respond to and resolve complaints and incidents in a timely manner. Respond to each of the following scooter or deployment issues within the specified response time.</li> </ul> <table border="1"> <thead> <tr> <th>Issue</th> <th>Examples (without limitation)</th> <th>Response time upon becoming aware</th> </tr> </thead> <tbody> <tr> <td>Dangerously located</td> <td>Hanging from a structure On a median strip</td> <td>Within 1 hour during normal business hours or 3 hours outside of business hours</td> </tr> <tr> <td>Impeding access</td> <td>Impeding property access or parked across pedestrian kerb ramp</td> <td>Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td>Blocking pavement passage</td> <td>Blocking passage on pavement but not pedestrian kerb ramp or property access</td> <td>Within 3 hours during normal business hours or 6 hours outside of business hours</td> </tr> <tr> <td>Toppled e-scooter</td> <td>Not parked in a standing position</td> <td>Within 12 hours</td> </tr> <tr> <td>Inappropriate density or outside geofence area</td> <td>Cluster and excessive density</td> <td>Within 12 hours</td> </tr> <tr> <td>Unused – outside of a parking zone</td> <td>Unused for more than 72 hours</td> <td>Within 12 hours</td> </tr> <tr> <td>Inappropriately located</td> <td>Parked on garden areas of park lands and squares</td> <td>Within 24 hours</td> </tr> </tbody> </table>	Issue	Examples (without limitation)	Response time upon becoming aware	Dangerously located	Hanging from a structure On a median strip	Within 1 hour during normal business hours or 3 hours outside of business hours	Impeding access	Impeding property access or parked across pedestrian kerb ramp	Within 3 hours during normal business hours or 6 hours outside of business hours	Blocking pavement passage	Blocking passage on pavement but not pedestrian kerb ramp or property access	Within 3 hours during normal business hours or 6 hours outside of business hours	Toppled e-scooter	Not parked in a standing position	Within 12 hours	Inappropriate density or outside geofence area	Cluster and excessive density	Within 12 hours	Unused – outside of a parking zone	Unused for more than 72 hours	Within 12 hours	Inappropriately located	Parked on garden areas of park lands and squares	Within 24 hours
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Inappropriate density or outside geofence area	Cluster and excessive density	Within 12 hours																								
Unused – outside of a parking zone	Unused for more than 72 hours	Within 12 hours																								
Inappropriately located	Parked on garden areas of park lands and squares	Within 24 hours																								

		Damaged faulty or abandoned	Missing wheels	Within 24 hours
7	Approved signage	There shall be no third-party advertising on the e-Scooter or public signage. Council may give written approval for specified signage identifying or delineating parking check points (supply zones).		
8	Release and Indemnity	<p>The Approval Holder acknowledges and agrees that:</p> <ul style="list-style-type: none"> <li>• They have inspected the local government controlled area or road and it is satisfactory to their purposes.</li> <li>• It understands and assumes all risks in accessing the local government controlled area or road.</li> <li>• It assumes all risks in undertaking the Approved Activity for itself, its employees, contractors, agents and invitees.</li> </ul> <p>Further, this Approval is given on the basis that the Approval Holder indemnifies and agrees to keep indemnified the Council against all actions, suits, proceedings, claims, demands, costs, losses, damages and expenses ("Claim") arising out of or in any way connected to or resulting from the exercise of this Approval or the Approved Activity (all of which are referred to as ("the indemnified acts or omissions") save to the extent that the Claim arises as a result of any negligent act of Council. The Approval Holder hereby releases and discharges the Council from any Claim relating to the indemnified acts or omissions which may be made against the Council.</p>		
9	Insurances	<p>The Approval Holder must hold and keep current for the Term of the Approval:</p> <ul style="list-style-type: none"> <li>• Public Liability insurance for not less than \$20 million.</li> <li>• 3<sup>rd</sup> party property damage.</li> </ul> <p>Evidence of its insurance (including a certificate of currency) is to be provided to Council prior to the commencement date.</p>		
10	Damage to Council Property	The Approval Holder or its employees, contractors, agents or invitees must not damage Council property or any property on the local government controlled area or road ("Property"). If Property is damaged, the Approval Holder is responsible for all costs associated with the damage (including any Claim) and is responsible for reinstating the Property to the same condition as it was prior to the damage taking place.		
11	Special Conditions	a) The Approval Holder must provide anonymised trip data collection to Council to assist with ongoing network planning and facility improvements comprising a monthly report or data spreadsheet (in excel and/or other agreed format) containing information on all trips undertaken in the reporting month. This data may include, but is not limited to; dates and times, Origin & destination, trip length, trip duration, and summary		

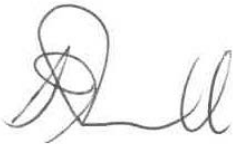
		<p>data including total number of trips, total distance, user demographics, and most popular sites.</p> <p>b) Various zones may be determined by Council and the Approval Holder shall implement these in a timely manner. These zones may include but are not limited to geofence boundary extent of riding zones, no riding zones, speed restrictions, hours of operation in certain zones, parking check points (deployment zones) and no parking zones. Council may request these areas be altered from time to time through the term of the permit including temporary implementation for example for events or construction activities.</p> <p>c) No riding zones located within the Boundary Extent of the riding zone include footpaths on the following roads:</p> <ul style="list-style-type: none"> <li>a. Bourbong Street, Bundaberg, but only between Maryborough Street and Tantitha Street</li> <li>b. Bauer Street, Bargara, but only between the Esplanade and See Street</li> <li>c. See Street, Bargara but only from the intersection with Bauer Street north for 100m and south for 100m.</li> </ul> <p>In no riding zones the engine shall shut off and bring the E-scooter to a slow and steady stop. Users shall be informed they are in a no-riding or restricted zone by a voice alert and Mobile App notification.</p> <p>d) In a speed restricted zone the scooter must slow and users are not able to ride above the specified speed limit – Currently known speed restricted areas are:</p> <ul style="list-style-type: none"> <li>a. Bargara Foreshore Streetscape, Burkitt Street to Whalley Street (12km/hr),</li> <li>b. Botanic Gardens (15km/hr)</li> <li>c. Riverside Parkland, Quay Street, Bundaberg (12km/hr)</li> <li>d. Lake Ellen Heritage Hub Playground area, The By Wash, Bundaberg (12km/hr)</li> <li>e. Alexandra Park, Children’s Playground Area and Zoo, 29 Quay Street Bundaberg (12 km/hr).</li> </ul> <p>e) In a time restricted zone scooters are not able to be operated as it is outside opening hours. Current zones are:</p> <ul style="list-style-type: none"> <li>a. Queens Park, 29 Queen Street. Opening hours to 6am to 6pm daily</li> <li>b. Botanic Gardens, Mt Perry Road, Bundaberg. Opening hours 5.30am to 6.45pm daily, September to April inclusive and 6.30am to 6pm daily May to August inclusive.</li> </ul> <p>f) In a no parking zone users are not able to end their trip, turn the scooter off and complete the transaction.</p> <p>g) Several Preferred Parking Check Points (Deployment Zones) will be established. These zones are to be determined in partnership between the Approval Holder and Council, however Council will have the final power to specify locations. The locations may be</p>
--	--	--

		<p>altered during the term of the Approval. The Approval Holder may determine the numbers of e-scooters to be located at each of these parking zones. E-scooters are to be collected and returned to defined parking zones following any battery charging and maintenance, and at least every 72 hours.</p> <p>h) The Approval Holder is required to provide adequate customer service assistance points and representatives to adequately receive and respond to enquiries and complaints. The Approval Holder shall be contactable through multiple channels including telephone, email, website, Mobile App, and social media platforms. The number of complaints received, and response times are to be provided to Council in a monthly report.</p> <p>i) Council is to be immediately notified of any serious injuries and provided with details of the incident.</p> <p>j) The Approval Holder must ensure that the Approved Activity is conducted in accordance with the proposal presented at the Consultation Meeting of Council on 1 March 2021, Annexure C – Bundaberg E-Scooter Information Document Neuron Mobility, except for Service area zone &amp; parking deployment zones.</p>
12	Compliance with Approval	<p>The Approval Holder must ensure each condition of the Approval is complied with.</p> <p>Maximum penalty – 50 penalty units</p>
13	General Conditions of Approval	<p>a. The Approval Holder must ensure that the Approved Activity is conducted only in accordance with the conditions of this Approval.</p> <p>b. The Approved Activity must not cause nuisance, inconvenience or annoyance to:</p> <ol style="list-style-type: none"> <li>i. The occupier or any land which adjoins the location of the prescribed activity; or</li> <li>ii. Vehicular traffic; or</li> <li>iii. Pedestrian traffic.</li> </ol> <p>c. The Approved Activity must not have a detrimental effect on the amenity of the surrounding areas.</p> <p>d. You must produce the approval for inspection on demand by an authorised person.</p> <p>e. The Approval Holder must take all general measures and any specific measures to protect the safety of persons who may be involved in, or affected by, the Approved Activity.</p> <p>f. The Approval Holder must pay Council the prescribed fee as resolved in Council Fees and Charges</p>
14	Expiry of Approval (Term of the Approval)	<p>This Approval expires on 31 March 2022. Application may be made for renewal of the approval.</p>

In granting this Approval the Council is satisfied that:

- a) The Approval Holder has confirmed that it has obtained all relevant approvals, licences and permits from any relevant regulator, statutory body or government agency.

- b) The Approved Activity is adequate to protect public health, safety and amenity and prevent environmental harm.
- c) The Approved Activity is consistent with the restriction of commercial use of local government controlled areas and does not provide an unfair advantage.
- d) The Approval is consistent with the purpose of the local law.
- e) The Approved Activity does not unduly interfere with the proper use of the local government controlled area or road.



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Stuart Randle  
Acting Chief Executive Officer  
Approved under delegation of the Bundaberg Regional Council

# Annexure A

Where the Activity may be conducted – the boundary extent of riding zones

Bargara



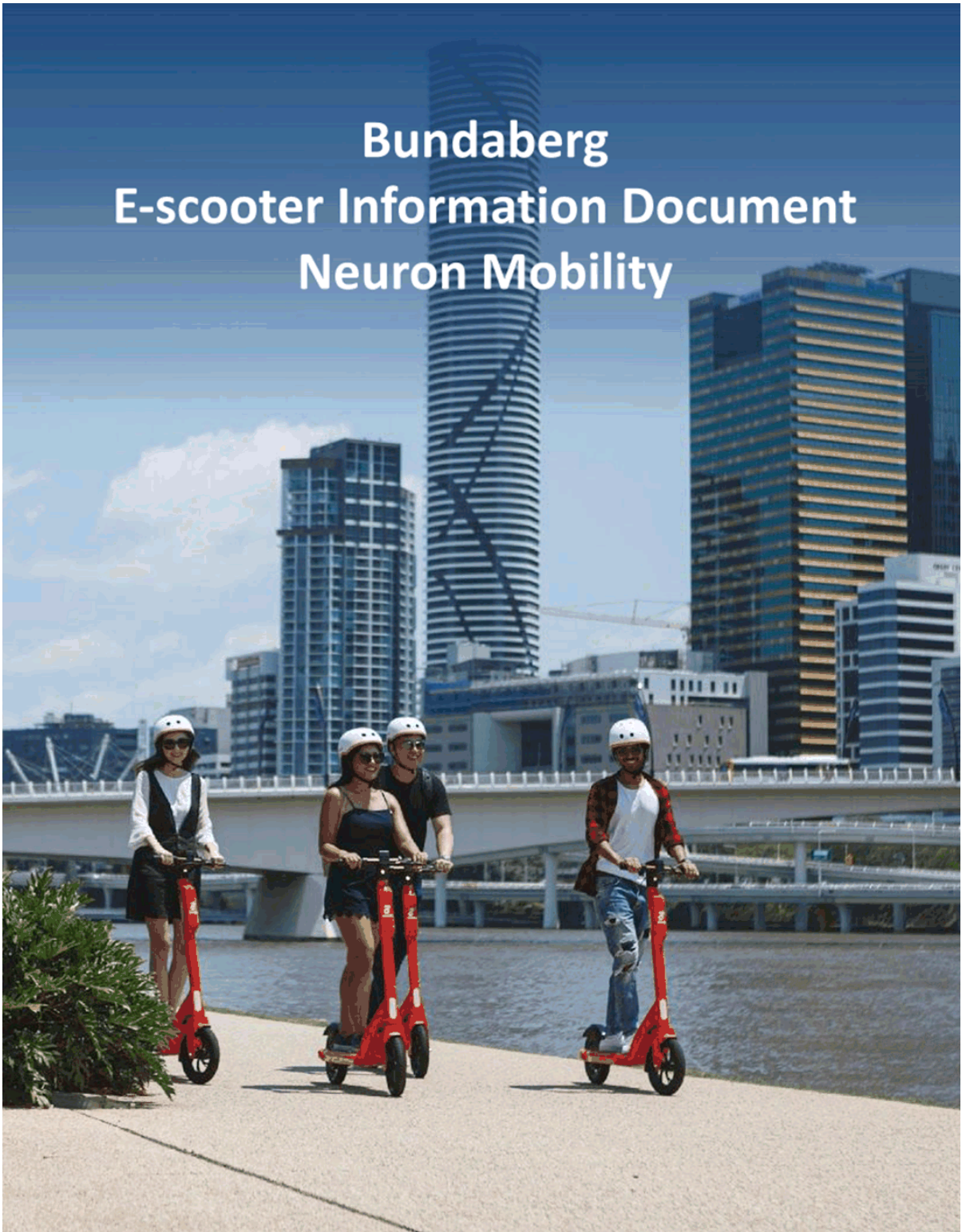
## Annexure B

Where the Activity may be conducted – the boundary extent of riding zones

Bundaberg



# Bundaberg E-scooter Information Document Neuron Mobility



Released under Right to Information Act 2009



### Executive Summary

First and foremost, Neuron is delighted to share our e-scooter information document with Bundaberg Regional Council. We believe that our offering is uniquely positioned to support the goals and interests of the Bundaberg community.

**We look forward to offering BRC a world class mobility service that is uniquely tailored to local needs-** As the leading e-scooter operator in Australia & New Zealand, with over 5,000 scooters launched in partnership with various city and region councils, we believe that we are uniquely positioned to meet the local needs of Bundaberg whilst maintaining our global product and service quality. Our team understands that no two cities are the same as they have unique intricacies that require a customisable solution for successful micro-mobility integration. **We are eager to work with the BRC to customise our solution for Bundaberg.** With Neuron, Bundaberg will get the **latest and greatest technology** the e-scooter industry has to offer and **continue to do so throughout our partnership.**

**We put safety at the heart of everything we do** - Safety dictates every aspect of our e-scooter operations, from product design, employee onboarding, training, operating procedures, rider safety information and how we partner with local stakeholders such as BRC. Our unique e-scooters are **purpose-built for safety and sharing and have a number of features to enhance safety for users.** These unique safety features include our wide 8.3" (210mm) e-scooter deck and 11.5" ( 290mm) silicon wheels for stability and comfort, our daily 60+ point mechanical and safety checks and our **world-first helmet lock and voice guidance, that guides users on a range of warnings and alerts.**

[REDACTED] including setting up relevant geofences for no riding and slow speed zones. We also hold Public Liability Insurance and industry leading Personal Accident Insurance. (See **Section 3.0** for further information on our safety and maintenance regimes, and **Section 5.0** for more details on our insurance policy)

Category B

**We are committed to being a long term BRC partner, and are excited to support BRC in achieving its advocacy priorities** across economic, social, human and green infrastructure. We believe that alongside BRC, we would be able to **contribute positively to priorities of the Council including providing a carbon-free mode of transportation**

[REDACTED]

Category B

Neuron is excited to bring an industry leading e-scooter sharing operation to the Bundaberg region. We look forward to a fruitful, lasting partnership.



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Neuron – Bundaberg Regional Council Information Document



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## 1.0 Introduction to Neuron

### 1.1 Neuron as a company

Founded in 2016, Neuron is the **leading e-scooter operator in Australia & New Zealand and the fastest growing micro-mobility service in Asia Pacific.**

Today, Neuron is the most experienced e-scooter operator in Australia and New Zealand (>5,000 vehicles) with permits to operate in Brisbane, Townsville, Auckland, Darwin, Canberra, Western Alliance of Adelaide (West Torrens, Charles Stuart and Port Adelaide Enfield), City of Adelaide (Central Business District and North Adelaide), Dunedin, and more soon. We are also one of the few operators globally approved for trial in the United Kingdom.

Following the successful introduction of our e-scooters in the City of Adelaide and Darwin, we've also partnered with our local council partners to introduce e-bikes in 2020 to expand the range of micromobility options available.

Globally, we have >1,000,000 unique users who have travelled >115,000,000 km (equivalent to >2,800 journeys across the circumference of the earth) on Neuron's e-mobility services.

Country	City	Launch date	Status	# e-scooters	# e-bikes
Australia	Brisbane	July'19	Active		
Australia	Townsville	Sep'20	Active		
Australia	Adelaide	Feb'20	Active		
Australia	Darwin	Jan'20	Active		
Australia	Canberra	Sep'20	Active		
New Zealand	Auckland	Jan'20	Active		
New Zealand	Dunedin	Feb'21	Active		
United Kingdom	Slough	Oct'20	Active		
United Kingdom	Newcastle	Feb'21	Active		

**Category B**



South Korea Seoul Feb'21 Active



Category B

1.2 References from other cities

Neuron prides itself on striving to build **strong collaborative relationships with our council and government partners**. Please see references below for council contacts managing the relationships within our Australia cities.

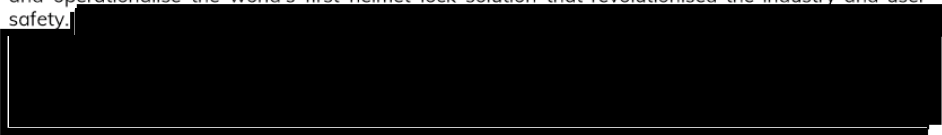
City	Reference
Brisbane	Name: [Redacted] Role: Contract Delivery Manager, Brisbane City Council Email: [Redacted] Contact: [Redacted]
Townsville	Name: [Redacted] Role: Economic Activation Officer – Future Cities Email: [Redacted] Contact: [Redacted]
Adelaide	Name: [Redacted] Role: Team Leader, Business Centre Email: [Redacted] Contact: [Redacted]
Darwin	Name: [Redacted] Role: General Manager Innovation Growth and Development Services Email: [Redacted] Contact: [Redacted]

Category A

1.3 Brisbane as a case study

After a rigorous selection process from nine applicant operators, Brisbane City Council selected Neuron to be the **largest operator in Brisbane from July 2019 with a fleet of 600 e-scooters**. This was due to Neuron’s innovation and safety credentials and desire to solve local challenges in partnership with the council. To quote BCC’s Deputy Mayor, “..with Neuron, we’re seeing a lower centre of gravity with a wider board, power packs underneath the boards so it’s more stable..”.

**Collaboration with City Council:** Neuron worked in collaboration with Brisbane City Council to invent and operationalise the world’s first helmet lock solution that revolutionised the industry and user safety.



Category B

Recently, Neuron’s contract has been further extended for another 12-months, a recognition of the successful partnership between Brisbane City Council and Neuron. Neuron has also conducted a



Category B

1.4 Darwin as a case study

Neuron was granted a 12 month exclusive trial with the City of Darwin in the Northern Territory of Australia. Prior to launch, Neuron worked closely with the City to customise the trial and localise operations for Darwin’s requirements. Launched in January 2020, feedback from the local community has been overwhelmingly positive with local residents and stakeholders.

**Operating area expansion and e-scooter cap increase:** Neuron’s eScooter trial in Darwin has been an overwhelming success during the first six months of operations and [redacted] Neuron and City of Darwin continue to receive continuous requests from both users and non-users for expansion of Neuron’s service area. [redacted]

Category B



### Neuron case study - Darwin

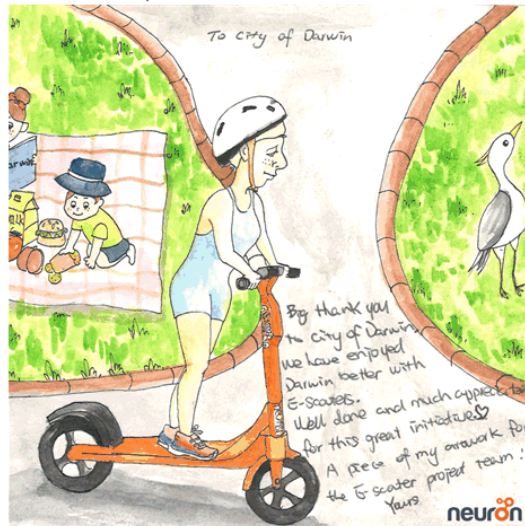
No. of scooters	250 e-scooters
Trial period	12 month trial
Operators	Neuron is the sole trial participant
Trial process?	Neuron and Council collaborated closely on the trial format, before it was announced
State laws?	NT exemptions have been granted under the Motor Vehicles Act and Traffic Act.
Speed limit	15km/h (some 12km/h slow speed zones)
Where can e-scooters operate?	A 5km stretch across the CBD, Waterfront and Cullen Bay on footpaths, shared bike & pedestrian paths
Helmets?	Mandatory

#### What benefits has Darwin seen from e-scooters?

- Neuron's e-scooter operation has been described as "an economic consumption multiplier" by Joshua Sattler (GM Innovation and Growth at City of Darwin)
- E-scooters have dispersed last mile transport, replacing short car trips and reducing the congestion and emissions in the city.
- Neuron has also had a positive impact as an employer, creating more jobs for the city

Category B

The picture below was submitted from a customer who thoroughly enjoyed the benefits Neuron scooters have brought to Darwin and praised the council for their ambition.







## 2.0 Neuron in Bundaberg

Neuron believes that we can positively contribute to the Bundaberg community by offering a friendly, affordable and sustainable mode of transportation in Bundaberg, with key focus on Bundaberg CBD (including Burnett riverside) and Bargara upon launch. Beyond that we will also work closely with Bundaberg Regional Council and the local community to ensure we constantly improve upon our product and services.

### 2.1 Local employment

[Redacted]

Category B

### 2.2 Community Engagement

Whilst Neuron believes that micromobility has many societal and environmental benefits once introduced in a city, we are well aware that some groups in the community may have concerns around e-scooter ride sharing introductions. We know from experience that these concerns tend to be centered around accessibility, parking and deployment areas, or the speed of e-scooters.

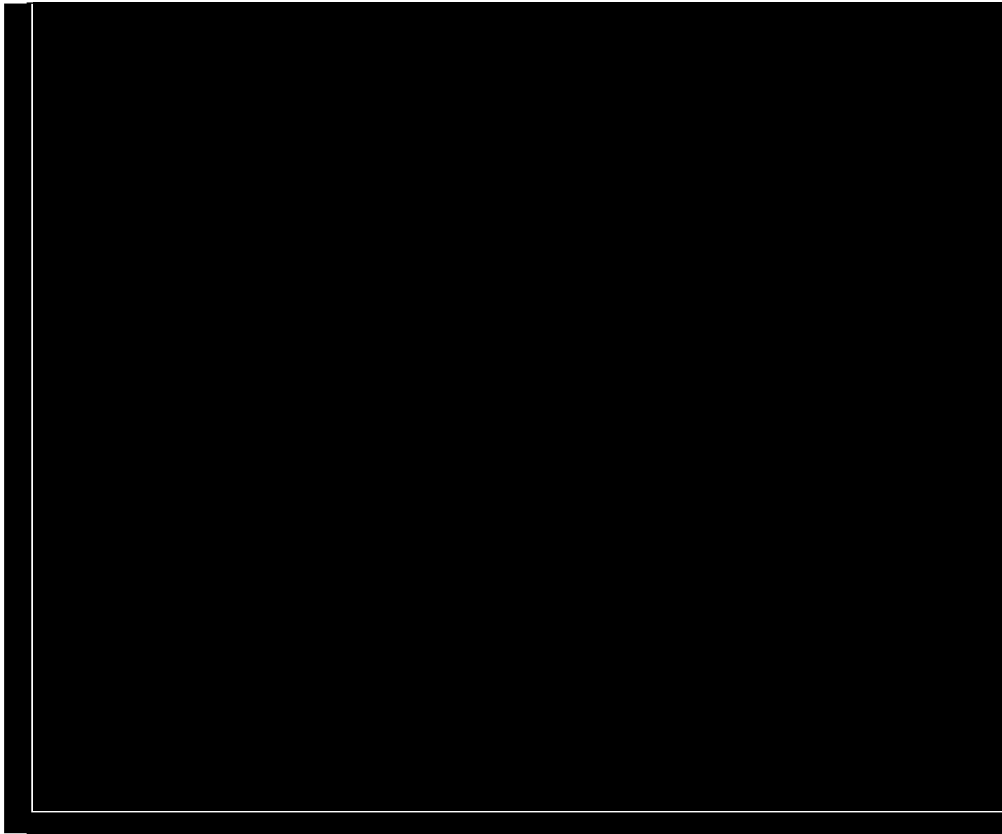
Neuron will follow our tried and tested [Redacted] utilised throughout our ANZ cities, to ensure that the risks to vulnerable users of our road, footpath, shared paths, bike paths, and other related infrastructure, are minimised, and at times entirely removed. [Redacted]

Category B

[Redacted]

[Redacted]

Category B



Category B

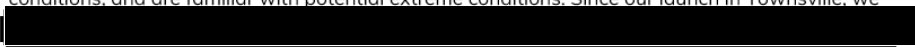
**2.3 Sustainability**

In line with BRC’s Sustainable Bundaberg 2030 goals, sustainability is at the heart of Neuron’s product and operations. *(See Section 3.6 for full details on how we maintain and continuously improve upon the sustainability of our operations).*

**2.4 Operational Resilience**

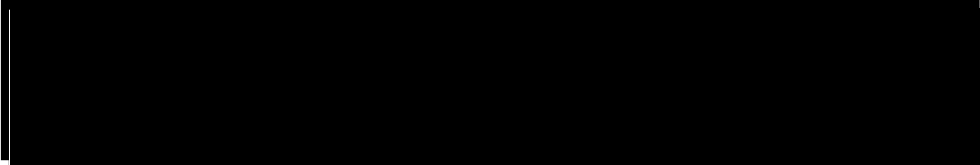
Neuron has worked with numerous locales of varying populations, including Darwin, AU with a population of ~130,000 and Townsville, AU with a population of ~185,000. Our e-scooters, built to withstand extreme weather conditions, have been safely ridden on hilly landscapes as in Auckland, and across different climates e.g. windy Adelaide and rainy Darwin.

As an operator in Townsville (QLD), we have developed local expertise in operating in similar weather conditions, and are familiar with potential extreme conditions. Since our launch in Townsville, we



Category B

Neuron – Bundaberg Regional Council Information Document



**Category B**

*Please also see Section 4.3 on our COVID-19 operational plan*



### 3.0 Safety and Innovation

#### 3.1 Hardware

The ANZ region is Neuron’s top priority globally. Neuron focuses its investment in technology that resolves the local challenges of the region. This focus has enabled Neuron to be the first in the world to integrate a physical helmet lock, which would physically hold a helmet in place unless unlocked by the user through Neuron’s app, onto its scooters.

Neuron’s proprietary e-scooter, the N3, features 11.5” wheels and a 11.5” platform (54% wider than the standard scooter sharing deck), swappable batteries, and is also one of the few German PLEV Dynamic Stability standard approved shared scooters globally. This scooter is designed to provide more stability to users and is able to withstand uneven terrain. [REDACTED]

Category B

Neuron scooters are equipped with advanced smart technology with active GPS, known internally as internet-of-thing (IoT) systems. [REDACTED]

Category B

Below are some images comparing the proprietary N3 scooter to other standard scooters used in the sharing economy.



Neuron scooters were developed with safety and ease of use in mind and feature the following enhanced safety features:

- **Automotive standard frame** – The N3 frame adheres to automotive standards to create a stronger and most importantly safer frame which protects users and reduces break-down frequency.



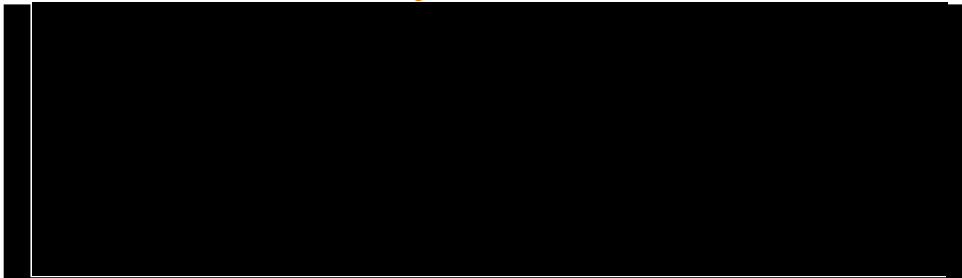
- **11.5-inch tyres** – Larger tyres ensure rider safety. The N3 sports a 11.5-inch wheel which is able to clear road imperfections easily, which reduces the risk to users and improves user experience.
- **Over-the-air speed limit change ready** – N3 provides unprecedented control to Neuron and the University administrators. The speed limit of N3 can be dynamically changed from one area to the other. Users who enter this area from elsewhere will automatically have their speed limit capped over-the-air.
- **Swappable batteries** – Neuron’s swappable battery technology allows batteries to be swapped-out within minutes of locating a scooter, instead of having to be hauled back to be charged for 6 - 8 hours. [REDACTED]
- **Integrated helmet lock** - Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially

**Category B**

Please refer to Appendix A for the detailed specifications of Neuron’s proprietary N3 scooters.



3.2 User education and behavior management



Category B



3.2.1.1 Geofencing technology

Neuron is able to deploy a geofence according to the areas of the maps, in partnership with the Council. We are able to dynamically update the geofence as required by the Council. This can be implemented very quickly and amended for large events.

Category B

Our GPS geofence technology combines location data from Neuron scooters and users' mobile phones and is able to geofence ride-able and park-able areas.

[Redacted]

Category B

Users are then obligated to push the scooter out of the restricted zone and into the allowed geofence. A buffer would be required to account for GPS accuracy and latency.

3.2.1.2 Speed limit enforcement

Neuron scooters are equipped with the ability to limit its maximum speed to

[Redacted]

Category B

Users who enter these areas from elsewhere will automatically have their speed limit capped over-the-air. This will ensure that users are unable to exceed the speed limit just by riding the scooters normally.

[Redacted]

Category B

3.2.1.3 Proper parking enforcement

Scooters will be parked on the streets in compliance with Bundaberg's code of conduct.

[Redacted]

In addition, users are required to take a photo of the e-scooter after it has been parked. Parking compliance is then monitored through users' end-trip photos.

[Redacted] if a user continually violates responsible parking, they may face the risk of being suspended from Neuron's service. Neuron also commits to have open channels of communication that will allow members of the public to report errantly parked scooters.

Category B

3.2.1.4 Integrated helmet lock

Neuron launched the world's first integrated helmet lock in Brisbane (January, 2020) which ensures that helmets are physically secured to its scooters and therefore available for riders to use as they choose. In Auckland we have seen this feature increase non-mandatory helmet usage substantially.

[Redacted]

Category B



3.2.1.5 Upright parking enforcement

[REDACTED]  
[REDACTED] as well as when Neuron is made aware that a scooter has not been parked appropriately for any reason, Neuron's operations team will be deployed to ensure compliance.

Category B

[REDACTED]

Category B

[REDACTED] If a fall is detection, a push notification is automatically sent to the user to determine if assistance is required. If the user selects assistance, Neuron's app would prompt the user with the local emergency assistance number.

[REDACTED]

Category B





Category B

3.2.2 User communication, engagement and education

Neuron has a comprehensive online and offline user communication, engagement and education program to promote user compliance.

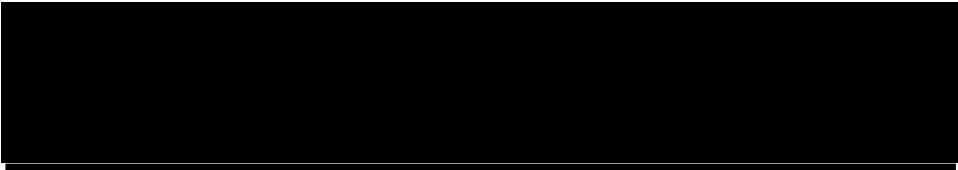
3.2.2.1 Online communications

3.2.2.1.1 User onboarding tutorial

Before Neuron users are allowed to commence their first ride on a Neuron scooter, they are required to go through a series of in-app electric scooter riding, helmet use and parking best-practice lessons. This onboarding process has been built into the mobile app to ensure that all users are fully informed of the do's and don'ts of scooter-sharing before they commence riding.

The training, which has to be completed by all first time users before they are allowed to operate a Neuron scooter, includes, but is not limited to:

- How to start the e-scooter
- How to operate safety features including brakes, lights and the bell
- Minimum age restriction of 18
- Safe riding best practices through a GIF guide
- Awareness of applicable state laws when riding and parking
- Speed limits
- Compulsory helmet usage
- Parking responsibly in parking areas
- Use of pedestrian paths / roads
- Other safety reminders including not having have more than one rider per scooter, and to not ride under the influence



Category B

3.2.2.1.2 Pre-ride message

Before a user starts a trip, they'd be shown a simple and concise messaging on do's and don'ts



Category B



### Riding Responsibly

- Always wear a helmet!
- Observe all speed limits.
- Do not ride when impaired.
- No passengers: one rider per scooter.
- Avoid roads, stay vigilant, and look out for other road users.
- Turn on the headlights in the dark or in bad weather.
- Park responsibly, do not obstruct paths, doorways and common areas.
- Contact the authorities in an emergency.

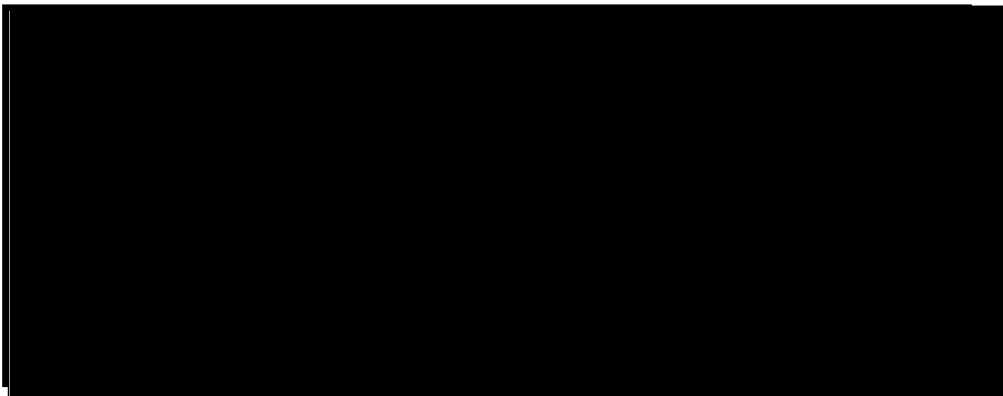
Read our complete [Riding Rules](#).



Got it, let's ride!

#### 3.2.2.1.3 Digital campaign (website, social media, email)

In addition to in-app digital campaigns, Neuron has been building and will continue to build a publicly available online repository of knowledge so as to constantly educate the public on responsible riding including applicable state laws. This repository is available on Neuron's website at <https://www.neuron.sg/how-to-safety/>.



Category B

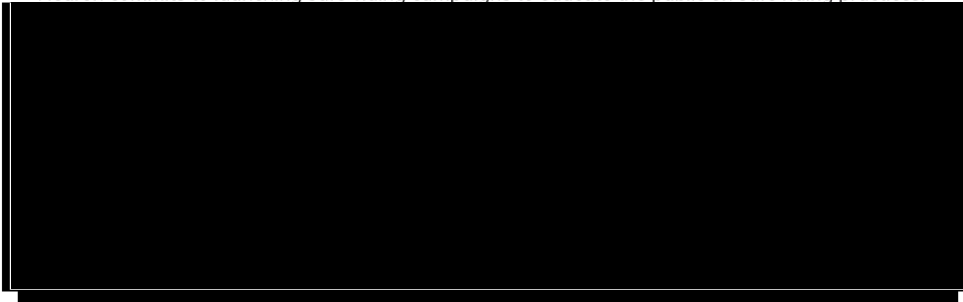


Category B

3.2.2.2 Offline communications

3.2.2.2.1 Safe-Riding Programme

Neuron commits to launching safe-riding campaigns to educate the public on safe riding practices.



Category B

3.2.2.2.2 Signage on scooters

On each scooter, Neuron would deploy attention catching stickers to show users the high priority do's and don'ts.



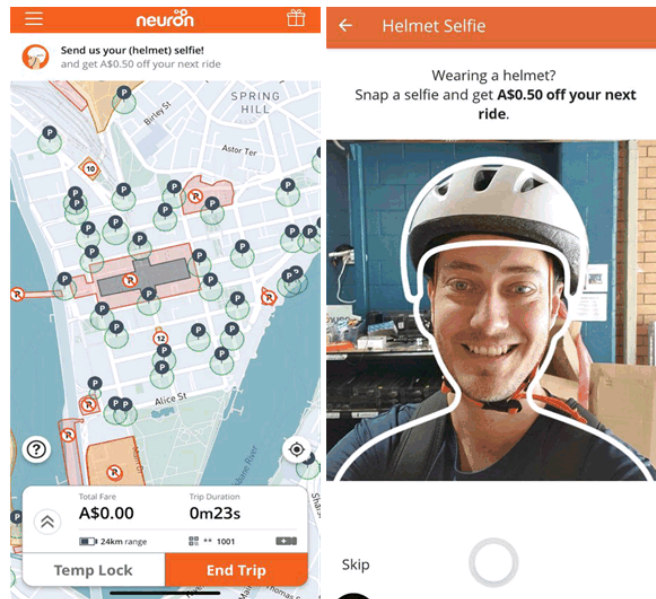


3.2.3 User incentivization

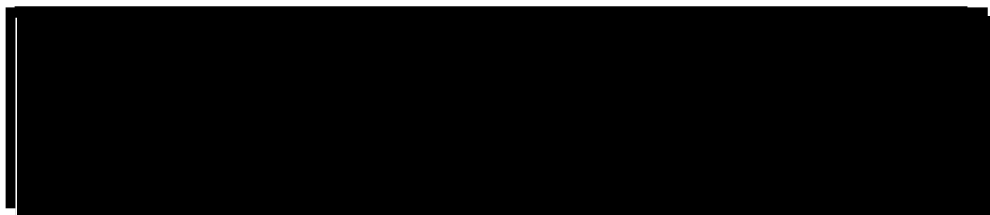
Neuron has a number of incentivization programs to encourage safe usage.

- **Helmet use:** Users are prompted to take a selfie with a helmet on before they start a trip. [REDACTED] the user's account would be credited with AUD 0.25. This incentive can be activated each trip
- **Incentivised parking:** If a user parked in a designated parking area, the user's account would be credited with AUD 0.20. This incentive can be activated each trip
- **Incentivised trip:** If a user utilizes a scooter from an area with excess scooters, they'd receive AUD 1 in discount

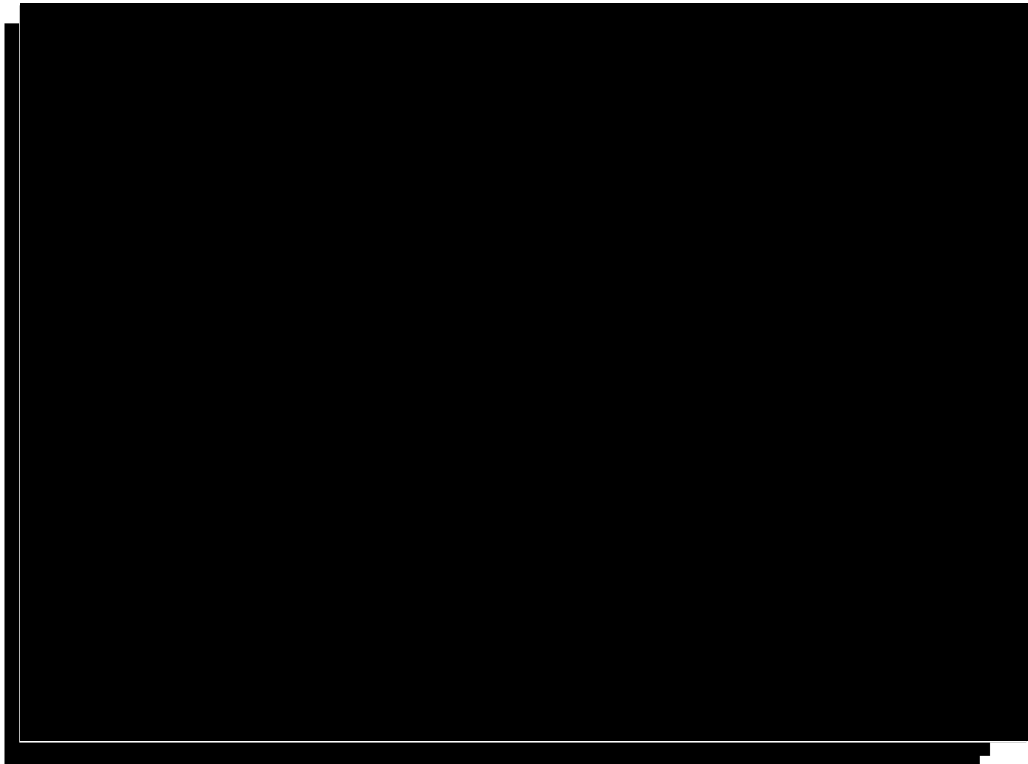
Category B



3.2.4 User sanctions



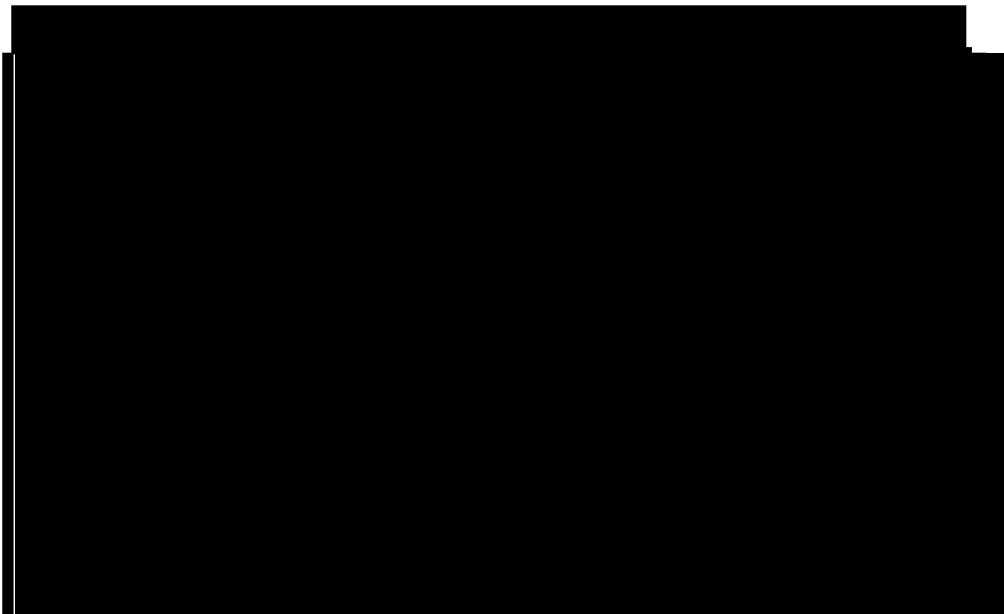
Category B



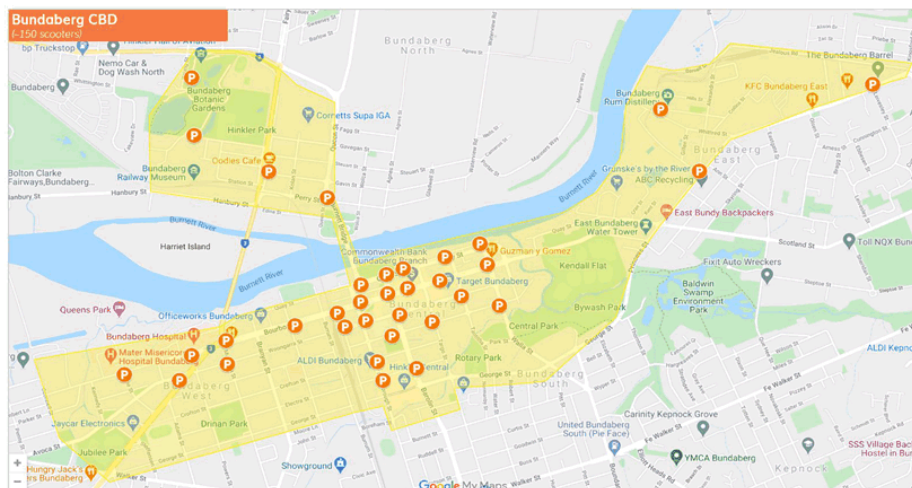
**Category B**



### 4.0 Operational plan



Category B





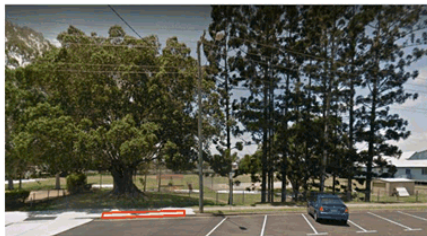
For each of the marked parking stations, we have marked out exact parking spots, with four examples as seen below. It should be noted that these are not definitive parking spots and should be utilised as a guide only until further operational mapping can be completed on the ground



Hinkler Central



Outside Bargara Real Estate



Bundaberg Library



Esplanade X Clarke St



4.2 Safety checks and maintenance

[Redacted content]

Category B

4.2.1 Three-day road-worthiness check

[Redacted content]

Category B

4.2.2 Thirty-day inspection and maintenance

[Redacted content]

Category B





[Redacted content]

Category B

4.2.3 Battery inspections

[Redacted content]

Category B

4.2.4 User reported faults

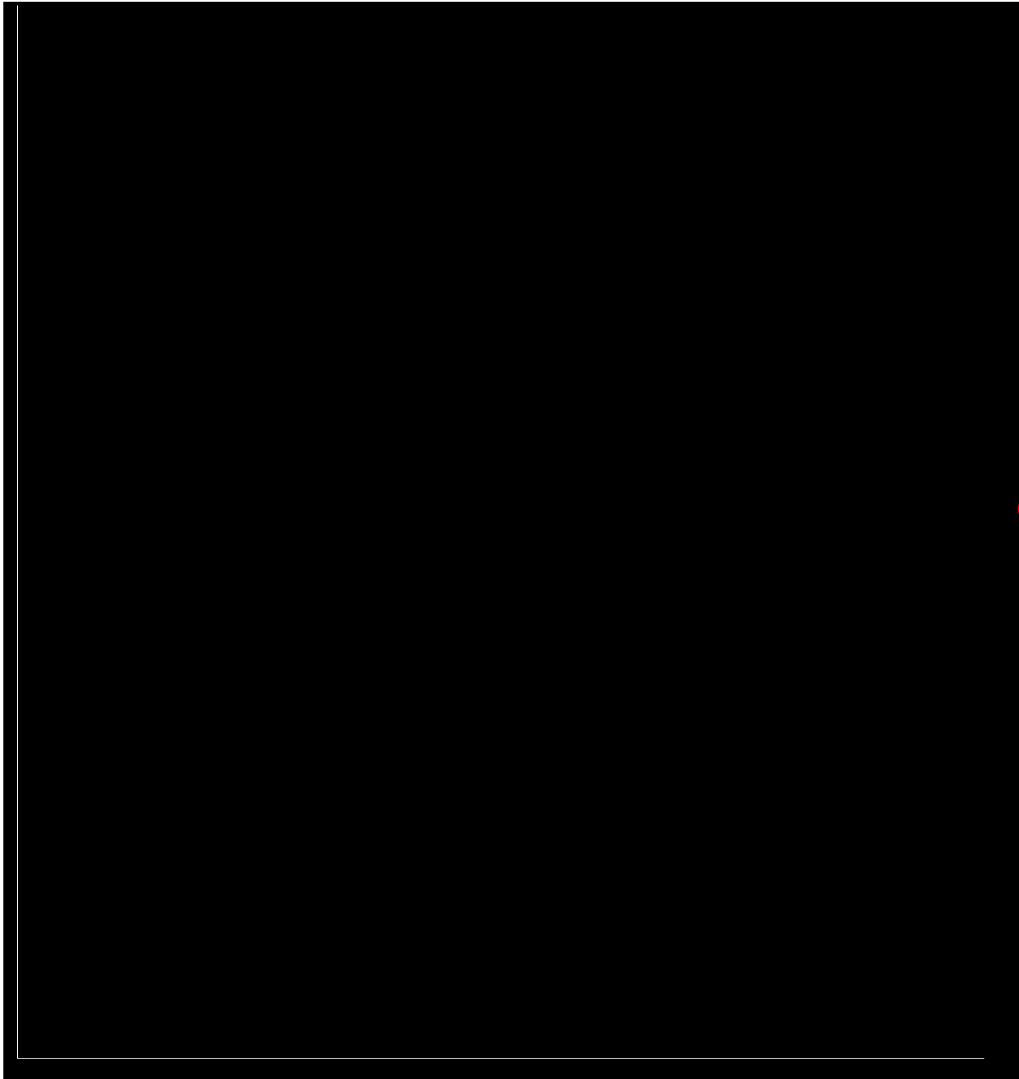
At the end of every trip, users are prompted to report any issues they find with the scooter. [Redacted]

[Redacted] Neuron's patrollers would also constantly patrol the service area to identify and retrieve damaged scooters.

Category B



4.3 COVID-19 operational framework



Category B



**Category B**

4.4 Sustainable operations



**Category B**

4.4.1 Life-Cycle Assessment on Carbon Emissions



**Category B**

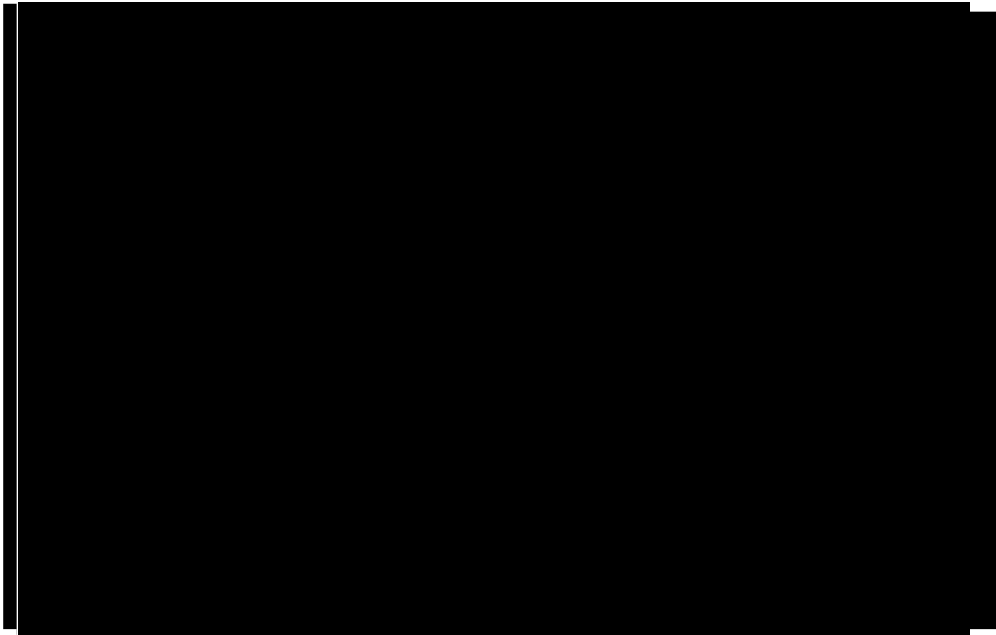


**Category B**

**4.4.2 Waste Management**

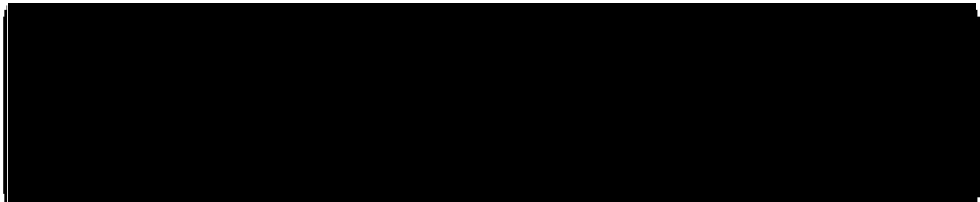


**Category B**



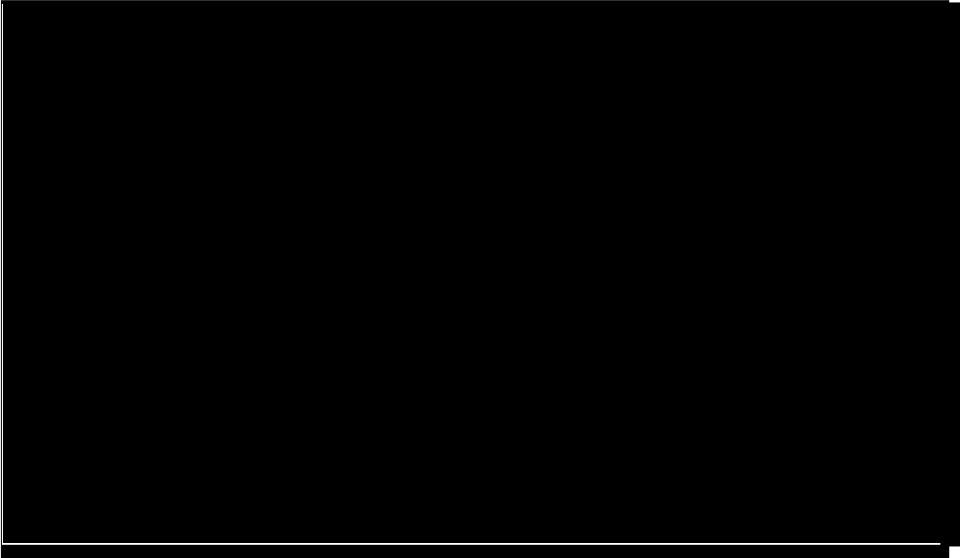
**Category B**

4.5 Rigorously trained-staff rather than independent contractors



**Category B**

Neuron – Bundaberg Regional Council Information Document



Category B

[Please refer to Appendix B for a list of Neuron's training modules.](#)



## 5.0 Insurances - Public Liability & Personal Accident

Neuron has invested significantly in insurance to provide coverage for its users and the public, and meets all legislative requirements. Neuron provides two main forms of insurance:

- **Public Liability Insurance** to cover the Public, users and Neuron on catastrophic events
- **No-fault Personal Accident Insurance** which provides assistance to users as and when they require it the most

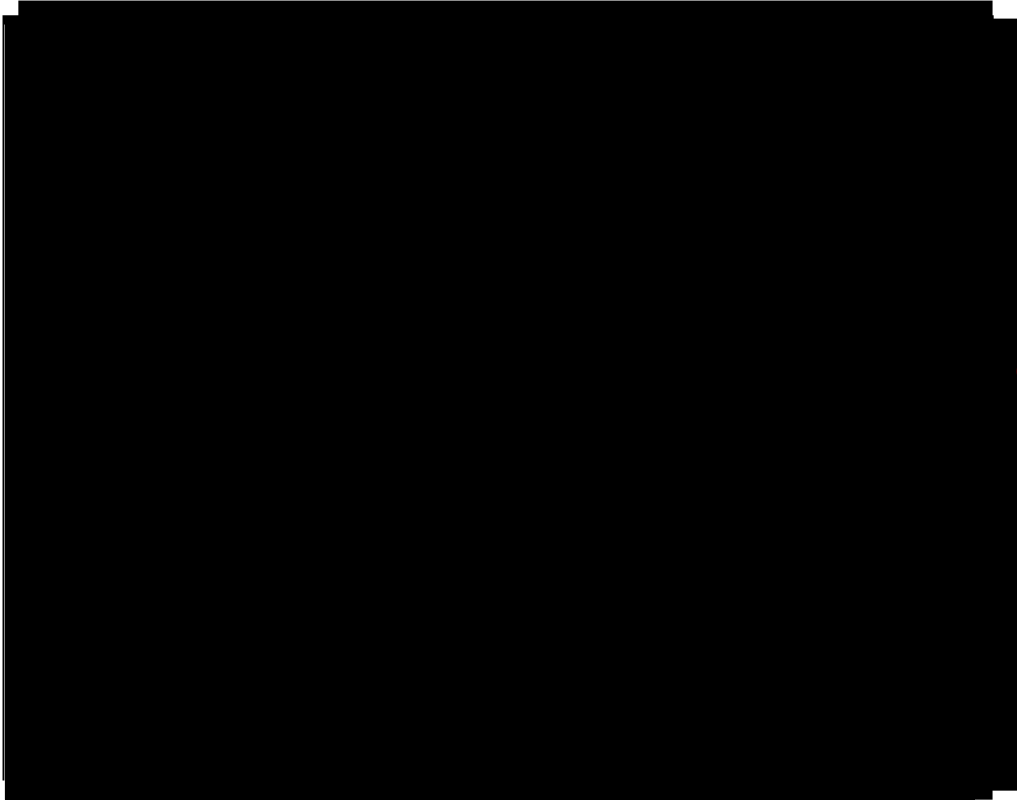
Insurance type	Policy no	Extent of cover	
		Per incident \$A	In aggregate \$A
General Liability Insurance	B1230PC08818A19	20,000,000	20,000,000
	B0621CNEUR000219		
	02E002148EXL		
Personal Accident Insurance	A11320AAA	Varies based on incident	50,000 per person



## 6.0 Customer service plan

### 6.1 Procedures for handling of all enquiries and complaints

Neuron approaches customer service with the aim of ensuring that our service remains accessible. We have had experience responding to customer service queries on e-scooter shared service for more than four years, and have since built up standardised operating procedures, policies, response time service level agreements and training programs that have been tailored and are continually refined for an e-scooter sharing business.



Category B





Query type	Resolution & process
General queries (e.g. where are Neuron scooters, how much are the charge, how does it work)	Category B
Public feedback (e.g. obstruction, inappropriately placed scooters, request for Neuron station)	
Account setup	
Refund	
Scooter malfunction	

For situations that are more serious, our customer service representatives are trained to recognise them and initiate the process for incident management.



6.2 Staff education to ensure highest levels of customer service are attained and maintained



Category B

6.3 Indicative performance standards for handling of enquiries and complaints



Category B

6.4 Number and qualifications of staff who will provide this service



Category B

6.5 Location/s of enquiry and assistance points where enquiries and complaints will be managed

Neuron will maintain a 24/7 customer service operation, where we are contactable through more than 7 channels including:



- Facebook (FB Page: Neuron Australia)
- Instagram (@neuron\_mobility)
- Email (info@neuron.sg)
- In-app feedback
- In-app chat (live chat)
- Call centre (24/7): TBA for Bundaberg
- Website (<https://www.neuron.sg/#contact>)
- Other sources (e.g. Twitter (@Neuron\_Mobility), app-stores (iOS and Android), direct message to Neuron staff).

Online forms are also available for members of the public to submit enquiries and complaints. These include:

- Inappropriate parking (<https://www.rideneuron.com/bad-parking/>)
- Damaged e-scooters (<https://www.rideneuron.com/scooter-damage/>)
- Reporting an incident (<https://www.rideneuron.com/incident-report/>)

Users are able to immediately communicate with Neuron customer service representatives through live chat and call if urgent assistance is required. Feedback received from other channels will be served within [REDACTED]. Resources will be optimized based on the service level mentioned above. If Neuron is not able to meet said service level, additional resources would be added.

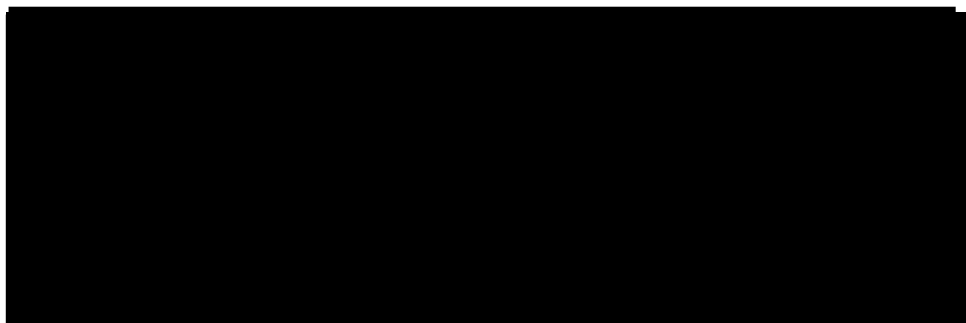
**Category B**

#### 6.6 Hours of availability of customer service and supervisory staff



**Category B**

#### 6.7 How the complaints register will be maintained

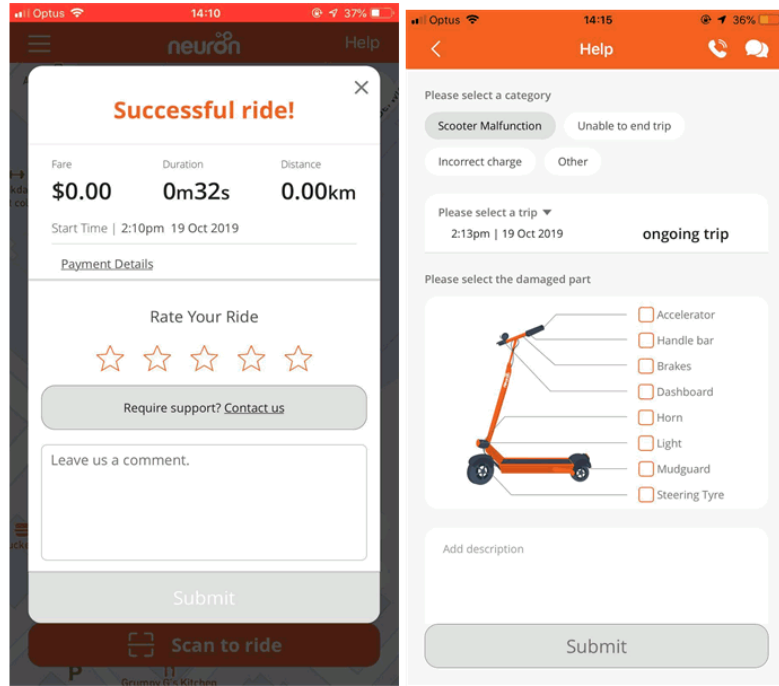


**Category B**

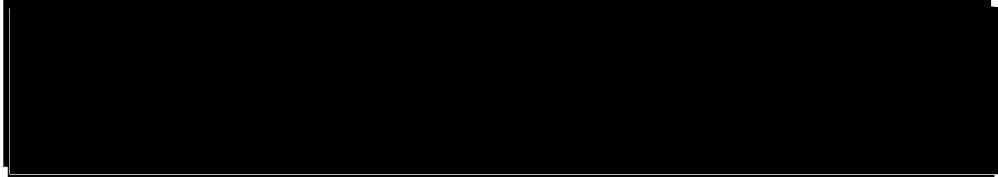
#### 6.8 Proposed information leaflets, forms and reports that will be used in providing this service

We commit to remaining easily contactable by members of the public. Each Neuron scooter will have a sticker with contact information attached. Members of the public can reach Neuron through the contact details made available on the sticker.

Users are also able to lodge complaints through the Neuron app before, during and after a ride:



6.9 Neuron correspondence with Bundaberg Regional Council



Category B

Title	Regional General Manager	Global Head of Operations
Name	[Redacted]	[Redacted]
Phone number	[Redacted]	[Redacted]
Email	[Redacted]	[Redacted]

Category A



### 7.0 Data sharing



**Category B**

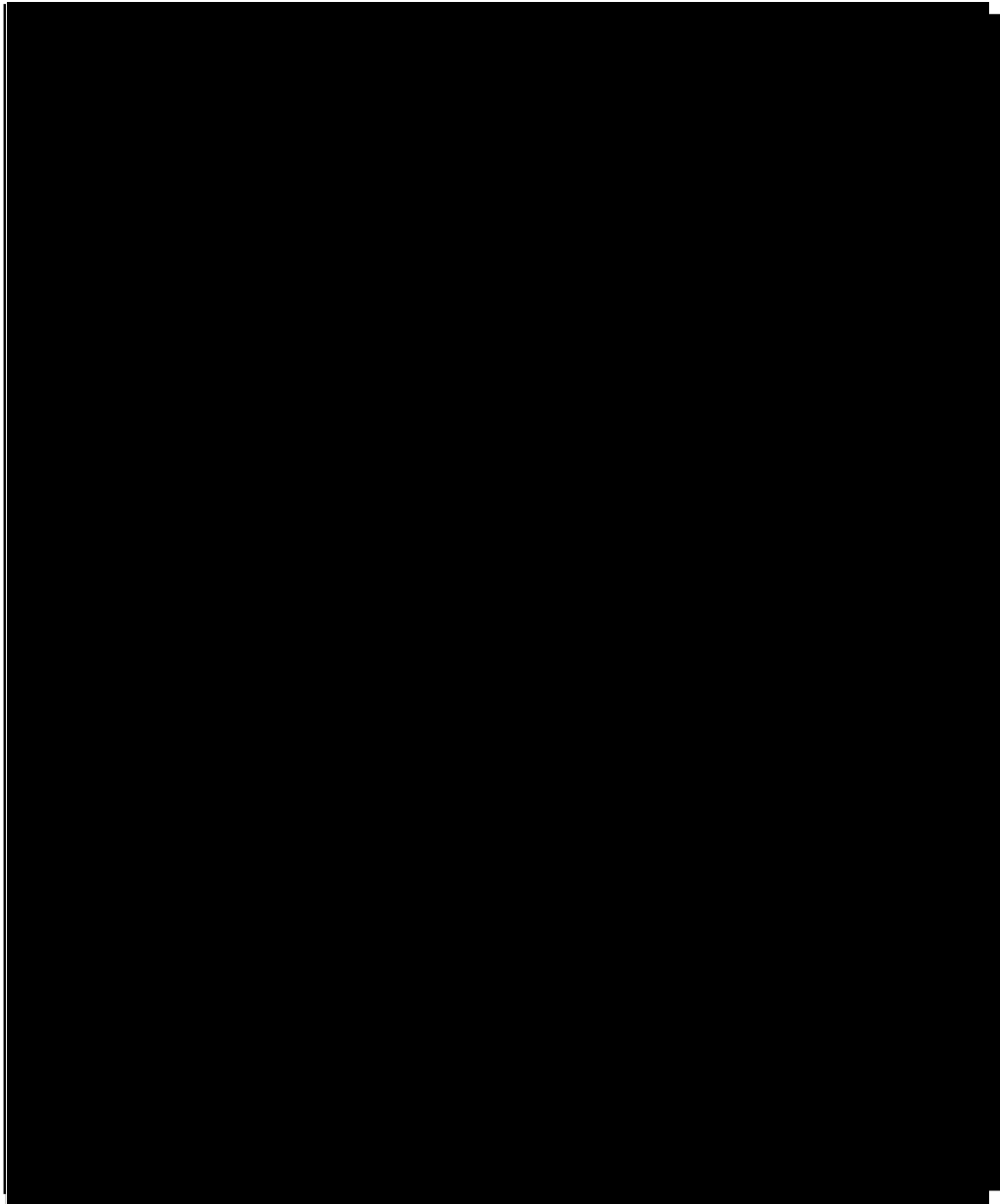
#### 7.1 API data provisioning through MDS



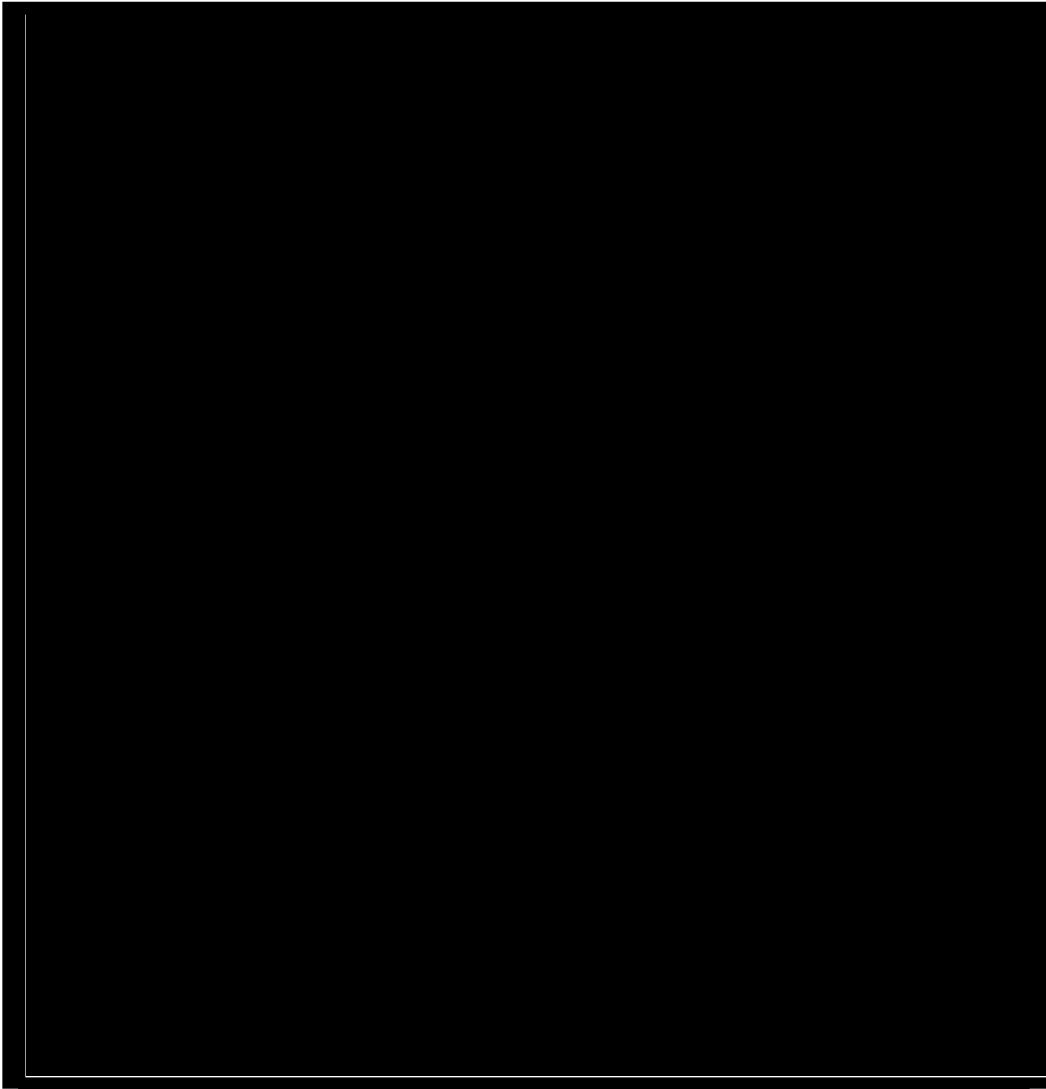
**Category B**



7.2 Tableau Dashboards



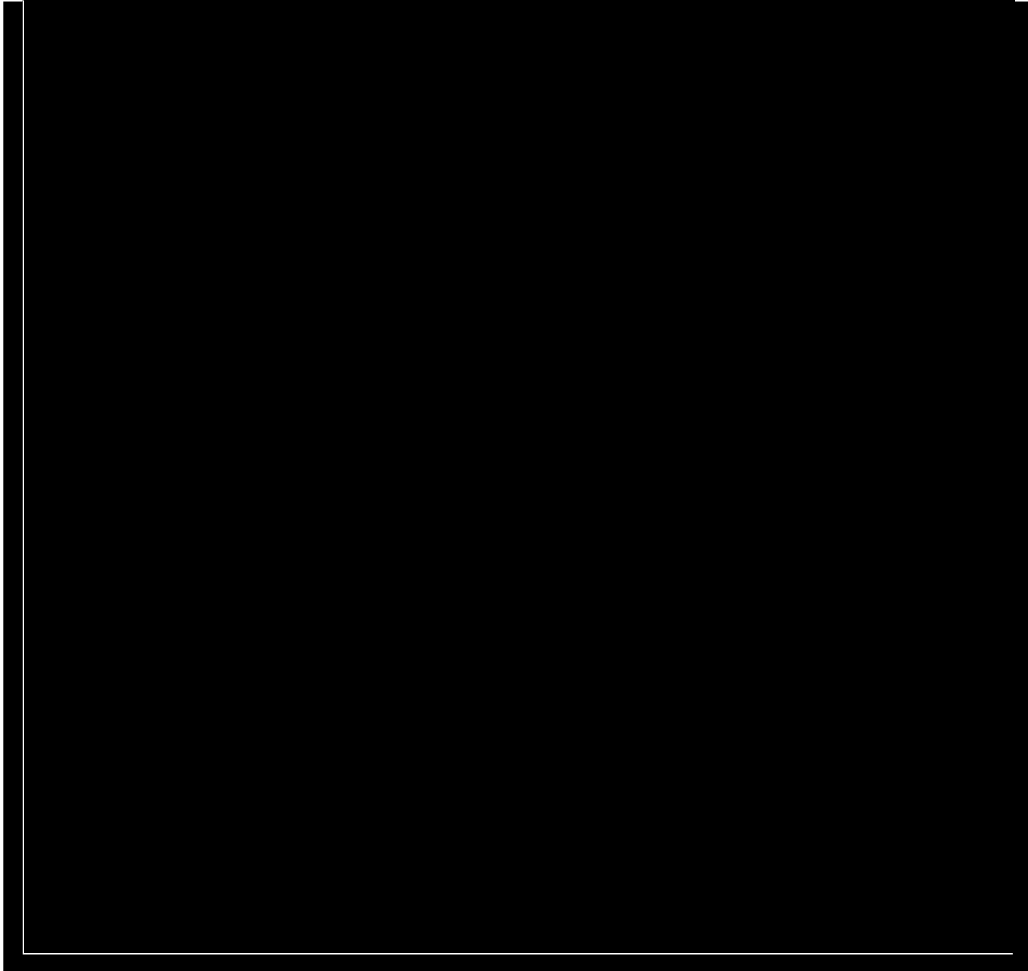
Category B



Category B



7.3 Monthly reporting of data and insights



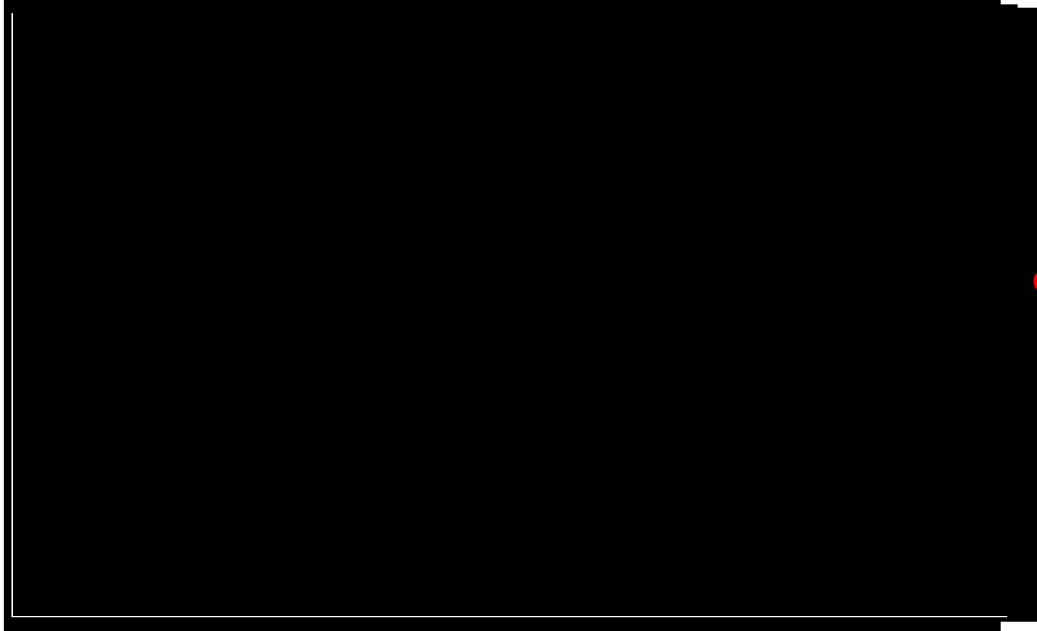
Category B





## 8.0 Compliance Schedule

Please refer to section 2.2.1 Compliance enforcement through technology to see the various methods of prevention. There will be occasions where Neuron's ground operations team will need to resolve. In order to resolve this within reasonable timeframes, we have proposed committing the below service response times, but we are open to discussion.



Category B



## 9.0 Media Coverage across Australia & New Zealand

Below are some links to some independent coverage Neuron has received across Australia & New Zealand.

1. Our launch in Auckland and a great video that shows our N3 e-scooter - Stuff (10 Jan) [Road testing Neuron's 'safest' scooters before they launch on Friday](#)
2. Neuron's N3 e-scooter in a group test with the competition - Stuff (15 Jan) [Auckland e-scooters: Beam, Neuron, Flamingo and Jump, which is the best?](#)
3. Another Group test amongst competitors - New Zealand Herald (18 Jan) [Battle of the e-scooters: Beam, Jump, Neuron and Flamingo take to Auckland's streets](#)
4. Our Helmet Lock - Channel 7 (22 Jan) [Fleet of brand new e-scooters is about to roll out across Brisbane](#)
5. The Mandarin (24 Apr) [Brisbane City Council encouraging health workers to travel with e-scooters](#)
6. Local Government Focus (18 May) [Council-enabled transport helps essential workers](#)



Appendix A: Vehicle specifications

Generation 3 Neuron Proprietary E-scooter (N3) Specifications	
Properties	Spec
Vehicle dimensions	[REDACTED]
Standpipe inclination	
Vehicle weight	
Range	
Front Suspension	
Rear suspension	
Ingress Protection	
IoT firmware update	
Rated power of motor	
Motor type	
Max speed	
Speed Cap	
No-parking zone	

Category B



Maximum gradeability	
Maximum loading	
Drive Way	
Braking	
Charging Type	
Voice notification	
Battery lock	
Vehicle Certification	
Battery Certification	
Battery Waterproof	
Battery Cell Units	
Tyres	
Frame	
Reflector	
Front Light	
Rear Light	
Bell	

**Category B**

Neuron – Bundaberg Regional Council Information Document

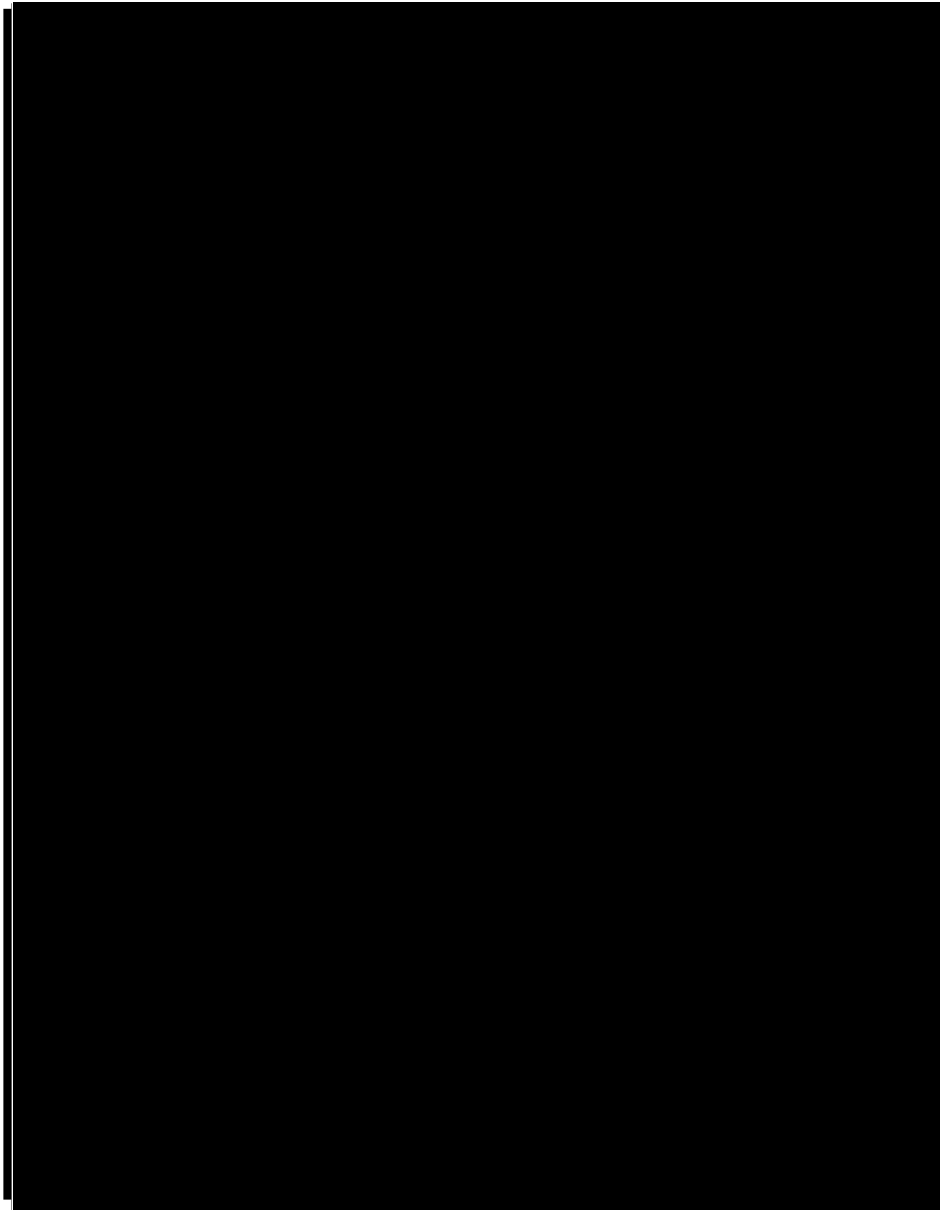


Current version number	
Unique identification	
Sensors	

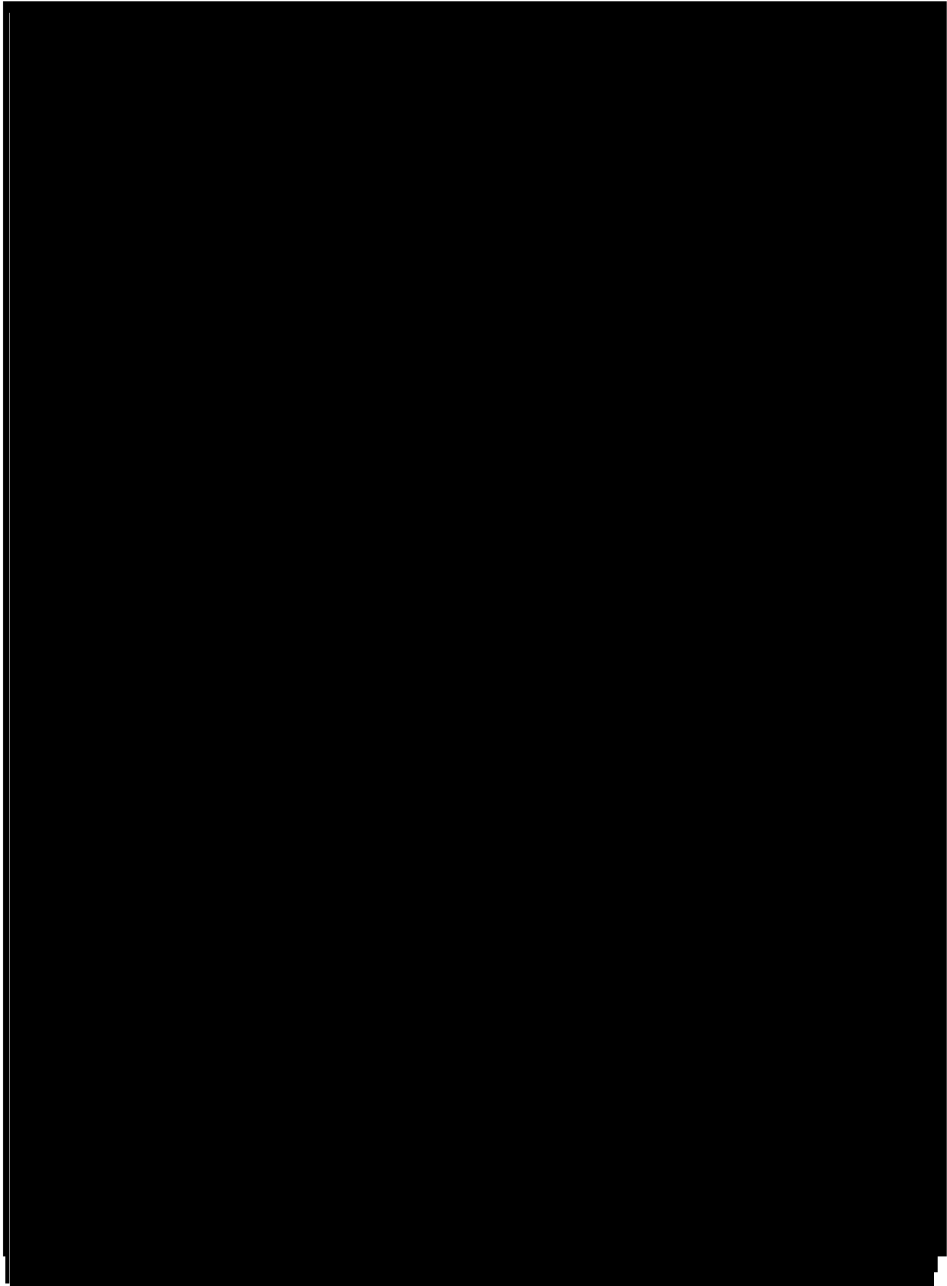
**Category B**



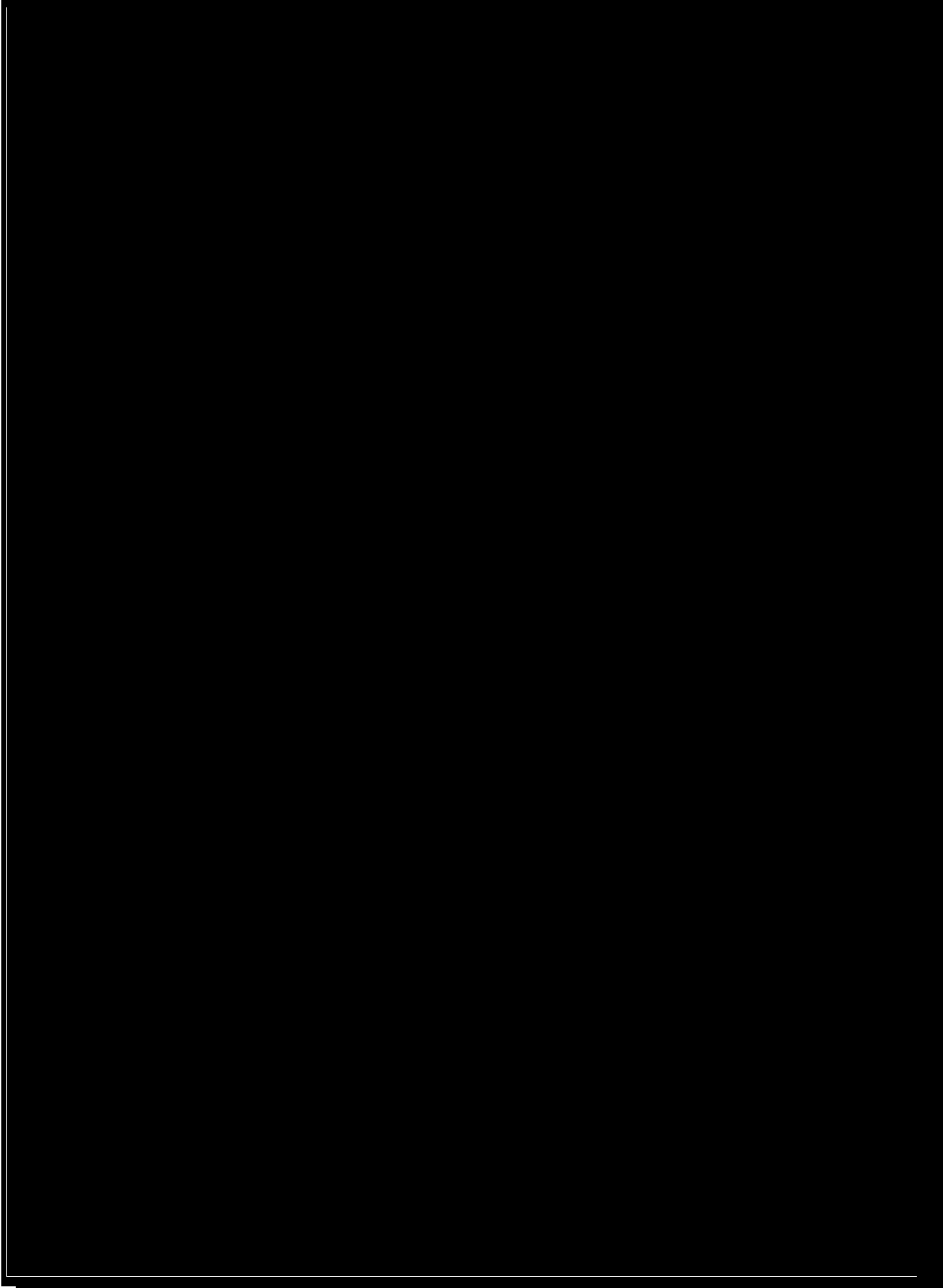
Appendix B: Neuron training programme



Category B

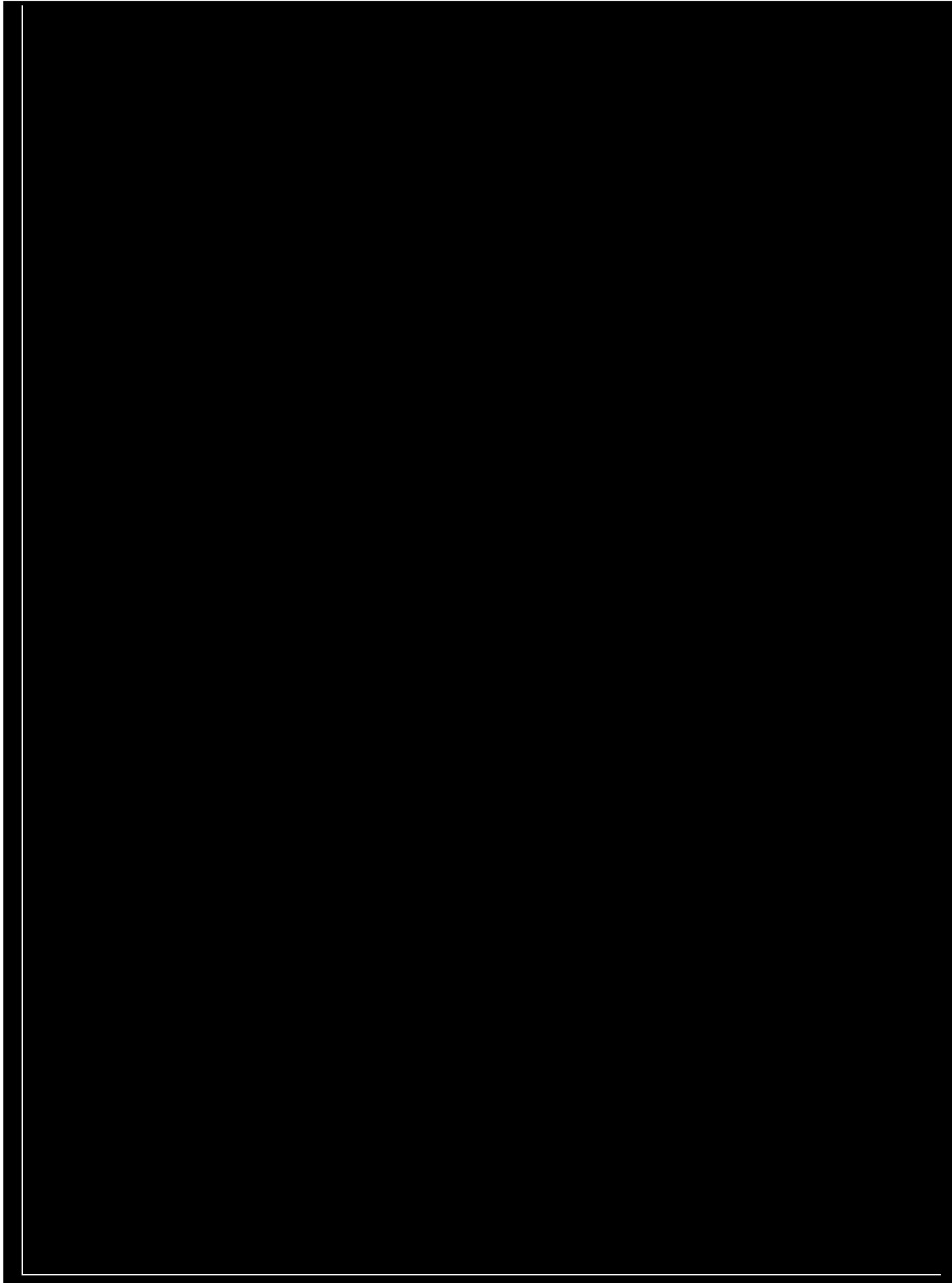


**Category B**



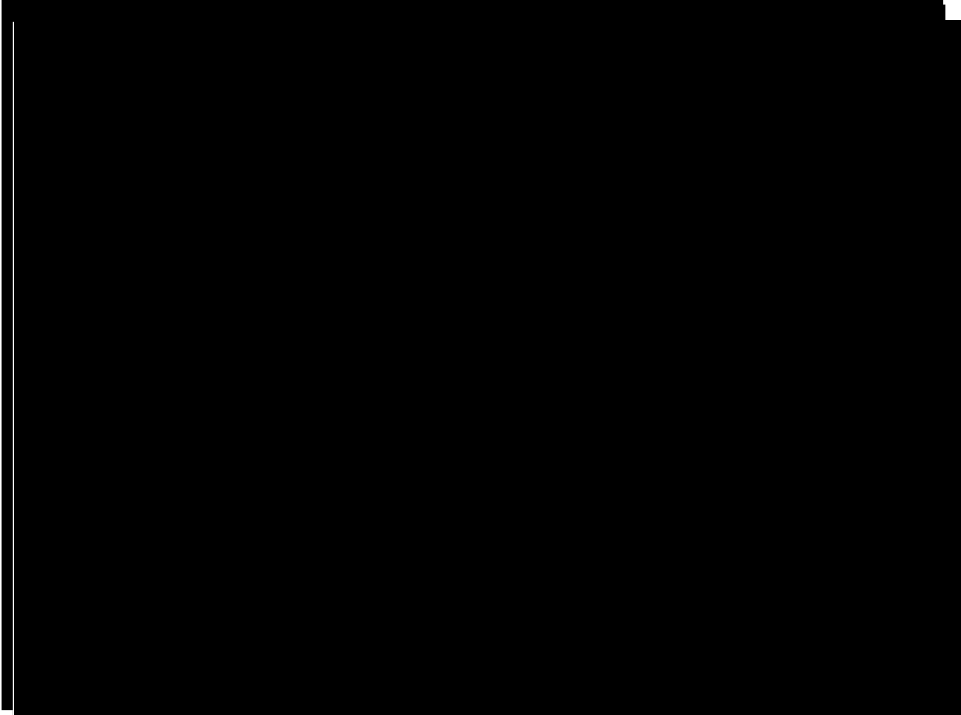
**Category B**





**Category B**

Neuron – Bundaberg Regional Council Information Document



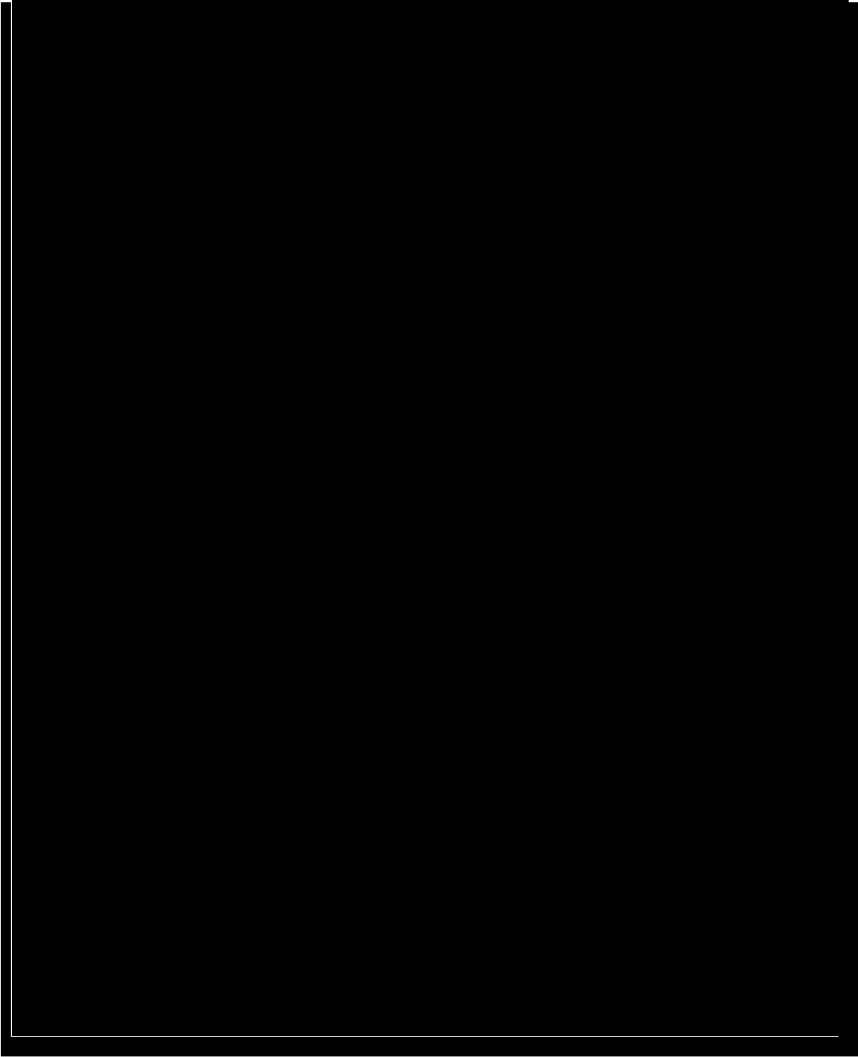
**Category B**

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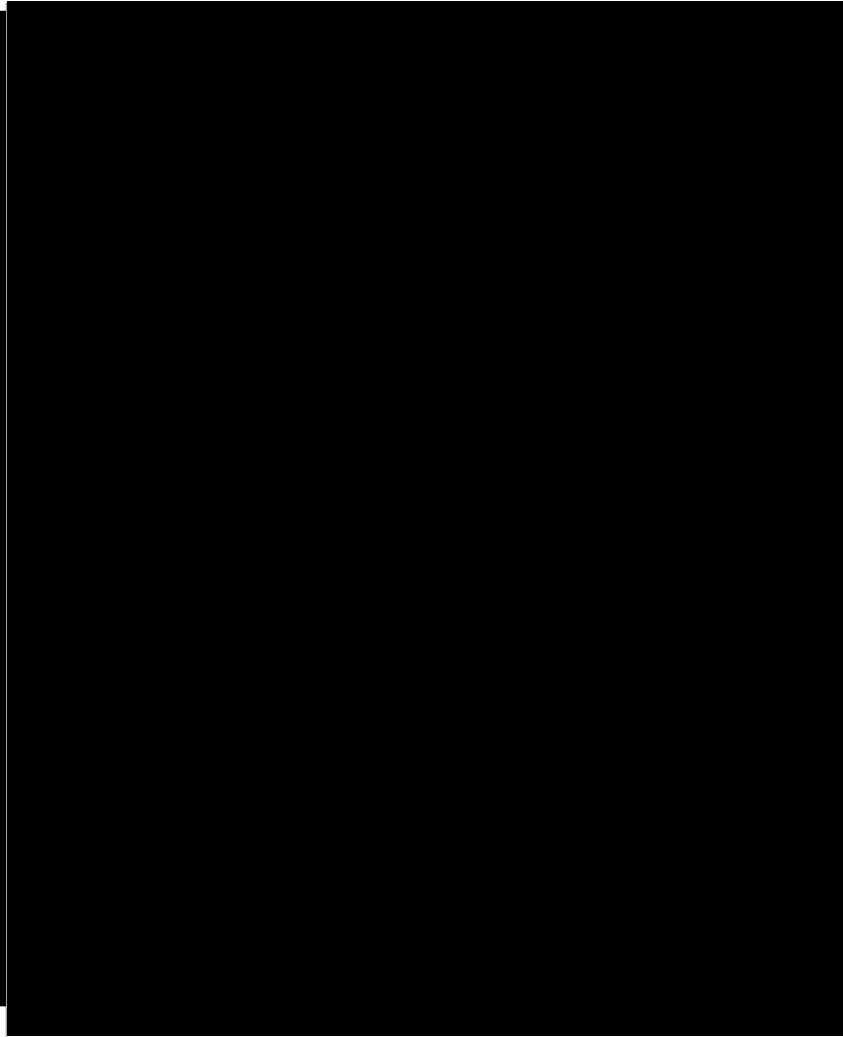
Appendix C: UL certifications for the N3 scooter

UL 2272 certification



**Category B**

Neuron – Bundaberg Regional Council Information Document



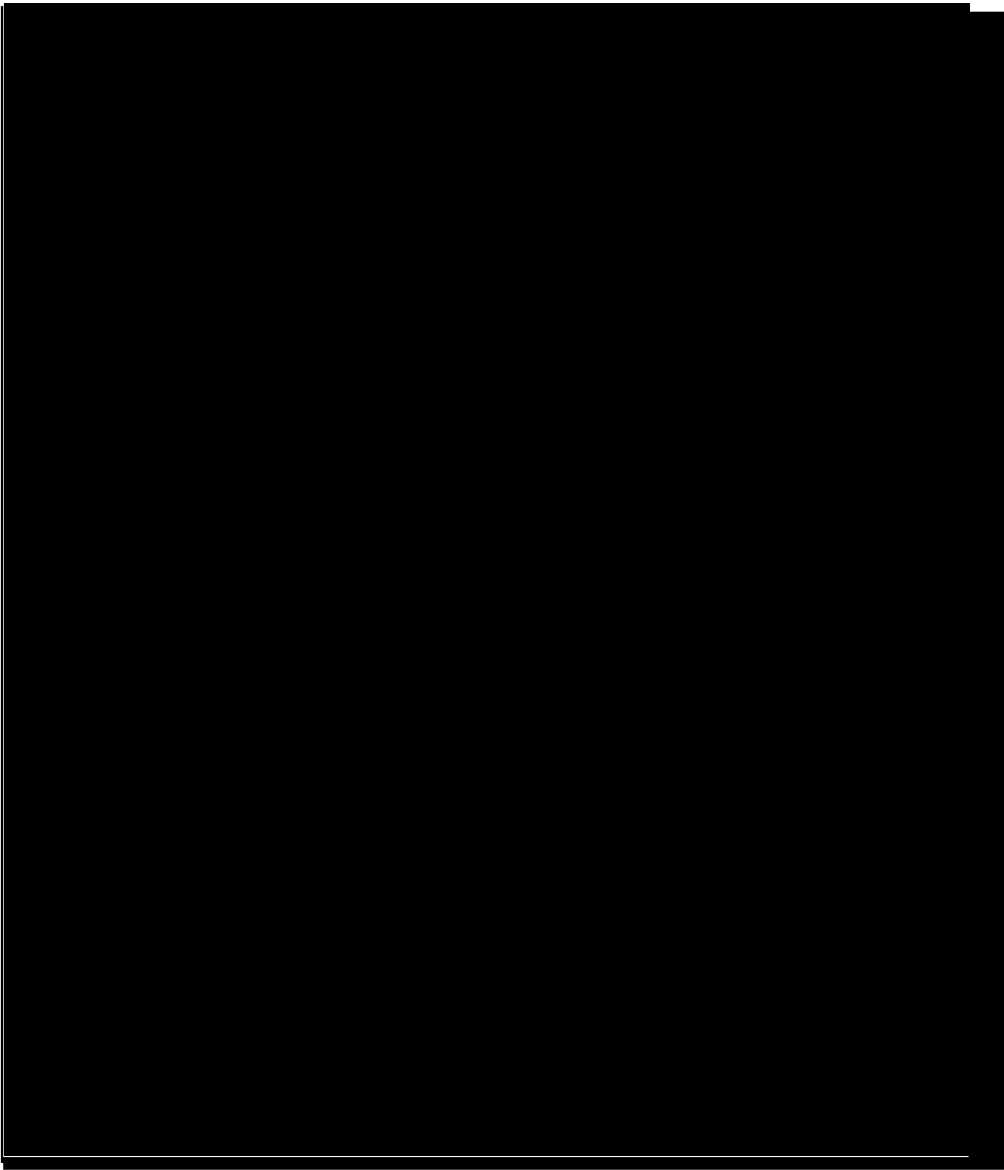
**Category B**

Released under Right to Information Act 2009

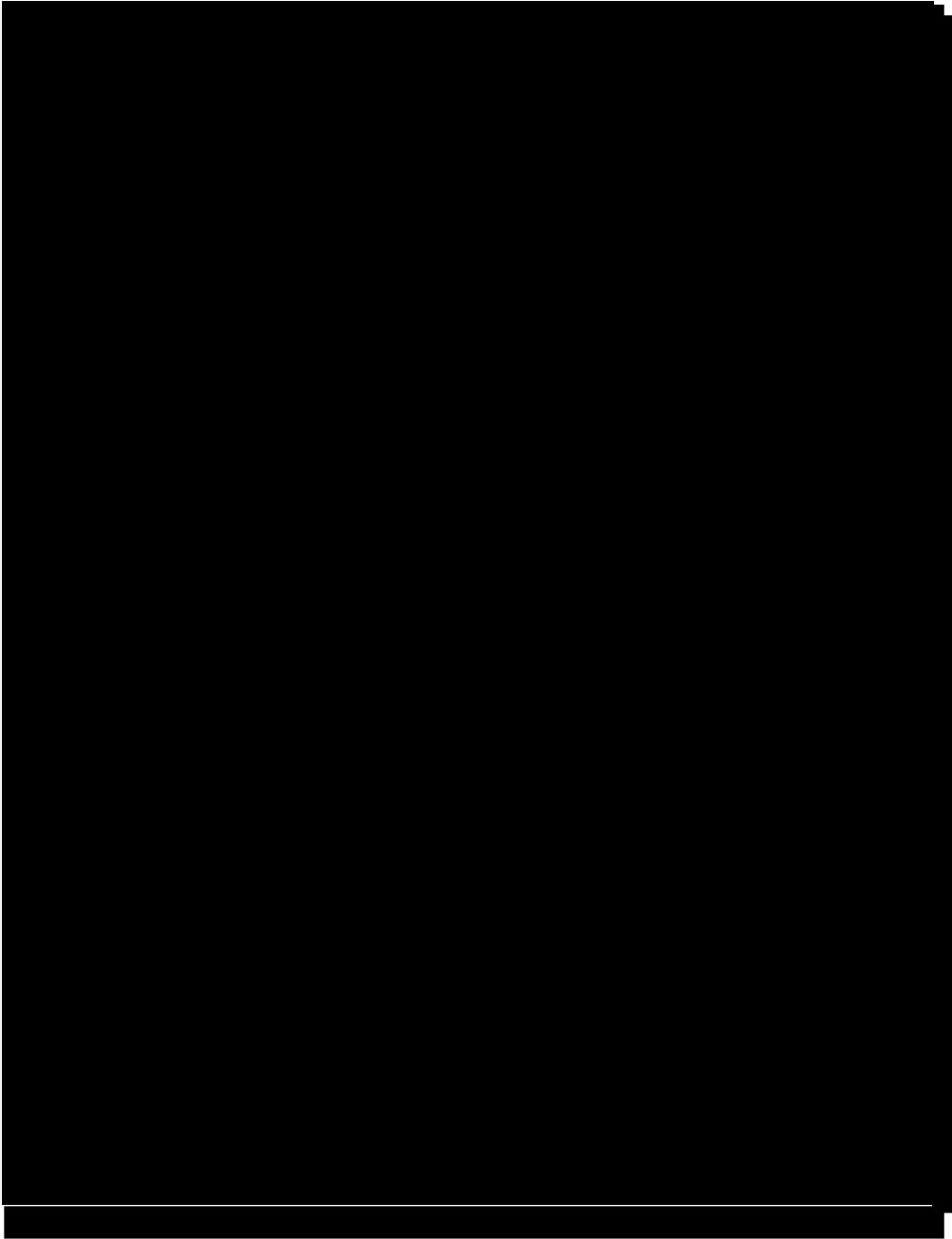


**Appendix D: WHS Plan & Manual**

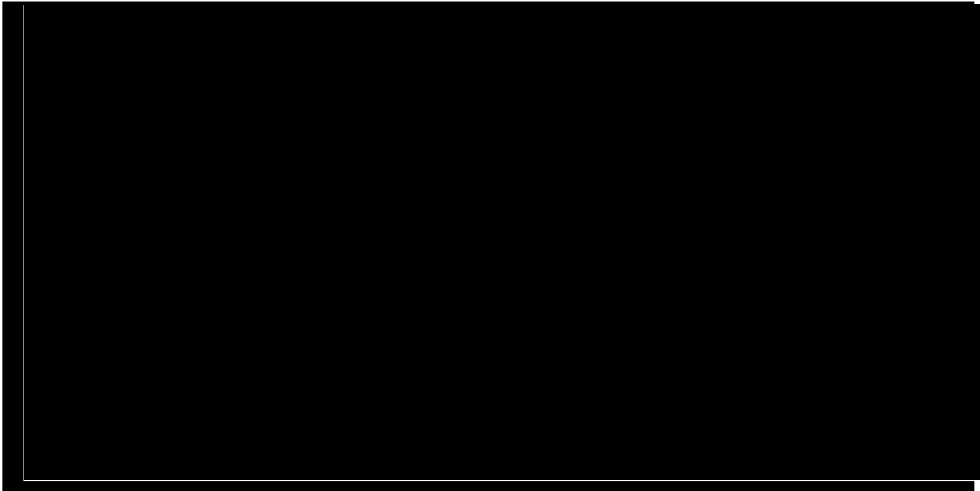
This is a summary of Neuron's WHS plan & manual. Detailed copy is available upon request.



**Category B**



Category B



**Category B**

Risk rating	Treatment
Low	Generally acceptable risks – No further controls required
Medium	Acceptable risks with considerations – Risk and mitigation technique to be monitored for effectiveness
High	Unacceptable risks – Further mitigations required immediately
Very High	Unacceptable risks - Management to intervene urgently, which may include ceasing operations of said activity

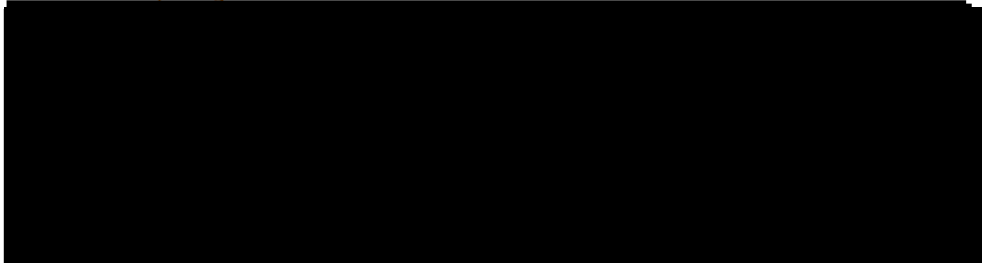


4.2 Risk identification and reporting



Category B

4.3 Incident reporting



Category B



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Category B



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## INFORMATION NOTICE

Issued pursuant to section 9 of *Local Law No. 1 (Administration) 2011*

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Legislative Authority/Description	Detail
The decision	To issue you with an Approval pursuant to <i>Subordinate Local Law 1.2 (Commercial Use of Local Government Controlled Areas and Roads) 2011</i> including conditions.
The reasons for the decision	I have made this decision on the basis of the following questions of fact and evidence: <ul style="list-style-type: none"><li>• Details as provided in the application form dated 9 March 2021</li><li>• Proposal presented at the Consultation Meeting of Council on 1 March 2021 – Bundaberg E-Scooter Information Document Neuron Mobility</li><li>• Neuron User Field MAgreement = Operator Agreement template as provided by Neuron</li><li>• Conditions that will ordinarily be imposed on an approval as detailed in Section 6 <i>Subordinate Local Law 1.2 (Commercial Use of Local Government Controlled Areas and Roads) 2011</i></li><li>• Taking into account potential for nuisance, inconvenience, annoyance, pedestrian and vehicle safety, public and user safety, property, hygiene, aesthetics, &amp; amenity.</li><li>• Consistency with the purpose of the reserves</li><li>• Expected demand and maximising the public benefit</li></ul>
Right to review of the decision	You may apply for a review of the decision within 14 days after the notice is given.

<p>How to apply for review of the decision</p>	<p>You may apply for review in writing:</p> <ul style="list-style-type: none"><li>a) By post: The Chief Executive Officer PO Box 3130 BUNDABERG QLD 4670</li><li>b) By email: <a href="mailto:ceo@bundaberg.qld.gov.au">ceo@bundaberg.qld.gov.au</a></li><li>c) Over the counter: 190 Bourbong Street BUNDABERG QLD 4670</li></ul> <p>Your application for review must:</p> <ul style="list-style-type: none"><li>a) Be accompanied by a statement of the grounds on which you seek a review of the decision; and</li><li>b) Be supported by enough information to enable the Council to review the decision.</li></ul>
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Item Number: 3

01 March 2021

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**Subject:**

Neuron Mobility (E-Scooters) - Proponent Presentation

Presented by [REDACTED] with Ben Artup.

**Category A**

Geordie Lascelles, Lee Hann & Emily Murray attended.

Presentation provided, followed by Q & A

Proposed routes from Base Hospital to Bundaberg Rum Distillery. Hinkler to CBD, CBD to Botanic Gardens.

Bargara – Nielson Park to Bargara Lakes Tavern. Bauer St a no go zone as there is a local law prohibiting bikes in this area. Cr Barnes has no issue with scooters in Bauer St.

Cr Honor – Rail Trail funding – would the trip 20 km be possible. Not comfortable to ride for this long. Most people would only ride around 5 km.

Councillors in favour of progressing the proposal.

**Conclusion**

**For Council's consideration.**