

London e-scooter rental trial headline metrics – Trial Period 17

Table 1: London e-scooter trial headline metrics

Trial Period ¹	Dates	Permitted Fleet Size ²	Total Trips ³	Average trip distance	Average trip duration	Serious injuries reported by operators ⁴
TP1	07 Jun – 04 Jul 2021	600	35k	2.9 km	24 mins	1
TP2	05 Jul – 01 Aug 2021	1,200	50k	2.7 km	22 mins	2
TP3	02 Aug – 29 Aug 2021	2,700	80k	2.8 km	21 mins	2
TP4	30 Aug – 26 Sep 2021	2,835	95k	2.8 km	22 mins	1
TP5	27 Sep – 24 Oct 2021	3,480	100k	2.5 km	18 mins	3
TP6	25 Oct – 21 Nov 2021	3,585	90k	2.5 km	18 mins	0
TP7	22 Nov – 19 Dec 2021	3,585	70k	2.4 km	17 mins	4
TP8	20 Dec 2021 – 16 Jan 2022	3,585	60k	2.5 km	18 mins	1
TP9	17 Jan – 13 Feb 2022	3,585	75k	2.4 km	16 mins	1
TP10	14 Feb – 13 Mar 2022	3,885	80k	2.4 km	16 mins	0
TP11	14 Mar – 10 Apr 2022	4,010	95k	2.5 km	16 mins	1
TP12	11 Apr – 08 May 2022	4,010	130k	2.6 km	17 mins	0
TP13	09 May – 05 Jun 2022	4,100	145k	2.6 km	17 mins	2
TP14	06 Jun - 03 Jul 2022	4,125	180k	2.8 km	18 mins	2
TP15	04 Jul – 31 Jul 2022	4,125	180k	2.7 km	17 mins	1
TP16	01 Aug – 28 Aug 2022	4,365	170k	2.7 km	17 mins	0
TP17	29 Aug – 25 Sep 2022	4,425	140k	2.5 km	16 mins	0
Total / Average			1.77m	2.6km	18 mins	21

Table 2: Participating boroughs and trial period joined

Borough	TP1	TP2	TP3	TP4	TP5 on-wards
Camden					
City of London					
Ealing					
Hammersmith & Fulham					
Kensington & Chelsea					
Lambeth					
Richmond upon Thames					
Southwark					
Tower Hamlets					
Westminster					

¹ The trial is being managed using 4-weekly trial periods. The trial started on 07 June 2021.

² Maximum fleet size is determined by TfL, London Councils and the London Boroughs through a periodic 'fleet size review process' that considers operator performance over the trial period, and can change dependent on the size of the trial area, feedback on performance, demand and operator compliance.

³ Trip numbers have been provided by operators. All trips under 50 metres distance, or with a duration of 0 minutes are excluded from these metrics. Total trip count has been rounded to nearest 5,000. Due to rounding at a period level, the rounded total number of trips may differ from the sum of the rounded trial period totals

⁴ The number of serious injuries reported to TfL by operators, taken as the period in TfL was notified of the injury (see *Notes on injury data reported* for further definition).



Notes on injury data reported

The safety of e-scooter riders, and other road users, is paramount to this trial. TfL will use a number of data sources to monitor and evaluate the trial, but we acknowledge that in singularity, none of these are perfect. These include a number of sources to understand perceptions of safety as well as safety incidents. Safety incident data includes operator reported injuries, casualty statistics (STATS19) as reported to the police and DfT survey data.

E-scooters are not identified as a vehicle type by the Department for Transport official road casualty statistic STATS19, and are categorised as 'other vehicles'. Therefore, data can only be gained on e-scooters via this means if in the free text field an e-scooter has been listed to identify the vehicle. Additionally, there is no ability to differentiate between hire or private e-scooters and thus this data is not a reflection of the trial.

The DfT intend to introduce a new category of "powered personal transporter device" to include, but not exclusive to, e-scooters in personal injury collision information from 2024.

Survey data has limitations such as sample size, reporting bias and the ability to recall details if questioned some time after an incident has occurred.

A final trial evaluation report will be published by the Department for Transport with significant research and data points. However, we do understand that there is a desire for a view of the safety of the trial at more regular intervals. Therefore, we have decided to report here data numbers of serious and fatal injury incidents that have been reported by the operator in each four-week Trial Period. This data ensures the reporting focus remains on trial e-scooter data, but a number of caveats should be noted:

- As this data is Operator-reported, it is dependent on the Operator actually being aware that the injury has taken place. This data relies upon either the rider themselves, other road users involved in the incident, members of the public, emergency services, or TfL's Network Management Control Centre or the relevant Borough reporting the injury to the operator. Some riders may not report injuries due to perceived time taken to report, no incentive to making an Operator aware, not wanting to take responsibility for an incident or being held responsible for damage or injury to others, considering their incident too minor to report, or not being aware that they can report. Due to this, we have decided to focus on the serious and fatal injuries as these are more likely to be reported (either by those directly involved, TfL's Network Management Control Centre, or emergency services), and thus more robust to measure change and outcomes.
- To maintain consistency with the definition used by TfL for road collisions, which follows the DfT's STATS19 definitions, serious injuries are categorised as an injury for which a person is detained in hospital as an 'in-patient', or any of the following injuries whether or not they are detained in hospital: fractures, concussion, internal injuries, crushings, burns (excluding friction burns), severe cuts, severe general shock requiring medical treatment and injuries causing death 30 or more days after the collision.
- Not all injuries reported by operators to TfL will have had independent or official medical verification, to confirm that an injury was sustained, and that the severity reported is accurate. The description of injuries reported directly by users is taken at face value in the absence of any further information that verifies the nature of the injury sustained.
- When an injury has been reported to an Operator, they make attempts to contact the rider to verify that the injury took place, and find out further details, including how the injury occurred and any contributory factors.
- The incidents reported here that include serious or fatal injuries are provisional. The injury report may not be submitted to TfL on the date the injury occurred, and detail on the severity of an incident may change over time. Where information on the severity of an injury changes, these statistics will be updated to reflect the change. Changes may also be made by exception. The figures reported here relate to the trial period in which they were reported by operators to TfL.

All incidents reported in the trial period are discussed at a safety forum that is attended by TfL, all three e-scooter operators, participating Boroughs, the Metropolitan Police, and relevant stakeholders to ensure any learning is shared widely.