

Launch of Bolt e-scooters in Wexford

Questions & Answers

August 2024

What is Bolt?

Bolt is the European leader in shared mobility with a mission to make urban mobility more affordable, safe and sustainable. The company offers a wide range of mobility services including electric scooter and eBike rental, ride-hailing (taxis), car sharing and food delivery. Bolt has 200 million customers in 50 countries and over 400 cities in Europe and Africa. Following the successful roll out of Bolt's eBike rentals in a number of towns and cities in Ireland, including in Kilkenny, Sligo, Carlow, Dun Laoghaire, Bray and of course, Wexford, Bolt is now also launching shared e-scooters.

What is being announced this week?

From August 2024, Bolt will launch a 6 month trial, to provide 50 e-scooters, in addition to the existing 50 e-scooters to be used in the existing operating zone in Wexford town, increasing the total fleet to 100. The same 42 mandatory parking locations will continue to be used for both.

Tell me more about Bolt's e-scooters

The e-scooters being launched in Ireland were produced internally by the Bolt team. That provides Bolt with the ability to modify their design to ensure compliance with local legislation, and allows them to be constantly updated as technology evolves. They have full GPS and geofencing technology to control the scooters location, speed and parking, with front and rear lights on at all times when in use, puncture proof tyres, and all required safety features. The e-scooter provides users with a safe, sustainable and affordable mode of travelling in and around Wexford town. Bolt's e-scooters, along with our e-bikes are an essential part of our mission to reduce the use of private cars in cities and towns and offer people alternative modes of transport.

Are these e-scooters compliant with the new legislation and [regulations](#)?

The e-scooters being provided by Bolt include all key safety features as required under the Road Traffic (Electric Scooter) Regulations, as follows:

- Have a maximum power output of 400 watts or less;
- Have a maximum weight of 25 kg (including batteries);
- Have a maximum design speed of 20 km/h or less;
- Have wheels with a minimum diameter of 200mm;
- Be fitted with front and rear lights, reflectors, brakes and a bell;
- Be fitted with a manufacturer's plate certifying the power output, weight and design speed;
- Be designed for 1 user only at any time;

- Be in a roadworthy condition at all times when used in a public place. All parts and equipment must be in good working order.

What is the purpose of the service?

Bolt's e-scooters are available to hire throughout Wexford town 24 hours a day. The scooters are primarily used for short hop-on, hop-off journeys, to replace private car use in the urban centre where possible. It's expected the average journey will be 10 minutes or less. In Wexford to date, trips have been for an average distance of 2.3 km .

How does the service work?

The user downloads the app, available in both the Apple and Android app store, or by using the attached QR code. They input their payment details and then can see on a map where the closest e-scooters and e-bikes are parked and available to rent. Most parking locations should be within a 300 metre radius, and there are a total of 42 parking locations across Wexford. Once the user is at the e-scooter or e-bike, it can be unlocked using the QR code found in between the handlebars on the e-scooter, or below the handlebars on the e-bike. The user then cycles or scoots to the closest parking bay to their final destination. Once arrived, they park in the designated parking location, as seen on the map and with local signage and marking. To finish the journey, the e-scooter or e-bike does not need to be locked to any physical infrastructure. It must be parked within a designated zone **and the journey ends by pressing the finish journey button in the app**. The user will be informed of the total cost of their journey.

Do I have to pay a membership fee?

There is no membership fee, you only pay when you use it.

How much does it cost?

The e-scooter and e-bike rental cost is the same for both. It costs €0.15 to unlock, and then €0.18 per minute, meaning the average journey of 8-10 minutes will cost €1.59 to €1.95. However, if the e-scooter or e-bike will be used several times throughout the day, perhaps for sight-seeing or where repeated travel is required, a daily pass is available for €6.50 and entitles the user to four 15 minute journeys that day.

Do I have to finish the journey at the same place I started or at a specific place?

You can finish your journey anywhere within the urban centre, as defined on the map, as long as it is in a **designated parking bay**. The 42 designated parking bays have ensured that users do not leave the e-bikes in unauthorised locations, with over 99% with parking rules. The same rules will apply for the e-scooters.

What do I do if there is a problem with the e-scooter or e-bike or how do I report it?

Our Frequently Asked Questions (FAQ) section, available on the Bolt app, covers all topics related to our e-scooters and e-bikes, our service (reservation, payment, refund) and our terms of use. The ability for users, pedestrians and drivers to quickly report e-scooters or e-bikes that pose an obstacle or hazard is critical to the success of the service in Wexford– it is essential that they are parked in a safe and sustainable way. If for any reason, that is not the case, Bolt has the following reporting channels:

1. In the Bolt app;
2. An e-mail address, Ireland@bolt.eu (which is monitored throughout the day);
3. Stickers with QR code links to identify and report these vehicles;



Similarly if someone has an issue with their booking, they can make contact with customer services through these channels.

What are some of the safety features available on these e-scooters that will help to ensure a safe and reliable service for Wexford?

1. Geofenced Speed Zones. All e-bikes and e-scooters are equipped with an IoT (Internet of Things) device which has an internal sim card (to allow communication between a customer's phone and a Bolt eBike/ eScooter) and a GPS (to allow for regular location updates of the vehicles) which is used to adjust the max speed of the bike/scooter when it enters a speed restriction zone.
Bolt has the ability to limit the assisted speed of the e-bikes ordinarily at 25 km/h, and the e-scooters ordinarily at 20 Km/h, in the operational area, but can be further reduced to any speed, for example, 15 km/h in congested areas or 8 km/h areas where bikes/scooters and pedestrians interact. The maximum assisted speed can be configured at any time according to the instructions communicated by the council, and speeds can be amended if necessary during the period of this scheme, either temporarily for specific events or seasons, or permanently, in consultation with the council.
2. Sobriety Reaction Test - Bolt has developed a cognitive test in the form of a challenge on the mobile app that measures the reaction time of user responses. This will be activated for e-scooters users in Wexford (as it currently is for e-bike users) at night (eg. between 10 p.m. and 5 a.m.). If the user fails the test, they will be advised to use another mode of transport and denied access to the e-scooter.
3. Beginner Mode - this automatically reduces vehicle acceleration and speed to a maximum of 15 km/h, when the user has selected Beginner mode. This ensures that beginners feel comfortable and safe while handling the vehicles. Research has shown that where accidents occur, it is most often during users' first experiences with a new mode. By allowing users to easily take control of the eScooter, Bolt helps to limit the risk of accidents.
4. Tandem riding prevention system - Bolt's patent-pending Tandem Riding Detection feature uses our e-scooters' three-axis accelerometer sensors to detect sudden incremental changes in mass which indicate multiple people boarding a single scooter. When tandem riding is detected, users are notified and given a warning. If the behaviour is repeated, the user is temporarily blocked from the platform and then permanently blocked.