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New Zealand Defence Force
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New Zealand

OIA-2025-5282

8th April 2025

[redacted]@taxpayers.org.nz

Dear [redacted]

I refer to your email of 25 February 2025 requesting, under the Official Information Act 1982 (OIA), the following information about funds paid to Beam Scooters.

The total amount of public funds allocated to Beam Scooters.

The NZDF has trialled the use of electric scooters, comparing scooters that were purchased, and scooters that were rented from Beam for a fixed term. The total cost to the NZDF of the Beam scooters was approximately $32,800.

The specific budget appropriations or funding programes[sic] through which these funds were provided.

The money paid to Beam Scooters was provided out of unit and base operating expenses.

The time frame when this occurred
Any contracts, agreements, or memorandums of understanding with Beam Scooters including:
The terms and conditions of any funding received.
Any performance metrics, obligations, or reporting requirements tied to the funding.
Any stated public benefits or policy objectives justifying the funding allocation.
Internal correspondence, reports, or meeting minutes discussing the decision to fund Beam Scooters, including:
The rationale for providing taxpayer funding to a private scooter rental company.
Any assessment of whether this funding aligns with government transport, environmental, or economic objectives.
Any concerns raised internally regarding the allocation of public funds to Beam Scooters.

Information relevant to these parts of your request is contained in the 28 April pre trial brief, and the 2 April 2024 End of Trial Report and which are at Enclosures 1 and 2 respectively. No contract document exists. Where noted, information is withheld in accordance with section 9(2)(a) of the OIA to protect privacy. NZDF signatures are withheld in accordance with section 9(2)(k) to avoid the malicious use of staff information, such as phishing, scams or unsolicited advertising.

Any details on how this funding has been used by Beam Scooters, including:
Whether the funding was used for operational costs, infrastructure, subsidies, or other purposes.

Any reports or audits on how Beam Scooters has spent the funds.
Any ongoing financial commitments or future funding plans involving Beam Scooters.

The New Zealand Defence Force does not hold information about Beam financial processes, and has no future plans involving Beam. These parts of your request are therefore declined in accordance with section 18(g) as the information is not held by the NZDF and we have no grounds to believe that the information is held by another government agency.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to your request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website, with your personal information removed.

Yours sincerely

GA Motley
Brigadier
Chief of Staff HQNZDF

Enclosure:

1. Pre trial Brief
2. End of trial report

28 Apr 2023 File Reference TBA

DOT-POINT BRIEF FOR BCDR AK

BASE INNOVATION - E-SCOOTER TRIAL

Purpose

1. To update BCDR AK on the conditions of the proposed e-scooter trial on Base AK and request approval for Go-Ahead.

Base OH Trial

2. The E-scooter trial has already commenced in OH as follows:
    - 15 Scooters – up from initial 10.
    - Hired from commercial operator.
        - Initially **Flamingo**, now moved to **Beam.**
    - Scooter "homed" at strategic points/units around base.
        - In reception areas of home units.
        - Chargers located at scooters "home" and scooter placed on charge when not in use
    - Scooters signed out by users allowing for warnings/discipline if required.
    - Usage about 4km per scooter per day.
    - Beam proposal approx. $4.50 per scooter per day.
    - Responsible and safe usage reported through out last 4 months.
        - Nil accidents reported.
        - Used by all ages.
    - Lost or missing scooters can be traced by the provider.
    - Scooters are "Geo-fenced" and cannot be taken off base.

Safety considerations

3. Base OH Trial conditions abide by DASH considerations.
    - Speed limited to 25 km/h (progressively increased from 13 km/h at BCDR OH direction)
    - Helmets compulsory (Hi viz considered, non-mandatory)
    - Lights on when riding
    - No reckless use or use under the influence.

- Give way to pedestrians, joggers, cyclists, vehicles and those formed up marching.
- Operate the scooter respectfully of other road or footpath users
- Abide by all NZ traffic laws.
- Use on Footpaths allowed (with full cognisance/respect for pedestrians) due NEQ Path joining the base precincts.

Base AK proposal

4. With OH trial conditions in mind and acknowledging the difference between the bases the following changes are proposed for Base AK;
   - Qty 10 E-scooters @ $4.50 per day for the 5 five month period 1 June 2023 to 30 Nov 2023. Approximately $7000 (not to exceed $8000 accounting for some set up cost, admin etc.)
   - Scooter to be available to Defence Employees only. Nil use on foot paths. Base Auckland layout does not require access to foot paths
   - Speed limit 30 km/h on base roads. This reduces speed differential with road traffic.
5. Proposed Locations. Will require power outlet for charging. Scooters are to be returned to "home" location.
   - Sunderland Building – 3
   - Base HQ– 3
   - 6 SQN HQ – 2
   - Fernleaf Cafe – 2
   - 40 SQN – Own purchase of E-Scooters x4
6. Additional safety input from Fire Section AK.
   - Identified charging as a fire risk due to Li-Ion battery type. Recommended that batteries are not charged indoors or when unattended.
   - Research by Innovation manager; Li-Ion battery charging may present a risk if;
     - Battery contains manufacturing defects,
     - Battery is damaged,
     - Battery is over charged or charged too rapidly or
     - Battery is charged with an incompatible charger.
   - Mitigations for Base AK trial
     - Scooters provided from a high quality manufacturer,
     - Scooters maintained by provider under the supply contract,
     - Users to check battery outer case for damage before charger plugged in,

- Only provided chargers will be used.
- Recommend indoor charging is acceptable for the period of the trial.

- Trial period is 6 months from implementation. Ending no later than 31 Dec 2023.

7. A Risk Matrix is attached for the Base Auckland trial. This is based on the trial duration only and full implementation should include a risk management plan for permanent use

8. In addition an alternative ownership model is proposed for trial by No 40 SQN. This entails purchase of 4 E-Scooters by the 40 SQN CC complete with a maintenance plan from the OEM. These E-Scooters will be managed and used by 40 SQN HQ exclusively under the same RMP as the Beam scooters. The 40 SQN Data will be added to the Trial results.

Trial Responsibilities

8. In the spirit of innovation responsibilities are preferably held at the lowest possible level in order to accelerate the project benefit realisation.

- Beam scooter trial implementation to be manged by the Innovator, **s.9(2)(a)** **s.9(2)(a)**
- Beam scooter risk management and contract oversight to be the responsibility of Innovation Lead AK.
- 40 SQN risk management and contract oversight to be responsibility of 40 SQN HQ.
- BCDRs Office to be informed.

9. Note: the Beam proposal requests the Beam Scooters are considered the sole provider for "micro-mobility" for RNZAF for 2023. This will either be negotiated with all BCDRs or amended to only the bases partaking in the trial.

Recommendation

10. Recommended BCDR AK;

- **approve** the extension of the OH "Micro Mobility" Innovation to RNZAF Base AK with the noted changes,
- **approve** up to $8000 from HQAK CC,
- **note** that funds could be made available from the OSM budget therefore trial approval without funding is still possible and,
- **approve** the trial responsibilities at para 6 and the enclosed RMP.

s.9(2)(k) **s.9(2)(a)**

s.9(2)(a)
SQNLDR

Base Auckland Innovation Lead

s.9(2)(a)

Enclosure(s)

1. Minute: s.9(2)(a) BCDR AK, Implementation of E-Scooters for RNZAF Base Auckland Transport Needs of 21 Mar 2023
2. RMP for E-Scooter Trial RNZAF Base AK.

ROYAL NEW ZEALAND AIR FORCE

s.9(2)(k)

MINUTE 01/2024

02 Apr 24 8/4 XO - See para 22. DDMS-R/DS/D0-0546

~~BCDR AK~~ **Through:** CoS Base HQ AK

The cost to purchase e-scooters is cheaper than the rental option. Based on the 40SQN Receipt, AK HQ could purchase 10 e-scooters (including a two year maintenance cost) for 12K, with an anticipated life of three years. Recommend trying to achieve this before year-end. CM – AK COS

For information:
Innovation Manager (Air) Dx
CoS Base HQ OH
CoS Base HQ WB

CLOSURE REPORT FOR BASE AUCKLAND INNOVATION E-SCOOTER TRIAL

Reference

A. DPB FOR BCDR AK Base Innovation - E - Scooter Trial dated 28 Apr 23

Purpose

1. To provide BCDR AK with a review of the benefits realised by the e-scooter trial on RNZAF Base AK (Base AK) and to request direction on the future COA for base units going forward.

Background

2. The Base AK trial followed a similar trial initiated by RNZAF Base Ohakea, which sought to provide e-scooters to base personnel as a sustainable transport. The trial also sought to evaluate costings by examining two operating models, one where No. 40 Squadron (40 SQN) tested the 'unit ownership' model and one where Base AK HQ supporting the vendor 'rental' model.

3. This trial sought to overcome several problems raised in the initial study, namely;

   a. Base personnel were having to travel around base to complete work tasks utilising a limited pool of service vehicles or use personal vehicles, with the latter being at their own expense;

   b. The need to move around base to access medical, dental, the gymnasium, mess facilities, and attend meetings puts burden on base roads with everyone driving their own vehicle. This then subsequently creates a demand and congestion around parking infrastructure.

c. The use of vehicles to move around base does increase the base carbon emission footprint which is not in line with NZDF sustainability and climate change objectives; and

d. Alternative such as walking are suitable, but incur a time penalty (unproductive hours) and are a barrier to some individuals.

4. The trial also sought to collect information about whether e-scooters were safe to operate on base, both from a user's perspective and unit ownership/maintenance POV.

Review of e-scooter trial

5. Achievement status of the trial objectives is detailed in the table below:

Objective	Trial Outcome	
Provide mixed operating models for comparison.	Fully Met - Rental model supported with Base AK HQ funding 10 Beam scooters for six months. 40 SQN under owner model purchased six e-scooters.	✓
Offer an alternative to using vehicles or personal transport.	Fully Met – E-scooters were distributed around base to enable participant use and experimentation. The Beam e-scooters were located at GSEMF(1), Avionics SQN (2), Sunderland Building(2), Engine Bay(1), 6 SQN (2) and Base AK HQ (2).	✓
Inform future outcomes by collecting data from participants.	Partially Met – Survey forms collected data from Beam e-scooters participants. Owner model e-scooters only captured data from 40 SQN management team. Additional feedback and observations provided from base users and units.	
Support NZDF sustainability initiatives.	Fully Met – Trialling of e-scooters aligns with NZDF sustainability goals and climate change initiatives to reduce our carbon footprint.	✓
Safety evaluation conducted.	Fully Met – Unit feedback and survey forms used to collect safety data from e-scooters participants. SEMT database reviewed.	✓

Benefits

6. Realised benefits of the trial are detailed in the table below:

Benefit Description	KPI Measure	Project outcome	Follow up
Reduce the number of vehicle movements around base.	Survey results indicated 46% of users utilised an e-scooter as opposed to driving[1].	Fully Met – E-scooters have shown to be a viable and valued alternative to vehicle use.	Not required
E-scooters are a supported alterative that has participant buy-in to use.	99% of participants rated the experience as either very enjoyable (4/5) or extremely enjoyable (5/5)	Fully Met – Participants have confirmed that e-scooters would be utilised as an alternative means of transport which individuals want to engage with.	Not required
Gain experience on e-scooter usage on base.	Artefacts such as rental agreement, trial RMP, as well as data from trial observations and safety reports.	Fully Met – The trial developed safety considerations around charging best practise and also generated recommendations for base/unit orders.	Captured information to be filed on DDMS. Recommendation to be submitted to inform update of base/unit orders.

Trial timeline

7. The trial occurred over the following period as detailed in the table below:

Description	Timeline
Trial approved	Apr 23
40 SQN e-scooter purchase	Jun 23
Beam rental commenced	Sept 23
Beam rental concluded	Mar 24
E-scooter trial closed	Mar 24

[1] A further 46% of users utilised an e-scooter as opposed to walking. Data was collated from 1055 individual feedback responses across all participating users.

Cost

8. Owner procurement model:

   a. 40 SQN purchased six e-scooters from 'Electric Scooter Shop' at $1,095 per unit. An additional $630 was spent to acquire two year general servicing.

   b. Helmets were purchased separately from Torpedo7.

9. Base AK rental model: Base AK HQ signed a contract with Beam Mobility to rent ten e-scooters for six months at $8,100. Onsite vehicle maintenance was at no additional cost, as well as replacement of damaged or faulty units within 72h.

10. Cost comparison between procurement models are detailed in the table below:

Procurement model	Cost per unit	Life expectancy	Maintenance cost	Replacement cost	Estimated cost per unit over three years
Rental	$1,620[2]	Unlimited[3]	Free[4]	Nil	$4,860
Ownership	$1,095[5]	Three years[6]	$45[7]	$1,095	$2,190

Safety

11. E-scooters are safe to use on base. Multiple units operate e-scooters on base (in addition to those included within the trial) and only two minor safety events were generated over the six month trial period.

12. Of the more than 1055 trips recorded by users on the Beam e-scooters, there was only one documented safety concern and one safety event generated during the trial period[8] as follows:

   a. SE-24-08608: Helmet worn incorrectly (strap not fastened).

   b. SE-23-07966: Carrying items in hand while operating e-scooter.

13. Both safety events did highlight that further regulation on the safe operation of e-scooters in unit/base orders is required.

14. The following safety related observations were made during the trial;

   a. The Beam e-scooters were limited to 25KPH which prevented them from contravening base speed limits, however also made users feel unsafe as they could not keep up with traffic;

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[2] This value has been taken from the current contract used by Beam as the long term rental cost per unit has not been determined.

[3] Faulty units will be replaced at any time for free by Beam within 72h.

[4] Maintenance included for free as part of the Beam contract.

[5] Out right one off cost to purchase one e-scooter.

[6] 40 SQN have estimated that their e-scooters will need to be replaced after three years.

[7] One onsite visit for general servicing per scooter each year.

[8] It cannot be determined if these safety reports were generated from the trial e-scooters population or, other unit e-scooters or private owned e-scooters.

b. Avionic SQN generated unit SOPs and created a daily/monthly check list to help with e-scooter maintenance;

c. No direction is provided in orders as to where e-scooters can be charged to assist in mitigation of a possible fire risk;

d. Some e-scooters have brake levers that operate opposite to the NZ standard for front/rear braking;

e. E-scooters would benefit from a basket being fitted to support the carrying of small items and ensure users have two hands on the controls; and

f. Some e-scooters on base have no headlights or headlights that are difficult to operate[9] which raised concerns as to whether they were legal to operate on roads during twilight or night-time hours.

Trial Artefacts

15. Key trial artefacts such as rental agreement, trial RMP, as well as data from trial observations and safety reports will be retained in DDMS for future use and retrieval.

Lessons Learned

16. E-scooters removed barrier to face to face collaboration. Users conveyed that while individuals enjoyed the opportunity to use an e-scooter, the availability of e-scooters also further incentivised and encouraged individuals from one location on base to travel and meet with others in person. E-scooters then had a positive impact on the number of face to face engagements on base. Users remarked that for units operating around multiple locations on base the trial directly enabled better unit cohesion.

17. Base AK HQ provision of e-scooters supported access for a wider pool of base users. Base AK HQ supporting the rental contract enabled distribution of scooters to units who may otherwise been able to participate as their cost centres were too small to support the cost.

Other Information

18. Ownership model could favour units with more funding over smaller units. It is possible that larger units may more easily find the funds to procure e-scooters and budget for ongoing costs associated with maintenance and replacement over smaller units.

19. E-scooters are now proliferating on base. Since initiation of the trial several units on base have purchased their own e-scooters. Some have brought brand new, while others have procured ex-rental scooters.

20. Maintenance considerations for e-scooters. There is presently no requirement for e-scooter users on base to conduct or contract routine maintenance. It should be considered best practise that planned ongoing maintenance of e-scooters occur as a preventative measure to ensure e-scooters continue to operate safely and do not present a fire hazard in relation to battery charging.

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[9] Outside of the trial, some units have purchased ex-rental e-scooter and found that whilst there is a switch on the scooters for the turn indicators and horn, there isn't one for the headlight. The headlight is turned on/off through the company app which day to day users will not have access to. Any units purchasing ex-rental e-scooters with headlights then needs to consider how these can be easily operated.

21. Defence policy on 'small motor' vehicles in draft. Master Driver Defence (s.9(2)(a) s.9(2)(a)) is currently working on draft Defence policy as it has already been identified there is a range of 'small motor' vehicles (e-scooters, e-bikes etc) being operated on Defence property, however there is no Defence level policy for this and location specific policy (e.g. Base/Camp Standing Orders) is inconsistent across locations or does not exist.

Recommendations

22. It is recommended that BCDR AK:

a. **note** the e-scooter trial on Base AK has concluded with two different operating models having been utilised; Noted

b. **note** the trial found that e-scooters are a safe, sustainable transport alternative that, personnel want to engage with; Noted.

c. **agree** a review of base orders is required iot ensure suitable direction/guidance is provided on e-scooter usage on base, with considerations towards charging and maintenance requirements; and Agreed.

d. **agree** to using the Base AK HQ cost centre to purchase **or** rent a number of e-scooters for distribution around base to ensure availability for all base personnel. Agreed. XO to execute recommendation from CoS within this FY. Additionally consultation to occur with Base Safety Advisor to tighten up direction on safe usage of e-scooters on Base i.e. usage and charging.

s.9(2)(k)

s.9(2)(a), s.9(2)(g)(i)
SQNLDR
Base AK Innovation Lead