

Albert Hoeft  
Founder – Managing Director  
Wave Scooters Limited  
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6 March 2019

Dear Albert,

**Re: Wave Scooters Limited Mobile Trading Licence – for trial to 31 March 2019**

Thank you for your application for a Mobile Trading Licence issued under Auckland Transport and Auckland Council's Trading and Events in Public Places Bylaws.

This letter confirms that your Mobile Trading Licence has been issued from 1 March until 31 March 2019 as part of the Auckland Council and Auckland Transport rideshare rental electric scooters trial.

The trial aligns with Auckland Council and Auckland Transport's strategic objectives for transport and access in the Auckland region. It provides an opportunity to better understand what the potential is for new modes, such as rideshare rental electric scooters, to contribute to our strategic objectives while testing initiatives to mitigate safety risks for riders and other users of the transport network.

The results of the trial will provide information to help with decisions on whether Auckland Council and Auckland Transport continue to license commercial e-scooter operations.

**Licence and Code conditions**

Under the conditions of your licence you are permitted to operate 286 and up to a maximum of 500 scooters in tier 1 and tier 2 areas until 31 March 2019 and are bound by the conditions specified in the attached licence and code.

You have indicated to us how you intend to meet the conditions of the licence and code will be to:

*Respond to safety issues promptly and comprehensively*

- in the event of a locking up issue or other serious malfunction, in addition to immediately informing Auckland Council of the issue, Wave will voluntarily recall its fleet until the issue is addressed.
- in the event of a vehicle malfunction and / or injury, Wave will issue a personal apology and work to resolve any insurance claims.
- work with the Accident Compensation Corporation, Auckland Council and Auckland Transport to help identify accidents that occur on a Wave scooter.

*Provide key data in a timely manner*

- share predictive modelling distribution data with Auckland Council and Auckland Transport
- make the Wave dashboard available to Auckland Council so that Auckland Council and Auckland Transport have access to all Wave scooter data in real time
- make inspections and maintenance work reports available to Auckland Council and Auckland Transport upon request.

*Undertake regular and thorough inspections and maintenance*

- employ a full-time maintenance team which will operate from/be based in South Auckland
- use Bird USA maintenance experts who will train and support the Auckland maintenance team
- use the Bird USA project team to assist and advise Wave with launch and post launch administrative tasks.

### **Additional initiatives for the trial**

We welcome your willingness and agreement to work with the council on additional initiatives to promote smart, safe and enjoyable ridership. Throughout the trial, aside from the conditions of your licence and the code, we have agreed on the following initiatives:

#### *Safety initiatives*

- six Ambassadors (with more added as required) working daily from
  - 8am – 10am
  - 12pm-2pm
  - 4pm-6pm.
- having ambassadors present in high usage areas and distributing safety collateral to users and the public. Ambassadors will also report bad behaviour and, where riders are identified, they will be issued with text messages and after three messages their account will be suspended
- using a 'three strikes policy' that temporarily removes any rider from the Wave app that violates AT road rules or Wave rules or other relevant legislation
- using geofencing for specific operating areas and locations – this will also enable a Wave scooter to be slowed to a stop if entering a restricted zone
- trialling a 15kmph 'limited speed zone' around the Queen St corridor, Viaduct Basin and Wynyard Quarter – using in app speed controls, intended to be operational from first day of launch
- working with Auckland Council and AT to adjust or create other 'limited speed zones' if appropriate (note this does not form part of any council or AT imposed speed limit)
- rebalancing and parking scooters upright as required
- 'Pop up' events – focused on safety (e.g. safe riding techniques, basic safety habits, using the bell, and helmet use)
- a 'Safe Rider of the month' award for helmet use and safe ridership record.

Please note that the council will update you as early on as possible before the end of the trial period about the results of the evaluation of the trial and on decisions about whether the council will continue to issue further licences for rideshare rental electric scooters.

We look forward to working with you for the duration of your licence period.

Yours sincerely,



Craig Hobbs  
**General Manager**  
**Licensing and Regulatory Compliance**