

Lime Technology Limited
399 New North Road
Kingsland
Auckland 1021

11 January 2019

Dear Hank,

Thank you for meeting with Auckland Council and Auckland Transport this week to discuss the current e-scooter trial and your existing Mobile Trading Licence.

This letter formally confirms Auckland Council's decision to renew your Mobile Trading Licence for a trial period commencing on Tuesday 15 January and running until Sunday 31 March 2019.

It also outlines some of the additional initiatives that you have discussed with council and AT staff and that we would like to see delivered during the remaining licence/trial period.

This trial of ride-share rental electric scooters aligns with our strategic objectives for transport and access in the Auckland region. We see this as an opportunity to make better use of our existing networks, embrace technology and innovation, support an alternative mode of transport and make provision for the future while also testing measures to mitigate any associated safety risks for both those using electric scooters and other road users.

The trial will lead to a decision on whether the council and AT continue to licence commercial e-scooter operations, as well as providing insights into the use and popularity of e-scooters in our region.

Mobile trading licence

Your extended licence will take effect following the expiry of the current (original) licence on Monday 14 January (at midnight) and once payment of the licence fee has been confirmed.

The extended licence is very similar to the original licence, with one notable adjustment. Your hours of operation have been changed from 6am to 10pm, to 5am to 1am. This adjustment reflects the operational challenges that you have identified with shutting down operations by 10pm and the demand for scooters to be in place earlier in the day.

We expect that all recoverable scooters are removed from use by 1am, meaning that your current programme of collection still stands but can be achieved within your licence conditions. In line with the conditions of your licence, and the code of practice, we expect that all practicable efforts will be made to meet this requirement.

Number of scooters

The number of scooters you can deploy under this trial remains at 1,000.

We have discussed with you, and received a formal request from Mr Price, for an increase in the number of scooters in operation, in relation to a suburb-specific programme. We would like to discuss this request further with you before making a decision. As well as considering the value of an initiative like this during the trial period, we wish to see an evolution in the Lime's operational management and safety documentation which addresses:

- safety risks which have been identified to date as part of the Auckland trial
- safety risks identified from trials and roll-outs in other locations

- any additional risks associated with the operation of additional electric scooters,
- additional risks or, changes in risk associated with operating in new locations
- how Lime proposes to address each of these risks.

Both Auckland Council and AT are willing to work collaboratively with Lime to undertake this task over the period of the extension.

Additional initiatives to promote responsible use of Lime scooters

We welcome your willingness and agreement to work alongside Auckland Council and AT on additional initiatives to promote smarter and safer use of your scooters.

The initiatives that we have agreed upon in principle are:

- **Lime ambassador programme** – a branded presence at popular places (e.g. Wynyard Quarter, Mission Bay, Queen Street) at peak times, rebalancing and parking scooters, helping people to use their scooter and approaching those that need reminding of terms and conditions.
- **Pop-up activations in and around the city centre** – demonstrations, safety training and give-aways (e.g. helmets and discount codes). These would be at locations proposed by Lime and approved by your Auckland Council Licencing and Regulatory Compliance liaison person. The scale, style and impact of these activations would be in keeping with the conditions of your Mobile Trading Licence. Please note that larger events will trigger the requirement for an event permit or separate permissions.
- **In-app speed/safety messaging** – you have committed to looking at the best way of delivering messages to users via your app, highlighting that users are in a high use zone or highly pedestrianised zone and to watch their speed.

The initiatives that we have discussed but that require further consideration are:

- **Suburb-specific tests** – as noted above, we have had some engagement with you on testing the use of scooters in five to six select suburbs outside of the inner and outer city zones and would like to discuss this further before making any decisions.

Over the past six weeks we have also discussed the concerns that we have in relation to the speed of e-scooters in high risk locations. Our expectation is that Lime will use best endeavours to implement pilots of speed limiting initiatives at times or, locations of high risk.

For clarity this does not refer to a council or AT imposed speed limit but is about any initiatives that can be delivered or tested that will encourage users to limit their speed, particularly in high use areas. This may include low speed zones (behaviour change initiative rather than an enforcement initiative) and/or a technology solution such as geo-fencing or adjusting the scooter's speed capability.

Again, we encourage you to engage with us about how we might collaboratively achieve the safety outcomes we wish to see.

These initiatives have not been included as conditions of the licence however they do reflect the requirements of the code of practice, especially as they relate to the safety and operations sections of the code.

In relation to the initiatives that have been agreed in principle, you have indicated that these can be launched within the next 1-2 weeks. We look forward to an update on progress on these initiatives

during the week beginning 14 January. In relation to the initiatives that require further discussion, our team will arrange a meeting with you as soon as possible.

Before the end of your renewed license period the council will inform you of its recommendations and decision-making process for ongoing operation. This will take into consideration the evaluation of the trial.

Lastly, we acknowledge that while Lime is the only commercial e-scooter ride-share operator in Auckland at this time, many Aucklanders privately own e-scooters. In addition to working with Lime, we will be adding general e-scooter use to our own planning, safety and public awareness programmes.

We look forward to collaborating with you throughout the remainder of the trial and licence period.

Kind regards,

A handwritten signature in blue ink, appearing to read 'DK', with a long horizontal stroke extending to the right.

Dean Kimpton
Chief Operating Officer