

19 February 2019

Mitchell Price
Director of Government Affairs APAC
Lime

Email: mittchell@li.me

Dear Mitchell,

Further to my email of Monday and our conversation today, you are well aware that the safety of people on our transport systems in and around our city are of the highest concern to both Auckland Council and Auckland Transport.

It is in this context that Auckland Council and Auckland Transport are very concerned about the reported incidents of injuries occurring because of Lime scooter wheels locking without warning. We are also aware of media reports of the same issue that resulted in Lime withdrawing its entire fleet of e-scooters in the cities of Basel and Zurich, Switzerland.

Last week we requested written information from Lime NZ as to what actions have or will be taken to fix the fault and to immediately address the health and safety issues that are occurring as a result. To date we have had no response and this lack of response and apparent lack of action by Lime is of grave concern.

The Code of Practice (Clauses 4.3 & 4.4) and the Trading and Events in Public Places Bylaw (4 c) identify the obligations on Lime to ensure that scooters are of a high quality, well maintained and ensure an appropriate standard of health and safety. This includes your reporting requirements.

Please provide, with urgency, a formal response detailing the number of occurrences of Lime scooters' wheels locking, in Auckland and other New Zealand cities; what action Lime has or is taking in response to these incidents and what action Lime is taking to ensure that this significant safety issue is mitigated now and in the future.

Subject to the response we receive from Lime, Auckland Council and Auckland Transport may review their position on the license held by Lime for the provision of e-scooters to Auckland.

Kind regards,



Dean Kimpton
Chief Operating Officer

CC: Lauren Mentjox, Public Affairs Manager NZ, Lime - lauren.mentjox@li.me