

20 February 2019

Mitchell Price
Director of Government Affairs APAC
Lime

Email: mitchell@li.me

Dear Mitchell,

I acknowledge receipt of your email of this morning and your preliminary analysis of the issue affecting Lime scooters in Auckland.

As identified in my letter of the 19th of February, the safety of people on our transport and around our city are of the highest concern to both Auckland Council and Auckland Transport.

You identified that you *“believe that the issue is being caused by a software glitch, and yesterday, we rolled out an update across all Lime scooters throughout New Zealand to hopefully solve the bug”*. Along with a potential remedy via software update, you have requested 48 hours to monitor that software update to ensure that it has eliminated the glitch in all Lime scooters. Should the fix not work more locking issues appear likely to occur and may result in injury. This is of course of considerable concern to Auckland Council and Auckland Transport. Given the significance of this issue, and that it has occurred elsewhere - not just New Zealand - 48 hours is the maximum time that Auckland Council and Auckland Transport are prepared to wait for confirmation that the issue is resolved.

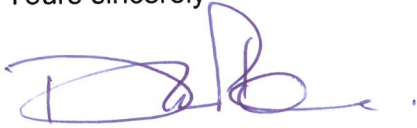
Auckland Council and Auckland Transport seek Lime's guarantee that all Lime scooters are roadworthy and safe for use by customers. Auckland Council requires a formal written response from Lime, no later than 12 noon (NZ time), Friday the 22nd February as to the success of the software update. Or if there is no guarantee that the software update has worked, what urgent action (including timeframes) Lime will take to ensure safety and wellbeing of Lime users until the situation is completely remedied.

In the same response, Auckland Council requires full disclosure as per clause 4.7 of the Dockless Cycle and E-scooter Share Code of Practice, September 2018 of all recorded accidents (held by Lime) causing injury since Lime Scooters were launched in Auckland, with those related to wheel locking specified separately. We also request the same information be provided for Lime scooter operations throughout New Zealand.

It is hoped that Lime will be able to confirm the success of the software update and that the scooters are roadworthy and safe for use by customers within the deadline. If Auckland Council and Auckland Transport do not receive that assurance by that time and are not comfortable with Lime's efforts to ensure safety and wellbeing, then we will need to consider our options in relation to Lime's licence. Specifically, Council may consider its rights under the Mobile Trading Licence to *“revoke this licence if deemed necessary or, **if any problems are unable to be resolved** or, if any conditions are not met or complied with”* (cl 1, Mobile Trading Licence), and its ability under the Trading and Events in Public Places Bylaw to cancel a licence if urgent action is required to protect the public from unsafe conditions, or if the activity authorised is likely to impact on health and safety (cl 14, Trading and Events in Public Places Bylaw).

We look forward to your formal response.

Yours sincerely

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

Dean Kimpton
Chief Operating Officer

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