

22 February 2019

Mitchell Price  
Director of Government Affairs APAC  
Lime

**Email:** [mitchell@li.me](mailto:mitchell@li.me)

Dear Mitchell,

We refer to our recent correspondence and your emails and letters of today's date. Auckland Council and Auckland Transport have carefully reviewed and considered the information that you have provided.

We again repeat that the safety of people on our transport and around our city are of the highest concern to Auckland Council and Auckland Transport.

In accordance with clauses 14 and 25 of the Trading and Events in Public Places Bylaw a decision was made to review your licence on the basis that our written requests have not been complied with and urgent action is required to protect the public from unsafe or hazardous conditions.

The conclusion of our review is that suspension of Lime's license is appropriate, until such time as Lime can provide adequate evidence to assure both Auckland Council and Auckland Transport that Lime scooters are no longer prone to the fault of wheels locking without warning, thereby endangering user safety; and ultimately that they are roadworthy and safe for public use.

Earlier today, we met with you and requested that Lime:

1. provide a time-based graph showing incident frequency over the period of the trial, as it relates to this unexpected locking issue. This will highlight the effect of the recent firmware upgrade.
2. provide a full update on progress against the licence extension conditions.
3. confirm agreement to reporting to council and Auckland Transport on a 48-hour frequency all incidents and meeting weekly with relevant staff to discuss the incident record, analysis and Limes response / actions.
4. confirm agreement to Exponent providing a letter to both our organisations that provides us assurance of the root cause analysis methodology undertaken in this instance, the findings, recommendation and their observation as to success.
5. accept Council will appoint an independent reviewer as part of our assurance of your safety management and processes, they will have full access to your operations and data for this purpose, this is an additional cost to be added to the licence.
6. accept Council will appoint a reviewer (as above or another) to assess the detailed and confidential analysis of the Exponent root cause analysis, findings and recommendations. This will be an additional cost to the licence. We will agree terms, scope and confidentiality requirements

You have replied today by letter with responses to those requests. However, having considered that response, before we can reconsider suspension of your licence, we will need to see:

- the letter from Exponent referred to at point 4 above (which we are expecting by 9 am (NZ time) Monday 25 February);
- details of the total incident record and any investigations; this should include the investigations relating to the three incidents recorded post implementation of the firmware solution.

Once we have received that further information and considered its adequacy, we will be able to reconsider the suspension of Lime's licence.

During the period of suspension, Lime will not hold authorisation to trade in a public place under the Trading and Events in Public Places Bylaw. Accordingly, it is Council's and Auckland Transport's expectation Lime will cease trading as soon as reasonably possible and that all Lime scooters will be disabled and removed from circulation as soon as practically possible. Would you please confirm when you intend to have all scooters removed from public places.

We look forward to receiving the further information requested as soon as possible so the suspension can be re-considered.

Yours sincerely,

Dean Kimpton  
Chief Operating Officer

c.c Lauren Mentjox Public Affairs Manager NZ. Lime