

From: Official Information
Sent: Wednesday, 6 March 2019 12:04 p.m.
To: [REDACTED]
Subject: Official Information request - correspondence between Lime e ScooterCo and the CCC

Dear [REDACTED],

I refer to your official information request we received on 13 January 2019 requesting the following:

I request copies of all correspondence to and from the Christchurch City Council and the Lime e Scooter company to date.

Extension of timeframe

On 8 February 2019, we extended the timeframe on our response to you by an additional 15 working days.

Council Response

The Council has decided to release this information to you with some information withheld under the following section of the LGOIMA:

- 7(2)(a) – to protect the privacy of natural persons

In the Council's view the reasons for withholding these details are not outweighed by public interest considerations in section 7(1) favouring their release.

The information can be accessed on the Council's website on the LGOIMA responses page under City Services and Transport:

<https://ccc.govt.nz/the-council/request-information/lgoima-responses/>

This information will be made available shortly.

You have the right to request the Ombudsman to review this decision. Complaints can be sent by email to info@ombudsman.parliament.nz, by fax to (04) 471 2254, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Kind regards,

Sean Rainey
Senior Information Adviser and Privacy Officer
Office of the Chief Executive
Christchurch City Council
53 Hereford Street, Christchurch 8011
PO Box 73016, Christchurch 8154

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Christchurch Lime Scooter Survey
Date: Thursday, 29 November 2018 1:43:00 p.m.
Attachments: [Christchurch E Scooter Trial DRAFT Survey 20181129.docx](#)

Hi [REDACTED] and [REDACTED]

Really good to talk this morning. Further to our discussion about the scooter survey, here's what we have planned.

Representative Sample

NZTA, Auckland Transport, Auckland Council and Christchurch City Council are joining up to run a representative survey of 500 people each in Auckland and Christchurch. We also want to do a boost of Lime scooter users in case we don't pick up enough of those in the representative sample.

The representative sample (along with the Lime user booster) will provide quantifiable robust data for each city, using standardised questions in each location.

Sampling Approach

We discussed this morning that Lime is not able to provide its email list directly to us or a research company to manage survey distribution to users. However, if your comms people give approval, you will probably be able to send out individual (ie. unique) survey links (list produced by research agency) which you would mail merge with your email list. We thought it would probably make sense to send the emails out in batches to random samples in Auckland and Christchurch as the absolute maximum completed surveys we would need is $n=500$ in each city (and probably only a few hundred in each city as we will pick up a number of users via the random sample anyway) (to sit alongside our representative sample). We can fine tune the details re assumed response rates and number needing to be sent out once you have got approval to go ahead.

Draft Questionnaire

We are currently in the process of agreeing the standardised questions across the cities and the attached is the draft we are currently working with.

The opportunity for input into this is very, very tight (ie. by end of Monday 3 Dec at the latest) due to the deadlines for the project.

Christchurch Snowball Sample

Christchurch also intends to do a snowball sample using the same questionnaire. We are going to open the survey up to our Life in Christchurch panel of over 9,000 people (who can then send a survey link on to other people) and will also promote the survey via the media so as many people as possible complete it. We will also want Lime to send the link out to all users (including those who have only supplied a mobile number) (except for the people sent the links for the

representative booster above) and to juicers so we get as much feedback from them as possible.


We will give the representative survey a one week head start on our snowballed version but intend to be infield on 13 December to allow enough time for survey completes pre-Christmas.

Timelines

Timelines for getting this across the line are very tight!

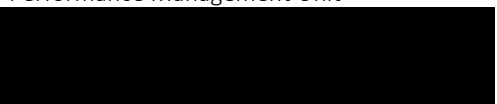
- Feedback on survey questions: Monday 3 December
- Representative survey and Lime user booster infield: approx. Thursday 6 December
- Christchurch snowball survey infield: Thursday 13 December

Looking forward to hearing back from you soon.

Regards, 

Team Leader - Monitoring and Research

Performance Management Unit



Web www.ccc.govt.nz

Christchurch City Council

Civic Offices, 53 Hereford Street, Christchurch
PO Box 73015, Christchurch, 8154

From: [REDACTED]
Sent: Tuesday, 18 December 2018 3:38 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Lime e-Scooter Survey Link

Hi [REDACTED]

I'm not sure if [REDACTED] is away at the moment but I haven't heard back from him. Auckland does now want to send a survey out to Auckland users. Do you know if [REDACTED] is around or can you assist with someone else who can help get this underway??

Thanks, [REDACTED]

From: [REDACTED]
Sent: Tuesday, 18 December 2018 11:08 a.m.
To: [REDACTED]
Subject: RE: Lime e-Scooter Survey Link

Hi [REDACTED]

Have you got a promo code for Auckland that you can send through to me so I can get that loaded into their survey before you send out the link??

Many thanks, [REDACTED]

From: [REDACTED]
Sent: Monday, 17 December 2018 1:19 p.m.
To: [REDACTED]
Subject: RE: Lime e-Scooter Survey Link

Hi [REDACTED]

Auckland has decided that they now do want to have a snowball sample of Lime users in Auckland as their representative sample isn't going to capture enough users of e-scooters!

So can you please send out the survey link below to all those who have used the e-scooters in Auckland since the trial began:

<http://t2.ktrmr.com/secs.aspx?i.project=D426V&s=Gen24&id=1&chk=na&rs=1&aar=1&wave=1&pid=auto>

Note, the above survey link is DIFFERENT to the Christchurch survey link - so that the right location is included in the two surveys (thanks for sending the Christchurch one out already!).

Before sending that survey out to Auckland users, can you please give me a promo code and I'll get that added into the end of their survey. I will then let you know when you are good to go to push it out to your users

Many thanks, [REDACTED]

From: [REDACTED]
Sent: Saturday, 15 December 2018 1:06 p.m.
To: [REDACTED]
Subject: Re: Lime e-Scooter Survey Link

[REDACTED]

Can you confirm that you were able to swap in LIMECHCH1 as the promo code? I want to make sure that's tidied away before sending out.

Thanks,

[REDACTED]
Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 4:11 PM [REDACTED] wrote:

Apologies, [REDACTED]. I thought we were all set to go, but apparently we already have a code out with LIMECHC - can you swap in LIMECHCH1 instead?

Thank you,

[REDACTED]
Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 3:12 PM [REDACTED] wrote:

I'll be sure to do that, thank you!

[REDACTED]

On Thu, Dec 13, 2018 at 3:11 PM [REDACTED] wrote:

Excellent. You're good to go now [REDACTED]. The survey is open now and ready for responses from Lime users!

Just a reminder to put something in the message that goes out to them that says something along the lines of: 'thanks to Lime users who have already completed the Council survey you don't need to do so again; this is a link for those who haven't yet given feedback'

Thanks for making this happen,

Regards, [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 14 December 2018 11:56 a.m.
To: [REDACTED], [REDACTED]
Subject: Re: Lime e-Scooter Survey Link

Yes, correct. Feel free to drop the quotes if you think they are confusing. We haven't heard any complaints about them, though.

[REDACTED]
Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 2:54 PM [REDACTED], [REDACTED] <[REDACTED]<mailto:[REDACTED]>>> wrote:
Thanks [REDACTED]. Just setting that up now. Just to be clear: the promo code is: LIMECHCH - ie. it doesn't need the quotation marks "xxx"??

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 14 December 2018 11:34 a.m.
To: [REDACTED], [REDACTED]
Subject: Re: Lime e-Scooter Survey Link

Here's the text:

Thank you for completing our survey! Your responses have been recorded.

As a token of our appreciation, please enter the promo code

"LIMECHCH"

in the Lime app to receive 2 ride unlock credits.

[REDACTED]
Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 2:32 PM [REDACTED], [REDACTED] <[REDACTED]<mailto:[REDACTED]>>> wrote:
Hi [REDACTED]

I can't access that content. Can you please send me the text in the email body.

Thanks, [REDACTED]

From: [REDACTED] [mailto:[REDACTED]] [mailto:[REDACTED]]
<mailto:[REDACTED]<mailto:[REDACTED]>>>
Sent: Friday, 14 December 2018 11:13 a.m.
To: [REDACTED], [REDACTED] <[REDACTED]<mailto:[REDACTED]>>>
<mailto:[REDACTED]<mailto:[REDACTED]>>>
Subject: Re: Lime e-Scooter Survey Link

Hi [REDACTED],

I've linked to our end-of-survey message just below.

Thank you for your help.

■■■■
Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 11:55 AM ■■■■, ■■■■ <■■■■> <mailto:■■■■>
<mailto:■■■■> <mailto:■■■■>>> wrote:
Excellent – thanks ■■■■. I look forward to hearing from you soon.

■■■■
From: ■■■■ ■■■■ [mailto:■■■■> <mailto:■■■■> <mailto:■■■■>>]
Sent: Friday, 14 December 2018 8:51 a.m.
To: ■■■■, ■■■■ <■■■■> <mailto:■■■■>
<mailto:■■■■> <mailto:■■■■>>>
Subject: Re: Lime e-Scooter Survey Link

Thank you for creating a new survey link and for all of the additional information, ■■■■, that's very helpful. Great to know that this should only be focused on Christchurch.

I am still working with our team to create the promo code - there's a new person in that role, so it's taking longer than usual. I've just asked them for an ETA. It's a generic code, so it will work just fine in a default end-of-survey message.

Once I have the promo code in hand, I will send along our end-of-survey message. I'll wait to hear confirmation from you that you've updated the message before sending it out to our users.

Thanks,

■■■■
Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 11:22 AM ■■■■, ■■■■ <■■■■> <mailto:■■■■>
<mailto:■■■■> <mailto:■■■■>>> wrote:
Hi ■■■■

Thanks for organising this. Can you please give me some more detail about the promo code so I can add some promo code text in as a custom thank you at the end of the survey. To achieve this, I have set up a completely new survey form for the Lime sample.

Because it is a new survey form, the URL I sent through yesterday is no longer the one to use. Instead the survey link for your users will be:
<https://www.research.net/r/cclime>

We don't have the ability to include in the survey unique promo codes for each respondent so it would need to be a generic one with instructions for how to use it (recognising that it can't be used outside NZ).

We have already had users complete the survey via our other link which went public yesterday so it might be worth saying in your message something along the lines of 'thanks to Lime users who have already given the Council feedback you don't need to do so again; this is a link for those who haven't yet given feedback'.

Before you push the survey link out to your users, can you please let me know what I need to add re the promo code as I have only set up a placeholder at present.

The survey is only to go to those who have used the e-scooters in Christchurch since the trial began (including those from other parts of NZ and overseas). I am still sorting out with Auckland Transport what will happen re their surveying.

Thanks, ■■■■

From: ■■■■
<mailto:■■■■>
Sent: Thursday, 13 December 2018 3:38 p.m.
To: ■■■■, ■■■■ <■■■■> <mailto:■■■■>
<mailto:■■■■> <mailto:■■■■>>>; ■■■■, ■■■■
<■■■■> <mailto:■■■■> <mailto:■■■■> <mailto:■■■■>>>
Subject: Re: Lime e-Scooter Survey Link

Hi ■■■■

I'm looping in @ [redacted] <mailto:[redacted]>
<mailto:[redacted]> <mailto:[redacted]>> now to answer your question.

[redacted], are you able to create a custom end of survey message that we can list promo codes as a thanks for completing the survey?

Cheers,

[Image removed by sender.]<<https://www.li.me/>>

[redacted]

City Launcher - ANZ

[redacted]

We're hiring!<<https://jobs.lever.co/limebike?lever-via=CEsG4At0Y4>>

On Thu, Dec 13, 2018 at 1:50 PM [redacted] <[redacted]>
<mailto:[redacted]> <mailto:[redacted]>>> wrote:

Great, that's useful information - I won't just restrict to Kiwis. The only hiccup that creates is that the promo code won't work for non-locals, as they will be set to only work in Christchurch and Auckland, respectively.

Can you confirm that they will be able to send out a custom end-of-survey message on our behalf, with our promo codes listed?

I am pulling out our sample for distribution, and am working on our recruitment message and end-of-survey messages. Should have everything ready to go soon, just waiting to hear back on their capability to customize the end-of-survey message.

Thanks,

[redacted]

Lime - Policy Research Manager

On Wed, Dec 12, 2018 at 2:38 PM [redacted]

Hi [redacted]

Please see the link, and some detail from our council stakeholder in Christchurch below.

Let me know if you want to have a chat.

Cheers,

Error! Filename not specified.<<https://www.li.me/>>

[redacted]

City Launcher - ANZ

[redacted]

We're hiring!<<https://jobs.lever.co/limebike?lever-via=CEsG4At0Y4>>

----- Forwarded message -----

From: [redacted] <[redacted]>
<mailto:[redacted]> <mailto:[redacted]>>>

Date: Thu, Dec 13, 2018 at 11:36 AM

Subject: Lime e-Scooter Survey Link

To: [redacted]

[redacted]

Hi [redacted]

Thanks so much for agreeing to send out a link to our Lime e-scooter survey to your users. Just to confirm, we are keen for it to be sent out to all people (including those from other parts of NZ and overseas) who have used the Lime e-scooters in Christchurch since the trial began. We are keen to hear the experience of visitors (as well as locals) as they are very important to the city's economy and vibrancy.

The survey link to send out is: www.ccc.govt.nz/scooters<<http://www.ccc.govt.nz/scooters>>><<http://www.ccc.govt.nz/scooters>>

Can you please let me know when the link has been sent out so I can monitor progress.

Thanks again for your help. I know it is a busy time for you!

Regards, [REDACTED]

Team Leader - Monitoring and Research
Performance Management Unit
[REDACTED]

Email [REDACTED]<[mailto:\[REDACTED\]](mailto:[REDACTED])><[mailto:\[REDACTED\]](mailto:[REDACTED])>>
Web www.ccc.govt.nz<<http://www.ccc.govt.nz>><<http://www.ccc.govt.nz>>

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73015, Christchurch, 8154

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Christchurch City Council
<http://www.ccc.govt.nz>

From: [REDACTED]
Sent: Monday, 3 December 2018 10:12 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Christchurch Lime Scooter Survey

Hi [REDACTED] and [REDACTED]

Is there any word yet about whether you will be able to provide us with access to Lime users?? We are aiming to go infield on Thursday or Friday this week.

Regards, [REDACTED]

From: [REDACTED]
Sent: Thursday, 29 November 2018 1:43 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Christchurch Lime Scooter Survey

Hi [REDACTED]

Really good to talk this morning. Further to our discussion about the scooter survey, here's what we have planned.

Representative Sample

NZTA, Auckland Transport, Auckland Council and Christchurch City Council are joining up to run a representative survey of 500 people each in Auckland and Christchurch. We also want to do a boost of Lime scooter users in case we don't pick up enough of those in the representative sample.

The representative sample (along with the Lime user booster) will provide quantifiable robust data for each city, using standardised questions in each location.

Sampling Approach

We discussed this morning that Lime is not able to provide its email list directly to us or a research company to manage survey distribution to users. However, if your comms people give approval, you will probably be able to send out individual (ie. unique) survey links (list produced by research agency) which you would mail merge with your email list. We thought it would probably make sense to send the emails out in batches to random samples in Auckland and Christchurch as the absolute maximum completed surveys we would need is n=500 in each city (and probably only a few hundred in each city as we will pick up a number of users via the random sample anyway) (to sit alongside our representative sample). We can fine tune the details re assumed response rates and number needing to be sent out once you have got approval to go ahead.

Draft Questionnaire

We are currently in the process of agreeing the standardised questions across the cities and the attached is the draft we are currently working with.

The opportunity for input into this is very, very tight (ie. by end of Monday 3 Dec at the latest) due to the deadlines for the project.

Christchurch Snowball Sample

Christchurch also intends to do a snowball sample using the same questionnaire. We are going to open the survey up to our Life in Christchurch panel of over 9,000 people (who can then send a survey link on to other people) and will also promote the survey via the media so as many people as possible complete it. We will also want Lime to send the link out to all users (including those who have only supplied a mobile number) (except for the people sent the links for the representative booster above) and to juicers so we get as much feedback from them as possible.

We will give the representative survey a one week head start on our snowballed version but intend to be infield on 13 December to allow enough time for survey completes pre-Christmas.

Timelines

Timelines for getting this across the line are very tight!

- Feedback on survey questions: Monday 3 December
- Representative survey and Lime user booster infield: approx. Thursday 6 December
- Christchurch snowball survey infield: Thursday 13 December

Looking forward to hearing back from you soon.

Regards, [REDACTED]

Team Leader - Monitoring and Research
Performance Management Unit
DDI [REDACTED]
Email [REDACTED]
Web www.ccc.govt.nz

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73015, Christchurch, 8154

From: [REDACTED]
Sent: Monday, 24 December 2018 7:38 a.m.
To: [REDACTED]
Subject: RE: FW: Lime e-Scooter Survey Link

Thanks heaps [REDACTED]!

Regards, [REDACTED]

From: [REDACTED]
Sent: Sunday, 23 December 2018 2:47 p.m.
To: [REDACTED] <[REDACTED]>
Subject: Re: FW: Lime e-Scooter Survey Link

I finally got the survey out!!

Merry Christmas!

[REDACTED]
Lime - Policy Research Manager

On Wed, Dec 19, 2018 at 2:12 PM [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED]

Okay, we'll keep the promo code as is – you are right, people will really like getting a promo code and we'll tell them it works for Lime scooters in Auckland! Thanks for all your help on this.

We are now go to go at this end. The promo code has been added to the survey. So as soon as you are ready, please push out the survey to Auckland Lime users.

Here's the Auckland survey link again:

<http://t2.ktmr.com/secs.aspx?i.project=D426V&s=Gen24&id=1&chk=na&rs=1&aar=1&wave=1&pid=auto>

Hope you have a relaxing Christmas.

Regards, [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, 19 December 2018 6:10 p.m.
To: [REDACTED] <[REDACTED]>
Subject: Re: FW: Lime e-Scooter Survey Link

Let's leave it as-is. I agree it would be better as LIMEAKL, but I don't want to trouble our promo team again with something so minor. Our riders won't care about the code name, they'll be happy to have 2 free unlocks!

Tahnks,

[REDACTED]
Lime - Policy Research Manager

On Tue, Dec 18, 2018 at 1:38 PM [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED]

Is there any possibly it could be LIMEAKL as it is for the people who have used the scooters in Auckland so they would be confused by a promo code referring to ChCh – which is what Christchurch is known as.

Thanks, [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, 19 December 2018 10:23 a.m.
To: [REDACTED] <[REDACTED]>
Subject: Re: FW: Lime e-Scooter Survey Link

Great timing, I just got the code back. It's LIMECHCH2.

[REDACTED]
Lime - Policy Research Manager

On Tue, Dec 18, 2018 at 11:48 AM [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED]

I have spoken to our research company here and they are finishing for Christmas on Friday midday NZ time. Hopefully you will be able to supply me with the Auckland promo code by tomorrow so I can get that loaded before the research company heads off on the Christmas break.

Regards, [REDACTED]

From: [REDACTED], [REDACTED]
Sent: Wednesday, 19 December 2018 7:05 a.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: RE: FW: Lime e-Scooter Survey Link

Hi [REDACTED]

Thanks for this. I understand and will work in with you on that timing. Ideally if you could get the promo code to me as soon as you are able to, then I can get the survey loaded and ready to go from our end before Christmas and then when you are ready with the rest, it can just happen at your end.

Regards, [REDACTED]

From: [REDACTED], [REDACTED] ([REDACTED])
Sent: Wednesday, 19 December 2018 4:53 a.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: Re: FW: Lime e-Scooter Survey Link

Hi [REDACTED]

I had a very busy day yesterday and will have another booked day today.

We are happy to work with you on this, and I will do my best to get this sent out as soon as possible. Realistically, though, I may not be able to get the promo code, sample, and messaging set up in time before the Christmas holiday. I hope a survey distribution around Dec 27th or so will serve your purposes.

As soon as I have a promo code for Auckland, I will send it your way.

[REDACTED]

On Mon, Dec 17, 2018 at 6:38 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi Matt

I'm not sure if [REDACTED] is away at the moment but I haven't heard back from him. Auckland does now want to send a survey out to Auckland users. Do you know if [REDACTED] is around or can you assist with someone else who can help get this underway??

Thanks, [REDACTED]

From: [REDACTED], [REDACTED]
Sent: Tuesday, 18 December 2018 11:08 a.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: RE: Lime e-Scooter Survey Link

Hi [REDACTED]

Have you got a promo code for Auckland that you can send through to me so I can get that loaded into their survey before you send out the link??

Many thanks, [REDACTED]

From: [REDACTED], [REDACTED]
Sent: Monday, 17 December 2018 1:19 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: RE: Lime e-Scooter Survey Link

Hi [REDACTED]

Auckland has decided that they now do want to have a snowball sample of Lime users in Auckland as their representative sample isn't going to capture enough users of e-scooters!

So can you please send out the survey link below to all those who have used the e-scooters in Auckland since the trial began:

<http://t2.ktrmr.com/secs.aspx?i.project=D426V&s=Gen24&id=1&chk=na&rs=1&aar=1&wave=1&pid=auto>

Note, the above survey link is DIFFERENT to the Christchurch survey link - so that the right location is included in the two surveys (thanks for sending the Christchurch one out already!).

Before sending that survey out to Auckland users, can you please give me a promo code and I'll get that added into the end of their survey. I will then

let you know when you're good to go to push it out to your users

Many thanks, [REDACTED]

From: [REDACTED]
Sent: Saturday, 15 December 2018 1:06 p.m.
To: [REDACTED] <[REDACTED]>

Subject: Re: Lime e-Scooter Survey Link

[REDACTED]

Can you confirm that you were able to swap in LIMECHCH1 as the promo code? I want to make sure that's tidied away before sending out.

Thanks,

[REDACTED]

Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 4:11 PM [REDACTED] <[REDACTED]> wrote:

Apologies, [REDACTED]. I thought we were all set to go, but apparently we already have a code out with LIMECHC - can you swap in LIMECHCH1 instead?

Thank you,

[REDACTED]

Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 3:12 PM [REDACTED] <[REDACTED]> wrote:

I'll be sure to do that, thank you!

[REDACTED]

Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 3:11 PM [REDACTED] <[REDACTED]> wrote:

Excellent. You're good to go now [REDACTED]. The survey is open now and ready for responses from Lime users!

Just a reminder to put something in the message that goes out to them that says something along the lines of: 'thanks to Lime users who have already completed the Council survey you don't need to do so again; this is a link for those who haven't yet given feedback'

Thanks for making this happen,

Regards, [REDACTED]

From: [REDACTED]
Sent: Friday, 14 December 2018 11:56 a.m.
To: [REDACTED]
Subject: Re: Lime e-Scooter Survey Link

Yes, correct. Feel free to drop the quotes if you think they are confusing. We haven't heard any complaints about them, though.

[REDACTED]

Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 2:54 PM [REDACTED] <[REDACTED]> wrote:
Thanks [REDACTED]. Just setting that up now. Just to be clear: the promo code is: LIMECHCH - ie. it doesn't need the quotation marks "xxx"??

From: [REDACTED] <mailto:[REDACTED]>
Sent: Friday, 14 December 2018 11:34 a.m.
To: [REDACTED]
Subject: Re: Lime e-Scooter Survey Link

Here's the text:

Thank you for completing our survey! Your responses have been recorded.

As a token of our appreciation, please enter the promo code

"LIMECHCH"

in the Lime app to receive 2 ride unlock credits.

██████████

Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 2:32 PM ██████████, ██████████ <mailto:██████████>
<mailto:██████████> <mailto:██████████>>> wrote:

Hi ██████████

I can't access that content. Can you please send me the text in the email body.

Thanks, ██████████

From: ██████████, ██████████ [mailto:██████████<mailto:██████████>
<mailto:██████████> <mailto:██████████>>]
Sent: Friday, 14 December 2018 11:13 a.m.
To: ██████████, ██████████ <mailto:██████████>
<mailto:██████████> <mailto:██████████>>>
Subject: Re: Lime e-Scooter Survey Link

Hi ██████████,

I've linked to our end-of-survey message just below.

[Image removed by sender.] Christchurch Snowball Survey End-of-Survey
Message<https://docs.google.com/a/limebike.com/document/d/1pe69JzQhiBYgL476Pca0bID7sQtN-1csMDf0GG-P9so/edit?usp=drive_web>

Thank you for your help.

██████████

Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 11:55 AM ██████████, ██████████ <mailto:██████████>
<mailto:██████████> <mailto:██████████>>> wrote:

Excellent – thanks ██████████ I look forward to hearing from you soon.

██████████

From: ██████████, ██████████ [mailto:██████████<mailto:██████████>
<mailto:██████████> <mailto:██████████>>]
Sent: Friday, 14 December 2018 8:51 a.m.
To: ██████████, ██████████ <mailto:██████████>
<mailto:██████████> <mailto:██████████>>>
Subject: Re: Lime e-Scooter Survey Link

Thank you for creating a new survey link and for all of the additional information, ██████████, that's very helpful. Great to know that this should only be focused on Christchurch.

I am still working with our team to create the promo code - there's a new person in that role, so it's taking longer than usual. I've just asked them for an ETA. It's a generic code, so it will work just fine in a default end-of-survey message.

Once I have the promo code in hand, I will send along our end-of-survey message. I'll wait to hear confirmation from you that you've updated the message before sending it out to our users.

Thanks,

██████████

Lime - Policy Research Manager

On Thu, Dec 13, 2018 at 11:22 AM ██████████, ██████████ <mailto:██████████>

<mailto: [REDACTED] <mailto: [REDACTED] >>> wrote:
Hi [REDACTED]

Thanks for organising this. Can you please give me some more detail about the promo code so I can add some promo code text in as a custom thank you at the end of the survey. To achieve this, I have set up a completely new survey form for the Lime sample.

Because it is a new survey form, the URL I sent through yesterday is no longer the one to use. Instead the survey link for your users will be: <https://www.research.net/t/ccclime>

We don't have the ability to include in the survey unique promo codes for each respondent so it would need to be a generic one with instructions for how to use it (recognising that it can't be used outside NZ).

We have already had users complete the survey via our other link which went public yesterday so it might be worth saying in your message something along the lines of 'thanks to Lime users who have already given the Council feedback you don't need to do so again; this is a link for those who haven't yet given feedback'.

Before you push the survey link out to your users, can you please let me know what I need to add re the promo code as I have only set up a placeholder at present.

The survey is only to go to those who have used the e-scooters in Christchurch since the trial began (including those from other parts of NZ and overseas). I am still sorting out with Auckland Transport what will happen re their surveying.

Thanks, [REDACTED]

From: [REDACTED]
<mailto: [REDACTED]>
Sent: Thursday, 13 December 2018 3:38 p.m.
To: [REDACTED] <mailto: [REDACTED]> <mailto: [REDACTED]>
<mailto: [REDACTED] <mailto: [REDACTED] >>>; [REDACTED] <mailto: [REDACTED]>
<mailto: [REDACTED] <mailto: [REDACTED] >>>>>>
Subject: Re: Lime e-Scooter Survey Link

Hi [REDACTED],

I'm looping in @ [REDACTED] <mailto: [REDACTED]>
<mailto: [REDACTED] <mailto: [REDACTED] >>> now to answer your question.

[REDACTED] are you able to create a custom end of survey message that we can list promo codes as a thanks for completing the survey?

Cheers,

[Image removed by sender.] <<https://www.li.me/>>

[REDACTED]

City Launcher - ANZ

[REDACTED]
[REDACTED]

We're hiring! <<https://jobs.lever.co/limebike?lever-via=CEsG4At0Y4>>

On Thu, Dec 13, 2018 at 1:50 PM [REDACTED] <mailto: [REDACTED]>
<mailto: [REDACTED] <mailto: [REDACTED] >>> wrote:

Great, that's useful information - I won't just restrict to Kiwis. The only hiccup that creates is that the promo code won't work for non-locals, as they will be set to only work in Christchurch and Auckland, respectively.

Can you confirm that they will be able to send out a custom end-of-survey message on our behalf, with our promo codes listed?

I am pulling out our sample for distribution, and am working on our recruitment message and end-of-survey messages. Should have everything ready to go soon, just waiting to hear back on their capability to customize the end-of-survey message.

Thanks,

[REDACTED]
Lime - Policy Research Manager

On Wed, Dec 12, 2018 at 2:38 PM [REDACTED]

Hi [REDACTED]

Please see the link, and some detail from our council stakeholder in Christchurch below.

Let me know if you want to have a chat.

Cheers,

Error! Filename not specified. <<https://www.li.me/>>



We're hiring! <<https://jobs.lever.co/limebike?lever-via=CEsG4At0Y4>>

----- Forwarded message -----

From: [REDACTED] <[REDACTED]> <mailto:[REDACTED]>
<mailto:[REDACTED]> <mailto:[REDACTED]>>>
Date: Thu, Dec 13, 2018 at 11:36 AM
Subject: Lime e-Scooter Survey Link



Hi [REDACTED]

Thanks so much for agreeing to send out a link to our Lime e-scooter survey to your users. Just to confirm, we are keen for it to be sent out to all people (including those from other parts of NZ and overseas) who have used the Lime e-scooters in Christchurch since the trial began. We are keen to hear the experience of visitors (as well as locals) as they are very important to the city's economy and vibrancy.

The survey link to send out is: www.ccc.govt.nz/scooters <<http://www.ccc.govt.nz/scooters>>><<http://www.ccc.govt.nz/scooters>>

Can you please let me know when the link has been sent out so I can monitor progress.

Thanks again for your help. I know it is a busy time for you!

Regards, [REDACTED]

Team Leader - Monitoring and Research
Performance Management Unit
DDI [REDACTED]
Email [REDACTED] <mailto:[REDACTED]>
<mailto:[REDACTED]> <mailto:[REDACTED]>>
Web www.ccc.govt.nz <<http://www.ccc.govt.nz>> <<http://www.ccc.govt.nz>>

Christchurch City Council
Civic Offices, [53 Hereford Street](http://www.ccc.govt.nz), Christchurch
PO Box 73015, Christchurch, 8154

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<http://www.ccc.govt.nz>

From: [REDACTED]
Sent: Thursday, 10 January 2019 10:36 a.m.
To: [REDACTED]
Subject: RE: South Island Lantern Festival 21-24 Feb

PM sounds great! Thanks a lot!

Sent from [Mail](#) for Windows 10

From: [REDACTED]
Sent: Thursday, 10 January 2019 10:30 AM
To: [REDACTED]
Subject: RE: South Island Lantern Festival 21-24 Feb

[Awesome, morning or afternoon? I'll arrange a meeting room here at CCC](#)

Cheers
[REDACTED]

From: [REDACTED]
Sent: Thursday, 10 January 2019 10:29 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: South Island Lantern Festival 21-24 Feb

Hi [REDACTED].

Thanks very much for your email. Definately keen to get together and talk through how we can help each other out! How does Tuesday next week suit you?

Cheers
[REDACTED]

Sent from [Mail](#) for Windows 10

From: [REDACTED]
Sent: Thursday, 10 January 2019 9:56 AM
To: [REDACTED]
Subject: South Island Lantern Festival 21-24 Feb

Morning [REDACTED]

RE: SPARKS 2019 / South Island Lantern Festival (SILF) 2019

I am part of the Christchurch City Council Events team and we operate multiple events throughout the CBD annually. As a team we are keen to see how we can make LIMES work at all of our events.

The first event we would like to discuss is SPARKS 16 Feb, based in Hagley Park - Marc Royal is the event lead and the South Island Lantern Festival 21-24 Feb, based in the CBD along the new River Precinct including Victoria Square. I am leading the production team for SILF 2019 on behalf of ChristchurchNZ. Both events attract a high number of attendees and so we have a few plans we would like to discuss on how we can incorporate LIMES into both events.

Kind Regards
[REDACTED]

[REDACTED]
Event Co-ordinator
Events Production Team

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Christchurch City Council
HSBC Tower, 62 Worcester Boulevard, Christchurch
PO Box 73054, Christchurch, 8154

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From: Dalziel, Lianne
Sent: Monday, 29 October 2018 7:14 a.m.
To: [REDACTED]
Subject: Fwd: Lime scooters

Hi [REDACTED]

I said I would forward this on. [REDACTED] has written to the Press as well. I thought you had restricted the age but it appears it's not enforced. I'm very relaxed about them still and I've even had a go myself now. But kids are vulnerable. Surely with modern technology you can enforce the age.

Get [Outlook for iOS](#)

From: Dalziel, Lianne [REDACTED]
Sent: Saturday, October 27, 2018 6:48 PM
[REDACTED]
Cc: Cotter, Pauline
Subject: Re: Lime scooters

Thanks for that. My comments were a few days ago. I saw heaps being used around town today and 99% were age appropriate riders and were cautious about pedestrians and traffic. That being said in the last 2 days I've also seen some youngsters out and about and agree that is an issue. I will raise it with the company. They want people to be safe and are very open to such an approach. I contacted them as soon as I'd heard from the Press. Thanks again.

Get [Outlook for iOS](#)

On Sat, Oct 27, 2018 at 4:22 PM +1300, [REDACTED] wrote:

Hello Lianne,

I read your reported comment that you had not received any complaints regarding Lime scooters, so perhaps mine is the first.

I have just had an encounter with a young boy of perhaps ten or so riding one flat out on the shared pathway alongside Innes Road, not far from QE 2 Drive. He probably would have been going at full speed, and luckily was coming towards me. I stopped him and told him you had to be eighteen to ride one and he said politely that he would wait there for his sister who was following behind. When I saw her and she confirmed she was the sister I was astounded to see that she was obviously not eighteen either, but was probably fourteen or fifteen. She admitted she was not eighteen when I pointed out you had to be.

Something must be done now about this situation before serious damage is done to an innocent party. One person's fun is going to turn into another person's misery.

Sincerely,

[REDACTED]

From: Dalziel, Lianne
Sent: Saturday, 8 September 2018 10:26 a.m.
To: [REDACTED]
Subject: Fwd: Thanks from Lime!

Great to meet you even if it was from the other end of the table. Looking forward to the launch. I hope the trial goes well. Lianne

Lianne Dalziel
Mayor of Christchurch

From: [REDACTED]
Sent: Friday, 7 September 2018 3:33 p.m.
To: MayorsMessages <MayorsWebMessages@ccc.govt.nz>
Subject: Thanks from Lime!

Hi Mayor Dalziel,

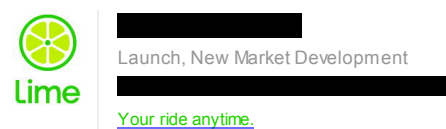
I wanted to send you a personal note thanking you for your support of Lime in Christchurch at yesterday's meeting.

We're pleased with the council's reaction, and are looking forward to working closely with the council, your office, and staff to determine how best this program will work in Christchurch.

If you have any further questions, or issues arise, please do not hesitate to reach out to me directly.

Best,

--



From: [REDACTED]
Sent: Sunday, 11 November 2018 3:04 p.m.
To: MayorsMessages
Cc: [REDACTED]
Subject: Lime Safety update

Dear Lianne,

Firstly, I want to assure you that New Zealand's fleet is not affected by the issues described below but we feel that you should be aware of them.

A couple of weeks ago Lime received reports that the baseboard of some of our original scooters, manufactured by Okai, could break. I'm writing today with an update to share both what we've learned about Okai's scooter breakage and what we're doing to correct the problem.

It's important that we remain open and transparent, which is why we're proactively sharing today's update to ensure you, our riders and communities we serve have the facts and understand what we're doing to ensure the safety of our riders.

We are actively looking into these reports and working cooperatively with the U.S. Consumer Product Safety Commission and the relevant authorities internationally as our investigation continues. Here at Lime, safety is our highest priority and that's why we've made the decision to immediately decommission all Okai scooters in the global fleet and will no longer purchase any equipment from Okai.

The vast majority of Lime's fleet is manufactured by other companies and decommissioned Okai scooters are being backfilled with better scooters from other manufacturers, so riders should not experience any real service disruption. Those scooters are being replaced with newer, more advanced scooters considered [best in class for safety](#). For those cities that are heavily impacted, we're already making arrangements to get replacements on the ground as soon as possible.

The safety of our riders and the Lime community is our highest priority, and we will continue to hold our equipment manufacturers and ourselves to the highest possible standard. We also believe that consumers and the communities we serve play a critical role in creating a culture of safety in micromobility. Our Respect the Ride campaign, launched just this week, is intended to foster this goal. This comprehensive safety and education initiative takes a 360-degree approach to advancing safety and includes a variety of campaign activities designed to engage and educate riders, cities and the industry around safe riding behavior. To learn more about Respect the Ride, please [click here](#).

Please do not hesitate if you have any questions. I'd be happy to speak with you further.

Best,

Mitchell



[REDACTED]
Director of Government Affairs and Strategy APAC
[REDACTED]
[Your ride anytime](#)

From: [REDACTED]
Sent: Friday, 18 January 2019 9:48 a.m.
To: [REDACTED]
Subject: Re: Lime Scooters meeting with Mayor Dalziel

Hi [REDACTED].

Running 5 or so late.

Cheers

On Tue, 15 Jan 2019 at 11:52 am, [REDACTED] wrote:

Great - thanks!

From: [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, 15 January 2019 11:51 a.m.

To: [REDACTED]
Subject: Re: Lime Scooters meeting with Mayor Dalziel

Hi [REDACTED].

Toby Sun - CEO
[REDACTED] Regional General Manager APAC
[REDACTED] - Regional Government Relations Director APAC
[REDACTED] City Launcher NZ

On Tue, 15 Jan 2019 at 11:47 am, [REDACTED] wrote:

Hi [REDACTED].

Are you able to confirm exactly who from Lime is attending this meeting. I had thought it was just you and Toby but I see the invitation has been forwarded to the following people:

[REDACTED] has accepted this invitation.

Lime Scooters meeting with Mayor Dalziel

When: Fri Jan 18, 2019 10am – 10:30am New Zealand Time

Where: Civic Offices, 53 Hereford St ([map](#))

Calendar: [REDACTED]

Who: [REDACTED]

Could you please confirm the full names and titles of the additional attendees? We need this information for our Visitor Management System.

Many thanks

[REDACTED]

From: [REDACTED]
Sent: Monday, 14 January 2019 1:55 p.m.

To: [REDACTED]
Subject: Re: Lime Scooters meeting with Mayor Dalziel

Thanks so much. Can you re send the meeting invite?

On Mon, 14 Jan 2019 at 1:54 pm, [REDACTED] wrote:

Hi [REDACTED].

10.00am actually suits us better so that's fine.

[REDACTED]

From: [REDACTED]
Sent: Monday, 14 January 2019 1:41 p.m.
To: [REDACTED]
Subject: Re: Lime Scooters meeting with Mayor Dalziel

Hi [REDACTED]

Sorry to be a pain. Can we do 10am instead? I promise this is the last change.

Best,

[REDACTED]



[REDACTED]
Director of Government Affairs and Strategy APAC
[REDACTED]
[Your ride anytime](#)

On Mon, Jan 14, 2019 at 9:41 AM [REDACTED] wrote:

Sounds great!

Thank
You!

On Mon, 14 Jan 2019 at 9:37 am, [REDACTED] wrote:

[REDACTED]

On arrival please go to Ground Floor Reception and a member of the Mayor's Office will come to meet you.

Kind regards

[REDACTED]

Executive Assistant to the Mayor (Acting)
Christchurch City Council

[REDACTED]



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--
Regards,

[REDACTED]

Director of Government Affairs and Strategy, APAC

[REDACTED]

Sent from my iPhone

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From: [REDACTED]
Sent: Thursday, 10 January 2019 3:02 p.m.
To: [REDACTED]
Subject: RE: Meeting with Mayor Lianne Dalziel

Hi [REDACTED]

We will need to check with the Mayor as to whether she is comfortable with the scooter ride idea.

In the meantime I will send at meeting invitation for 11.00 - 11.30am.

[REDACTED]

From: [REDACTED]
Sent: Thursday, 10 January 2019 2:48 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Meeting with Mayor Lianne Dalziel

Hi [REDACTED],

Thanks for coming back to me. Perhaps we go for 45mins if possible?

Toby would also like to have a scoot with the Mayor if she was open to this.

It would be ever so helpful if you were to send an invite for sure.

On Thu, 10 Jan 2019 at 12:22 pm, [REDACTED], [REDACTED] wrote:

Dear [REDACTED]

[REDACTED] conveyed your request for a meeting with the Mayor for you and Lime CEO Toby Sun on Thursday 17 January. The 11.00am time requested on that date is fine and I am assuming that 30 minutes will be sufficient.

Would you like me to send an Outlook calendar invitation?

Kind regards

[REDACTED]
Executive Assistant to the Mayor (Acting)
Christchurch City Council

[REDACTED]
[REDACTED]
[REDACTED]



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--
Regards,

[REDACTED]
Director of Government Affairs and Strategy, APAC

[REDACTED]
Sent from my iPhone

From: [REDACTED]
Sent: Sunday, 16 December 2018 8:25 p.m.
Cc: [REDACTED]
Subject: Re: [REDACTED]

Hi Guys,

Would you have a chance this week for a quick call to explain this?

Best,

[REDACTED]



[REDACTED]
Director of Government Affairs and Strategy APAC
[REDACTED]

[Your ride anytime](#)

On Tue, Dec 11, 2018 at 7:55 AM [REDACTED] wrote:

Hi [REDACTED],

Thank you for the quick response.

Looping in our ANZ Director of Government Affairs [REDACTED] who can provide a bit more context and help coordinate on our end.

Thanks!

[REDACTED]

On Tue, 11 Dec 2018 at 7:47 am, [REDACTED] wrote:

Hi [REDACTED],

My colleague [REDACTED] alerted me that you had asked for your Chief of Government Affairs [REDACTED] to have a chat with Mayor Dalziel this week. Are you able to tell me what he would like to discuss and the likely duration of the call? There is a possibility we could schedule the call for tomorrow afternoon.

Best - [REDACTED]

[REDACTED]
Senior Private Secretary
Mayor's Office

Web ccc.govt.nz

Christchurch City Council
Civic Offices, [53 Hereford Street](#)
PO Box 73016, Christchurch, 8154



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<http://www.ccc.govt.nz>

From: [REDACTED]
Sent: Tuesday, 11 December 2018 9:55 a.m.
To: [REDACTED]
Cc: [REDACTED], [REDACTED]
Subject: Re: [REDACTED]

Hi [REDACTED]

Thank you for the quick response.

Looping in our ANZ Director of Government Affairs, [REDACTED] who can provide a bit more context and help coordinate on our end.

Thanks!

[REDACTED]

On Tue, 11 Dec 2018 at 7:47 am, [REDACTED] wrote:

Hi [REDACTED],

My colleague [REDACTED] alerted me that you had asked for your Chief of Government Affairs [REDACTED] [REDACTED] to have a chat with Mayor Dalziel this week. Are you able to tell me what he would like to discuss and the likely duration of the call? There is a possibility we could schedule the call for tomorrow afternoon.

Best - [REDACTED]

[REDACTED]

Senior Private Secretary
Mayor's Office

Web ccc.govt.nz

Christchurch City Council
Civic Offices, [53 Hereford Street](#)
PO Box 73016, Christchurch, 8154



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From: Dalziel, Lianne
Sent: Thursday, 25 October 2018 12:27 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Thanks from Lime!

Should have some time today depending on when Council ends - copying [REDACTED]

Get [Outlook for iOS](#)

On Thu, Oct 25, 2018 at 12:25 PM +1300, [REDACTED] wrote:

Hi Mayor Dalziel,

Thanks so much for your email. I've spoken with [REDACTED] [REDACTED] from CCC, and [REDACTED] [REDACTED] from NZTA this morning, and we're discussing our options of how to proceed.

Happy to jump on a call with you today, or meet with you in person if you are available!

Best,

On Thu, Oct 25, 2018 at 11:40 AM [REDACTED] > wrote:

Hi [REDACTED]

The Press has just asked me to respond to Auckland Mayor, Phil Goff, who has ordered an urgent report into e-scooter safety. <https://www.stuff.co.nz/national/108097101/Auckland-Mayor-orders-urgent-scooter-safety-probe-after-councillor-almost-hit>. I'm wondering if we should be having a chat about protocols around pedestrian areas. I see people having fun every day on them, so I would hate to see poor judgement by some bring about a curtailment for everyone else.

Lianne Dalziel
Mayor of Christchurch

From: Dalziel, Lianne [REDACTED]
Sent: Saturday, September 8, 2018 10:25 AM
To: [REDACTED]
Subject: Fwd: Thanks from Lime!

Great to meet you even if it was from the other end of the table. Looking forward to the launch. I hope the trial goes well. Lianne

Lianne Dalziel
Mayor of Christchurch

From: Cameron Swanson [mailto:[REDACTED]]
Sent: Friday, 7 September 2018 3:33 p.m.
To: MayorsMessages <MayorsWebMessages@ccc.govt.nz>
Subject: Thanks from Lime!

Hi Mayor Dalziel,

I wanted to send you a personal note thanking you for your support of Lime in Christchurch at yesterday's meeting.

We're pleased with the council's reaction, and are looking forward to working closely with the council, your office, and staff to determine how best this program will work in Christchurch.

If you have any further questions, or issues arise, please do not hesitate to reach out to me directly.

Best,

--
<https://www.dropbox.com/s/c28ak25vjb8vd1u/Lime-logo-100-01.jpg?raw=1>

[REDACTED]
Launch, New Market Development

[REDACTED]
Your ride anytime.<mailto:[REDACTED]>

From: Dalziel, Lianne
Sent: Thursday, 25 October 2018 11:40 a.m.
To: [REDACTED]
Subject: Re: Thanks from Lime!

Hi [REDACTED]

The Press has just asked me to respond to Auckland Mayor, Phil Goff, who has ordered an urgent report into e-scooter safety.

<https://www.stuff.co.nz/national/108097101/Auckland-Mayor-orders-urgent-scooter-safety-probe-after-councillor-almost-hit>. I'm wondering if we should be having a chat about protocols around pedestrian areas. I see people having fun every day on them, so I would hate to see poor judgement by some bring about a curtailment for everyone else.

Lianne Dalziel
Mayor of Christchurch

From: Dalziel, Lianne [REDACTED]
Sent: Saturday, September 8, 2018 10:25 AM
To: [REDACTED]
Subject: Fwd: Thanks from Lime!

Great to meet you even if it was from the other end of the table. Looking forward to the launch. I hope the trial goes well. Lianne

Lianne Dalziel
Mayor of Christchurch

From: [REDACTED]
Sent: Friday, 7 September 2018 3:33 p.m.
To: MayorsMessages <MayorsWebMessages@ccc.govt.nz>
Subject: Thanks from Lime!

Hi Mayor Dalziel,

I wanted to send you a personal note thanking you for your support of Lime in Christchurch at yesterday's meeting.

We're pleased with the council's reaction, and are looking forward to working closely with the council, your office, and staff to determine how best this program will work in Christchurch.

If you have any further questions, or issues arise, please do not hesitate to reach out to me directly.

Best,

--



[REDACTED]
Launch, New Market Development

[REDACTED]
[Your ride anytime.](#)

From: [REDACTED]
Sent: Friday, 7 September 2018 3:33 p.m.
To: MayorsMessages
Subject: Thanks from Lime!

Copy forwarded to LD 071650 Sep 18
NFA-DS


Hi Mayor Dalziel,

I wanted to send you a personal note thanking you for your support of Lime in Christchurch at yesterday's meeting.

We're pleased with the council's reaction, and are looking forward to working closely with the council, your office, and staff to determine how best this program will work in Christchurch.

If you have any further questions, or issues arise, please do not hesitate to reach out to me directly.

Best,

--
 [REDACTED]
Launch, New Market Development
[REDACTED]
[Your ride anytime.](#)

From: [REDACTED]
Sent: Wednesday, 24 October 2018 2:46 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Lime Scooters at CHCH Hospital

Thanks for the update [REDACTED] –could you let us know who you spoke with at the hospital. That’ll help the people that came to me about it connect the dots.

Thanks,

[REDACTED]
[REDACTED]
Team Leader -Travel Demand Management
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 23 October 2018 6:35 p.m.
To: [REDACTED] >
Cc: [REDACTED]
Subject: Re: Lime Scooters at CHCH Hospital

Sorry - misread this. I'm meeting with the hospital you mentioned tomorrow morning.

See you on November 2!

On Tue, Oct 23, 2018 at 3:05 PM [REDACTED] wrote:

Thanks for passing along this feedback, [REDACTED]. We’ll come prepared to discuss this during our meeting.

Also, I believe the meeting is set for tomorrow. I’ll be out of the country next week.

On Tue, Oct 23, 2018 at 3:02 PM [REDACTED] wrote:

Hi [REDACTED],

I hope all’s well.

Looking forward to meeting properly next week on the data side of things, but in the meantime I thought I’d pass on some more immediate feedback from the Canterbury District Health Board. They have serious concerns about Lime scooters being parked on their property, especially because of the risk of them blocking key access points for ambulances etc. Pedestrians area are of course at a premium for them, due to the massive foot traffic across the grounds and the absolute need for accessibility for a wide variety of users.

Long story short, they don’t want the scooters parked on their property.

I suggested that the issue of parking on their site would presumably be driven by customers rather than your team, but did note that I’d make contact with you to ensure that Juicers are not stationing scooters on hospital grounds.

Also, I suggest that the hospital is added to the “red” area in your map, to make it clear that parking isn’t allowed on their premises. They’re right by the Botanic Gardens, so you could potentially just extend that area.

I’m sure some quick action on this one will help their acceptance of the scooters and, more importantly, avoid any safety issues.

Happy to pass your comments on, but [REDACTED] [REDACTED] would be the contact to speak to on this [REDACTED]

Regards,

[REDACTED]
[REDACTED]
Team Leader -Travel Demand Management
[REDACTED]

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From: [REDACTED]
Sent: Tuesday, 6 November 2018 6:45 p.m.
To: [REDACTED]s
Cc: [REDACTED]
Subject: Re: Lime user counts

Hi [REDACTED],

The 34,000 number (which is now up to 36k) is our active user base - so everyone that has taken at least 1 trip in Christchurch.

Auckland has 53,000 riders.

On Tue, Nov 6, 2018 at 6:04 PM [REDACTED] wrote:

Hi [REDACTED]

Just one question I didn't get to yesterday -
I assume that you base the user counts on the number of users who have logged a ride in a city, or is it based on the address from signing up (if that's asked for).
It'd be good to know for tomorrow as the 34,000 chch chch users you mentioned is a key stat.

Also, are you able to tell us the number of Auckland lime users? No problems if not, it'd just be an interesting comparison to the 34k in chch.


Thanks
[REDACTED]

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--
 [REDACTED]
Launch, New Market Development
[REDACTED]
[Your ride anytime.](#)

From: [REDACTED]
Sent: Tuesday, 6 November 2018 3:43 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Scooters for events

Hey [REDACTED],

Thanks for sending this through! I've just added it to my calendar, and we'll make sure to have some scooters available there.

Best,

On Tue, Nov 6, 2018 at 1:58 PM [REDACTED] wrote:

Hi [REDACTED],

Hope your day's going well.

I was speaking to our events team earlier, and we were interested in whether Lime were considering stationing scooters around North Hagley Park, following the Christmas in the Park event, which ends just after 10pm. It's a huge annual event in CHCH, so could be a time of high demand.

<https://www.coke.co.nz/christmas-in-the-park>

My understanding is that this is later than your usual timing for collecting scooters. It'd of course involve reallocating them in a different way than usual (although I suspect many people will take scooters inbound).

If that's a space that Lime is interested in being in, I'd be happy to provide further detail.

Cheers,

[REDACTED]
[REDACTED]
Team Leader -Travel Demand Management
[REDACTED]

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From: [REDACTED]
Sent: Friday, 16 November 2018 8:01 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: survey

Hi [REDACTED],

Shame to have missed you at the conference! It was an insightful few days.

So as to not double up, have you determined a set of shortlist / draft questions? If so, it'd be great to see them: that way I can fill in any gaps that appear from our perspective but I'm sure they'll be sufficiently comprehensive.

Thanks for checking in - appreciate it.

Best,

[REDACTED]

On Thu, Nov 15, 2018 at 9:49 AM [REDACTED] wrote:

Hi [REDACTED],

I hope you all had a good time at Trafinz –I was there at the first day and spoke with a couple of your colleagues.

Just on the community survey that we touched on in our meeting last week –can you let us know if there are any particular aspects of the trial that you would be interested in capturing.

Our focus is of course primarily from a perspective of informing policy (and is broader than e-scooters), but if there's anything related you would like covered (eg. how your customers are following your user rules) etc let us know. We'll be covering off factors on general perceptions for users and non-users, as well as specific safety factors.

Regards,

[REDACTED]

[REDACTED]

Team Leader -Travel Demand Management

[REDACTED]

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--



[REDACTED]
City Launcher
[REDACTED]
[REDACTED]
[Your ride anytime](#)

Ogilvie, Raewyn

From: [REDACTED]
Sent: Friday, 5 October 2018 1:58 p.m.
To: Buck, Vicki
Subject: Lime Scooter Launch - Christchurch

Hi Councillor Buck,

Thanks again for your support of Lime last month! I wanted to let you know that we've landed on an official launch date of Monday, October 15.

On the day of launch, we'll have a brief media event and scooter demonstration that I would love for you to attend, if you can! It would be great to have the scooter program addressed from the city's perspective.

If you can make it, we'll be at the edge of North Hagley Park (at the corner of Salisbury St & Park Terrace), from 11am-12pm on October 15. There will be a few representatives of Lime (myself included), as well as some press, and plenty of scooters to ride!

Hope we can see you there!

Best,



[REDACTED]
Launch, New Market Development

[REDACTED]
Your ride anytime.

[REDACTED]

From: Buck, Vicki
Sent: Sunday, 7 October 2018 8:19 p.m.
To: [REDACTED]
Subject: Re: Lime Scooter Launch - Christchurch

Sounds like fun .. so glad to see you are getting under way already ! Thats awesome !!!
I'm supposed to be at an AGM of one of our companies .. but I'm sure they wont mind if I miss the first wee bit ...
I'm assuming I just need to be there , and youre not doing speeches or anything dull like that ???
See you down there
Vicki

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From: [REDACTED]
Sent: Friday, October 5, 2018 1:58 PM
To: Buck, Vicki
Subject: Lime Scooter Launch - Christchurch

Hi Councillor Buck,

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Hope we can see you there!

Best,



[REDACTED]
Launch, New Market Development

[REDACTED]
Your ride anytime.

Ogilvie, Raewyn

From: [REDACTED]
Sent: Sunday, 7 October 2018 8:25 p.m.
To: Buck, Vicki
Subject: Re: Lime Scooter Launch - Christchurch

Great! I'll send through a calendar invite to hold the time.

No dull speeches! Just zipping around on some scooters, and talking about the program with media.

Thanks for working us into your busy schedule!

On Sun, Oct 7, 2018 at 8:19 PM Buck, Vicki <Vicki.Buck@ccc.govt.nz> wrote:
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I'm supposed to be at an AGM of one of our companies .. but I'm sure they wont mind if I miss the first wee bit ...
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See you down there
Vicki

Get Outlook for iOS<<https://aka.ms/o0ukef>>

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Hope we can see you there!

Best,

--

[<https://www.dropbox.com/s/c28ak25vjb8vd1u/Lime-logo-100-01.jpg?raw=1>]

[REDACTED]
Launch, New Market Development
[REDACTED]

Ogilvie, Raewyn

From: Buck, Vicki
Sent: Sunday, 7 October 2018 8:34 p.m.
To: [REDACTED]
Subject: Re: Lime Scooter Launch - Christchurch

All good !

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On Sun, Oct 7, 2018 at 8:25 PM +1300, [REDACTED] > wrote:

Great! I'll send through a calendar invite to hold the time.

No dull speeches! Just zipping around on some scooters, and talking about the program with media.

Thanks for working us into your busy schedule!

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Get Outlook for iOS<<https://aka.ms/o0ukef>>

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Hope we can see you there!

Best,

--

[<https://www.dropbox.com/s/c28ak25vjb8vd1u/Lime-logo-100-01.jpg?raw=1>]

[Redacted]

Launch, New Market Development

[Redacted]

[Redacted]

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--



Lime

[Redacted]

Launch, New Market Development

[Redacted]

Your ride anytime.

From: Buck, Vicki
Sent: Thursday, 1 November 2018 7:14 a.m.
To: [REDACTED]

Hiya

Great to see the scooters being enjoyed so much...see below article...before it becomes news here I'm assuming you're all over it and any Christchurch ones at risk have been recalled , especially since juicers are charging these in their homes overnight ...?

https://www.washingtonpost.com/chnology/2018/10/30/electric-scooter-giant-lime-recalled-scooters-amid-fears-that-some-could-catch-fire/?utm_term=.b595db9b1b6d&wpisrc=nl_rainbow&wpmm=1

Cheers
Vicki

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From: [REDACTED]
Sent: Friday, 2 November 2018 12:32 p.m.
To: Buck, Vicki
Subject: Re:

Hi Vicki,

Thanks for sending this through. The scooter we have in New Zealand is made by a completely different manufacturer than this, so it's not a problem for us here.

Best,

On Thu, Nov 1, 2018 at 7:13 AM Buck, Vicki <Vicki.Buck@ccc.govt.nz> wrote:

Hiya

Great to see the scooters being enjoyed so much...see below article...before it becomes news here I'm assuming you're all over it and any Christchurch ones at risk have been recalled , especially since juicers are charging these in their homes overnight ...?

https://www.washingtonpost.com/chnology/2018/10/30/electric-scooter-giant-lime-recalled-scooters-amid-fears-that-some-could-catch-fire/?utm_term=.b595db9b1b6d&wpisrc=nl_rainbow&wpmm=1

Cheers

Vicki

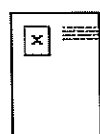
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[REDACTED]
Launch, New Market Development
[REDACTED]
Your ride anytime.

From: Buck, Vicki
Sent: Tuesday, 29 January 2019 11:01 a.m.
To: [REDACTED]
Subject: You might like this ...

But btw, the pods need to be electric cars .. to make them cool for us

Online survey shows e-scooters positive for city

Christchurch's shared electric scooter service is winning fans across the city, the findings of an online survey shows.

American bike and scooter share company Lime has been operating its electric scooters in Christchurch on a trial basis since October 2018.

More than 400,000 trips have been taken on Lime's e-scooters in the past three months.

During the first three months of the trial more than 400,000 scooter trips have been taken in the city, with more than 100,000 people taking at least one ride.

As part of its assessment of the trial, Christchurch City Council conducted an opt-in online survey at the end of last year to find out what people thought about the shared scooters and to gather information about how they were being used.

About 8000 people took part in the survey. Just over half of respondents had tried a shared scooter.

Council Transport Operations Manager Steffan Thomas says the survey findings show that three-quarters of respondents feel the e-scooter trial has had a positive or very positive effect on the city, with Lime e-scooter users much more positive at 93 per cent than non-users at 58 per cent.

"People using the scooters most commonly said they were using them for trips where they otherwise might have walked, but nearly a quarter of all scooter trips appear to be replacing vehicle trips," Mr Thomas says.

"While the e-scooters are being commonly used for fun and recreation, people are also using them for trips to cafes, restaurants and social occasions."

Quizzed on the subject of scooter safety, 70 per cent of respondents say they feel that most or all Lime e-scooter users are using them in a safe and responsible manner. Again, Lime e-scooter users were more likely to say this (85 per cent) than non-users (56 per cent).

“Lots of people are encountering people riding e-scooters on footpaths on a regular basis. When survey respondents were asked about sharing footpaths and other public spaces with e-scooters, 62 per cent reported feeling fairly or very safe,” Mr Thomas says.

“People that hadn’t used an e-scooter before were much more likely to feel unsafe, with 55 per cent reporting that they felt a bit unsafe and 23 per cent very unsafe.”

Most respondents (74 per cent) think shared e-scooters should stay in Christchurch after the trial, with users much more likely to want this (93 per cent) than non-users (56 per cent).

Mr Thomas says key findings from the survey will be included in a report that Council staff are preparing for the 13 February meeting of the Infrastructure, Transport and Environment Committee. Other information gathered during the trial will also form part of the report.

The report will include a recommendation from Council staff on whether Lime, and potentially other e-scooter share companies, should be allowed to continue operating in Christchurch

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From: [REDACTED]
Sent: Tuesday, 29 January 2019 3:52 p.m.
To: Buck, Vicki
Subject: Re: You might like this ...

Great info! Forwarded to the rest of the team :)

It's been incredible to watch the growth of scooters over the past few months - in Christchurch, and all over NZ!

Electric pods are in the works - we want them too.

On Mon, Jan 28, 2019 at 8:01 PM Buck, Vicki <Vicki.Buck@ccc.govt.nz> wrote:
But btw, the pods need to be electric cars .. to make them cool for us

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From: [REDACTED]
To: city@li.me; business@li.me
Subject: FAO [REDACTED]
Date: Monday, 12 November 2018 6:13:00 p.m.
Attachments: [image007.jpg](#)
[Botanic Gardens letter re scooter use.doc](#)
[image002.jpg](#)
[image004.jpg](#)
[image006.jpg](#)

Dear [REDACTED]

I would be grateful for your help in supporting us to keep Lime Scooter users and other members of the public safe while they are enjoying the Christchurch Botanic Gardens. Please find attached a letter. I am grateful for your help

Best wishes

[REDACTED]



[REDACTED]

Director of Botanic Gardens and Garden Parks

DDI
Mobile
Email
Web

[REDACTED]

Christchurch Botanic Gardens
Rolleston Avenue, Christchurch 8013
Mail to PO Box 73054, Christchurch, 8154

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From: [REDACTED]
Sent: Friday, 11 January 2019 7:27 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: scooters in the city

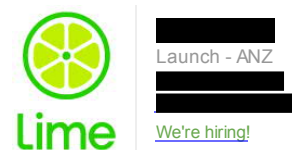
Hi [REDACTED],

Thanks for reaching out. I appreciate your concerns regarding pedestrian interaction with scooters in the Gardens. We have implemented a no-parking zone which prevents people from ending their trip in the gardens, this should help mitigate riding in the area. That said, at this stage, we are unable to GPS lock scooters at the boundary of the gardens, as if they are being ridden, this poses a safety risk for riders. We are considering, and will be working on new features in our product soon, that may be able to moderate the speed of scooters in certain areas. Although, this is something that is not currently available.

In the meantime, we think that having signage at the gate to prevent riding is a good mitigating factor. We will also look to implement in-app messaging to those riders that enter the gardens, warning them that it is private property prohibiting the use of scooters.

I trust this will help mitigate issues. Please get in touch should you have any further questions, or issues continue to persist.

Best,



On Thu, Jan 3, 2019 at 10:28 AM [REDACTED] wrote:

Dear [REDACTED]

I am writing in the hope that you can help me concerning the lime scooters in Christchurch. I wrote to Richard Cole in November with no response but have now been given your e-mail so I hope that a more local contact would be able to help us.

Are you the right person to help with excluding the scooters from the Gardens? It would really help us to get the scooters locked out of the Gardens and it would help to show to our customers that we are able to respond to their concerns by managing the scooters in the various spaces.

I look forward to hearing from you

Thank you

[REDACTED]

[REDACTED] [REDACTED]
Lime
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED],

I am writing in the hope that you can help me with a request. Since the recent introduction of the lime scooters in our city, we have had a number of significant near-misses between your scooters and pedestrians in the Christchurch Botanic Gardens. As we receive over 1.3 million visitors per year, this is a major concern for us. I am sure you will appreciate that visitors to our Botanic Gardens behave differently in this space compared to the high-street.

The Gardens themselves are legislated as a 'passive' recreation area and we do not allow vehicles other than service vehicles and mobility scooters. Our specialist advisers have informed us that the Lime electric scooters are vehicles and, as such, are not permitted to be ridden in the Gardens alongside bikes and other vehicles. We will be putting up signage to this effect, but it would help us greatly if you could assist by preventing the scooters from working in the Gardens. We understand that the vehicles can be GPS locked and do so at the boundaries of Christchurch. I would be grateful for your response to my concerns and a possible time line of locking the scooters from the Gardens. Thank you very much for your time and consideration.

Yours sincerely

[REDACTED]

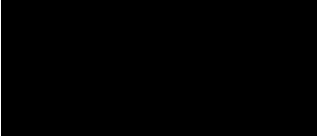


Metrosideros umbellata Southern Rata



Director of Botanic Gardens and Garden Parks

DDI
Mobile
Email
Web



Christchurch Botanic Gardens
Rolleston Avenue, Christchurch 8013
Mail to PO Box 73054, Christchurch, 8154



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From: [REDACTED]
Sent: Friday, 11 January 2019 10:06 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: support with scooters in the Botanic Gardens

Dear [REDACTED]

I am hoping you might be able to help me. I run the Botanic Garden and Garden Parks for the City Council and we have had issues with scooter use in the Botanic Gardens. We have added signage to exclude them, as the riding of any vehicles in this space is not permitted. I wrote to [REDACTED] [REDACTED] in November and [REDACTED] [REDACTED] more recently but have not heard anything from them. I believe you have just started and hope that you can help us to find a solution for this. We have a number of complaints about the lime scooters so it will not only help us to enforce our by laws and aid the enjoyment and safety of our 1.4 million customers but also it would reduce the number of dissatisfied customers, who I imagine are mostly residents of Christchurch. For me and my team, we could see from the first day that riding the lime scooters through the Gardens is not going to work as the risk to visitors is far too high because our customers do not use the Gardens like they do a Highstreet or other street scape. With Lime hoping to have an extension to their license I hope this is something that is in your interest.

I look forward to hearing from you. Below a copy of the emails I sent.

[REDACTED]

Dear [REDACTED]

I am writing in the hope that you can help me concerning the lime scooters in Christchurch. I wrote to [REDACTED] [REDACTED] in November with no response but have now been given your e-mail so I hope that a more local contact would be able to help us.

Are you the right person to help with excluding the scooters from the Gardens? It would really help us to get the scooters locked out of the Gardens and it would help to show to our customers that we are able to respond to their concerns by managing the scooters in the various spaces.

I look forward to hearing from you

Thank you

[REDACTED]

=====

[REDACTED]
Lime
[REDACTED]
[REDACTED]
[REDACTED]
United States

Dear [REDACTED],

I am writing in the hope that you can help me with a request. Since the recent introduction of the lime scooters in our city, we have had a number of significant near-misses between your scooters and pedestrians in the Christchurch Botanic Gardens. As we receive over 1.3 million visitors per year, this is a major concern for us. I am sure you will appreciate that visitors to our Botanic Gardens behave differently in this space compared to the high-street.

The Gardens themselves are legislated as a 'passive' recreation area and we do not allow vehicles other than service vehicles and mobility scooters. Our specialist advisers have informed us that the Lime electric scooters are vehicles and, as such, are not permitted to be ridden in the Gardens alongside bikes and other vehicles. We will be putting up signage to this effect, but it would help us greatly if you could assist by preventing the scooters from working in the Gardens. We understand that the vehicles can be GPS locked and do so at the boundaries of Christchurch. I would be grateful for your response to my concerns and a possible time line of locking the scooters from the Gardens. Thank you very much for your time and consideration.

Yours sincerely

[REDACTED]

[REDACTED]

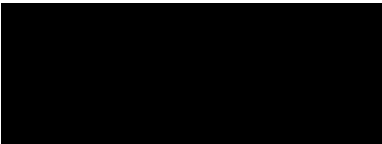


Metrosideros umbellata Southern Rata



Director of Botanic Gardens and Garden Parks

DDI
Mobile
Email
Web



Christchurch Botanic Gardens
Rolleston Avenue, Christchurch 8013
Mail to PO Box 73054, Christchurch, 8154

Please consider the environment before printing this email



From: [REDACTED]
Sent: Wednesday, 26 September 2018 1:21 p.m.
To: [REDACTED]
Subject: Additional documentation
Attachments: Application-for-Permit-to-Trade-or-Perform-in-a-Public-Place.pdf

Hi [REDACTED],

Just and update, we've had a request to site the documentation below. You should have received some advice from Bell Gully about obligations under the Health and Safety at Work Act and have some processes and procedures in place for below.

In the operational plan you've provided it isn't an explicit response to these requirements, so could you please provide this documentation separately.

Best,

[REDACTED]

- *MOBILE OR TRAVELLING SHOP PERMIT CHECKLIST (only complete if applying for this permit)**
- I have read the Bylaw, Policy, rules, prohibited areas and other information found at <https://www.ccc.govt.nz/consents-and-licences/business-licences-and-consents/public-spaces>.
 - I have found out about the City Plan requirements regarding hazardous substances and Health and Safety requirements.
 - If selling food or drink, I have contacted the Christchurch City Council's Health Licencing Team to discuss environmental health and moveable food premises requirements and base facility requirements.
 - If selling food or drink, I have registered as a moveable food premises and arranged a final evaluation with an Environmental Health Officer.
 - I have completed the application form providing ALL required information.
 - I have provided documentation on my procedures of risk management.
 - I have provided documentation of my incident reporting and investigation system.
 - I have provided documentation that states what I will do in the event of an emergency.

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

From: [REDACTED], [REDACTED]
Sent: Thursday, 10 January 2019 9:30 a.m.
To: [REDACTED]
Cc: [REDACTED], [REDACTED]
Subject: Christchurch Lantern Festival

Hi [REDACTED],

We haven't formally met yet but I understand that Mat McNeill is teeing up an introduction meeting next week.

I hope you had a relaxing break and are settling in to your new role.

I'd like to introduce you to [REDACTED] [REDACTED] in our events team. She would like to coordinate with you about the [South Island Lantern Festival](#) on the last weekend of February. It's typically one of the busiest events for the central city, attracting up to 40,000 people each night. It would be good to put you in touch to discuss some of the plans for managing the crowds and transport this year.

Amanda, I'll leave it to you from here.

Best,

[REDACTED] [REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit


DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

From: [REDACTED] <[REDACTED]>
Sent: Monday, 24 September 2018 10:39 a.m.
To: [REDACTED], [REDACTED]
Subject: Christchurch Launch Map

<https://www.google.com/maps/d/u/0/edit?mid=1X2urgwSfNnNHKSGLPQmvv9qKKzDGrJnP&lf=-43.51894558783396%2C172.6135579043489&z=12>

--



[REDACTED]
Launch, New Market Development
NZ: [REDACTED] | US: [REDACTED]
[Your ride anytime.](#)

From: [REDACTED]
Sent: Monday, 15 October 2018 4:15 p.m.
To: [REDACTED]
Subject: Dashboard Access

Hi [REDACTED],

I understand NZTA have or are about to approach you separately about access. We figured that would make the most sense and to have a separate NDA for each organisation.

For CCC's access, the staff accessing it will be:

- Myself [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

I presume we'll get an email with login instructions?

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Data and reporting and check in

Hi All,

Updating this meeting and moving to Monday to discuss monitoring and the Survey we'll be looking to issue.

The meeting room is on the second floor immediately to the right of the escalator as you come up.

Any trouble finding it just give me a call,

Best,

[REDACTED]

This is just a placeholder checking to evaluate some of the data before we report to the transport committee in early November.

Hopefully we'll have access to the dashboard by then but I imagine we won't have much to report at this point. It would be good to see if we can look at any of the data or reporting from your CRM about Christchurch based inquiries, we can compare this with the more general comments and complaints we've received through our contact centre.

We are also considering sending out a survey to residents and just wanting to touch base to see if you were planning anything similar.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Data and reporting checkin

Hi [REDACTED],

This is just a placeholder checking to evaluate some of the data before we report to the transport committee in early November.

Hopefully we'll have access to the dashboard by then but I imagine we won't have much to report at this point. It would be good to see if we can look at any of the data or reporting from your CRM about Christchurch based inquiries, we can compare this with the more general comments and complaints we've received through our contact centre.

We are also considering sending out a survey to residents and just wanting to touch base to see if you were planning anything similar.

From: [REDACTED], [REDACTED]
Sent: Thursday, 11 October 2018 5:15 p.m.
To: [REDACTED], [REDACTED]
Subject: FW: Trafinz Conference details to pass on to Limes guys

Hi [REDACTED],

This a link [REDACTED] wanted to pass on.

From: [REDACTED], [REDACTED]
Sent: Thursday, 11 October 2018 4:25 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Trafinz Conference details to pass on to Limes guys

Hi [REDACTED], please pass on this link to the guys. The Trafinz conference is all about people and safe and sustainable transport.

<https://www.trafinzconference.co.nz/>

I know the conference organisers so would be more than happy to refer them.

Ngā mihi

[REDACTED]
[REDACTED]
Community Travel Advisor - Road Safety
Travel Demand Management, City Services

[REDACTED]
[REDACTED]
Web: www.ccc.govt.nz
Christchurch City Council
Te Hononga, (Civic Offices), 53 Hereford Street, Christchurch
PO Box 73014, Christchurch, 8154

From: [REDACTED]
Sent: Friday, 26 October 2018 2:38 p.m.
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: FW: Transport Liaison Group - November 7th

Hi [REDACTED],

There is a group of business owners, citizens and interest groups that meets regularly to discuss the city's transport projects.

I gave the group a bit of an update on the pilot before it launched and there was quite a bit of interest.

Would you be interested in giving a short presentation to the group? It's on November 7th usually at 5:30pm

There are usually have about 12 people in attendance.

Some of the members include:

- The Automobile Association
- Spokes (Cycling Advocacy Group)
- ChristchurchNZ
- Canterbury District Health Board
- Otakaro Ltd
- The Terrace (Anthony Gough)
- Ballantynes (Central city dpt store)
- The Christchurch Casino
- Several other small business owners and local residents

From: [REDACTED]
Sent: Friday, 26 October 2018 2:13 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: Transport Liaison Group - November 7th

Hi [REDACTED],

Are you able to come along to the TLG in November to update on the Scooter Pilot.

Regards

[REDACTED]
Project Manager- Transport
City Services

[REDACTED]
[REDACTED]
[REDACTED]

Web: www.ccc.govt.nz

Christchurch City Council

Civic Offices, 53 Hereford Street, Christchurch
PO Box 73011, Christchurch, 8154

Please consider the environment before printing this email

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Introductions: Lime x CCC
Attachments: [~WRD000.jpg](#)
[image001.jpg](#)
[image002.jpg](#)
[image001.jpg](#)

Hi [REDACTED],

Yes we can make this for a quick intro.

I've extended the invite to [REDACTED] and Steffan as well.

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]] <mailto:[REDACTED]>]
Sent: Tuesday, 27 November 2018 10:49 p.m.
To: [REDACTED] <mailto:[REDACTED]>
Cc: [REDACTED] <mailto:[REDACTED]>; [REDACTED] <mailto:[REDACTED]>
Subject: Introductions: Lime x CCC

Hi [REDACTED],

As mentioned on the call, i'd love to come in for a quick meeting to introduce you to [REDACTED] [REDACTED] and [REDACTED] [REDACTED].

Are you still well placed for a 10am catch up on Thursday?

Please do bring along any one else that comes to mind.

Best,

[REDACTED]

--

[REDACTED] [REDACTED]

City Launcher

[REDACTED] [REDACTED] <mailto:[REDACTED]>

[REDACTED]

Your ride anytime <<http://www.limebike.com/>>

From: [REDACTED]
Sent: Wednesday, 10 October 2018 4:42 p.m.
To: [REDACTED]
Subject: Launch and Operation Details

Hi [REDACTED],

Just following up from the call, Probably no need for a meeting, as we're really just after the dashboard but also confirming 1 & 2

1. Local Ops Manager for the time being will be yourself, this won't be shared but will be kept on file internally.
2. As per the operational plan the general Contact number will be 0800 467 001 and contact email will be support@li.me
3. Monitoring Dashboard login details, this will be accessed by either myself or one of the analysts in the transport unit. Would be good to understand how to obtain access.

In the next couple of weeks it would be good to check in regarding:

4. Lime locations – If there any more locations to suggest and or where they are being placed by chargers.
5. Future comms and messaging about parking locations and behaviours

Best,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

From: [REDACTED] <[REDACTED]>
Sent: Tuesday, 18 December 2018 11:19 p.m.
To: [REDACTED], [REDACTED]
Cc: [REDACTED]
Subject: Lime - Christchurch Operations Manager - [REDACTED]

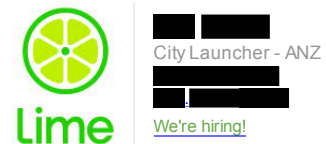
Hi [REDACTED],

I hope you are well. Thought I'd get in touch to let you know we have on-boarded our new Operations Manager, [REDACTED], over the past week. [REDACTED] is headed off on holiday over the festive period from this weekend until Monday 7th January.

During that time, we will have our Melbourne Operations Manager, [REDACTED], supporting our operation the ground.

I think it would be worth arranging a meeting in the new year for introductions and a catch up. In the meantime, please do not hesitate getting in touch with us should you need anything.

Best wishes,



From: [REDACTED]
To: [REDACTED]
Subject: Lime | Christchurch
Date: Sunday, 19 August 2018 6:26:35 p.m.
Attachments: [Lime-S Christchurch Operational Plan.pdf](#)
[Lime Fact Sheet.pdf](#)
[Lime Overview.pdf](#)

Hi [REDACTED],

It was great meeting with you last week, and hearing of Christchurch's transit plans.

We have solidified our strategy for the New Zealand market since then, and I'd love to continue the conversation with you and any other stakeholders.

Attached is the operational plan for Christchurch that I previously mentioned, as well as a bit of literature about Lime's culture and the numbers behind it.

If it helps to set up another meeting to discuss next steps, let me know when is convenient for you, and I will make myself available. In the meantime, please don't hesitate to reach out with any questions.

Best,

--



[REDACTED]
Launch, New Market Development
[REDACTED]
Your ride anytime.

From: [REDACTED]
Sent: Wednesday, 17 October 2018 11:06 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Lime API

Hi [REDACTED],

I think I mentioned this briefly (and I know you were in discussions with [REDACTED] [REDACTED] at NZTA about their mobility marketplace app), but we would be keen to progress the possibility of having access to the Lime API to display scooter locations in the City's Smart View Portal.

<https://smartview.ccc.govt.nz/#travel>

We would love to display the scooter locations in the 'on the go' portal which includes a map of bus routes, stops, cycle paths, cycle parking, even cycling heat maps from Strava.

[REDACTED] (cc'd) is the Smart City's programme manager and would be able to review and approve any documentation of terms for the API use.

I understand that requests of this nature are thoroughly scrutinised by Lime's head office, but I believe having the locations displayed in the Council's portal would help illustrate the scooters as part of the city's range of transport options.

Best,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

From: [REDACTED]
Sent: Wednesday, 9 January 2019 12:34 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Lime MDS Feed for Christchurch City

Hi [REDACTED],

We're working with both Lime and Ride Report on the monitoring of a three month trial and believe it would be beneficial to compare the MDS feed with the data auditing feed we are currently seeing. We've had some initial conversations with [REDACTED] on this but I don't believe it has progressed, as we now have access to the analytics dashboard.

Is it possible to share the MDS feed to the Ride Report Dashboard for Christchurch?

Kind Regards,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

From: [REDACTED]
Sent: Sunday, 11 November 2018 3:05 p.m.
To: [REDACTED], [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]
Subject: Lime Safety update

Dear [REDACTED],

Firstly, I want to assure you that New Zealand's fleet is not affected by the issues described below but we feel that you should be aware of them.

A couple of weeks ago Lime received reports that the baseboard of some of our original scooters, manufactured by Okai, could break. I'm writing today with an update to share both what we've learned about Okai's scooter breakage and what we're doing to correct the problem.

It's important that we remain open and transparent, which is why we're proactively sharing today's update to ensure you, our riders and communities we serve have the facts and understand what we're doing to ensure the safety of our riders.

We are actively looking into these reports and working cooperatively with the U.S. Consumer Product Safety Commission and the relevant authorities internationally as our investigation continues. Here at Lime, safety is our highest priority and that's why we've made the decision to immediately decommission all Okai scooters in the global fleet and will no longer purchase any equipment from Okai.

The vast majority of Lime's fleet is manufactured by other companies and decommissioned Okai scooters are being backfilled with better scooters from other manufacturers, so riders should not experience any real service disruption. Those scooters are being replaced with newer, more advanced scooters considered [best in class for safety](#). For those cities that are heavily impacted, we're already making arrangements to get replacements on the ground as soon as possible.

The safety of our riders and the Lime community is our highest priority, and we will continue to hold our equipment manufacturers and ourselves to the highest possible standard. We also believe that consumers and the communities we serve play a critical role in creating a culture of safety in micromobility. Our Respect the Ride campaign, launched just this week, is intended to foster this goal. This comprehensive safety and education initiative takes a 360-degree approach to advancing safety and includes a variety of campaign activities designed to engage and educate riders, cities and the industry around safe riding behavior. To learn more about Respect the Ride, please [click here](#).

Please do not hesitate if you have any questions. I'd be happy to speak with you further.

Best,

[REDACTED]



[REDACTED]
Director of Government Affairs and Strategy APAC
[REDACTED]
[Your ride anytime](#)

From: [REDACTED]
To: [REDACTED]
Subject: Lime T&C
Date: Saturday, 1 September 2018 7:18:01 a.m.
Attachments: [23203330-Lime User Agreement \(NZ\) draft 29.08.18.DOCX](#)

See attached, the latest terms and conditions revision.

From: [REDACTED]
To: [MayorsMessages](#)
Cc: [REDACTED]; [REDACTED]; [REDACTED]
Subject: Lime Year End Report 2018
Date: Thursday, 20 December 2018 3:41:24 p.m.
Attachments: [Lime_Year-End_Report_2018.pdf](#)

Dear Lianne,

As micromobility expands from pedal and e-assist bikes to electric scooters and transit pods, cities around the world are embracing this exciting new approach to personal transportation. Lime's Year-End Report offers a detailed look at the global impact of bike and scooter sharing, pulling from in-depth survey analyses and data sourced from more than 25,000,000 trips worldwide. It's our hope that these insights will shine a light on the benefits of micromobility, and demonstrate Lime's commitment to transparency and policy collaboration.

I would like to take this opportunity to organise a meeting with you early in the new year to talk through the report and discuss key takeaways.

Thank you for your continued support.

Best,

[REDACTED]



[REDACTED]
Director of Government Affairs and Strategy APAC
(M) [REDACTED]
[Your ride anytime](#)

From: [REDACTED] <[REDACTED]>
Sent: Friday, 5 October 2018 1:20 p.m.
To: [REDACTED], [REDACTED]
Subject: Media Event | Launch Day

Hi [REDACTED],

Thanks again for working so diligently on getting our permit issued for Christchurch! It's greatly appreciated.

As I mentioned on the phone, we'll have a media event / scooter demonstration on the day of launch at 11am, and I would love for you, and any other members of staff, to attend.

It will be from 11am-12pm on Monday, Oct 15, and will take place on the edge of North Hagley Park (at the corner of Salisbury St & Park Terrace). There will be a few representatives from Lime (including myself), as well as some press, and we will have scooters available for rides.

Let me know if you (or any others) are able to attend. Hope to see you there!

Best,

--

 [REDACTED]
Launch, New Market Development
NZ: [REDACTED] | US: [REDACTED]
[Your ride anytime.](#)

From: [REDACTED]
Sent: Thursday, 11 October 2018 11:41 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Media Release

Hi [REDACTED],

Just wondering if you are free for a catchup for 20mins today? Just keen to walk through some comms stuff.

Happy to come to you.

Best,

- [REDACTED]

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Christchurch City Council

Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

From: [REDACTED]
Sent: Monday, 19 November 2018 2:15 p.m.
To: [REDACTED]
Subject: Mysterious Lime Bike

Hi [REDACTED],

Sounds like an error in the data feed. This is the ghost bike I noticed a few days ago. It's still in the same place.

14:07



Lime



LimeBike

Pedal Bike

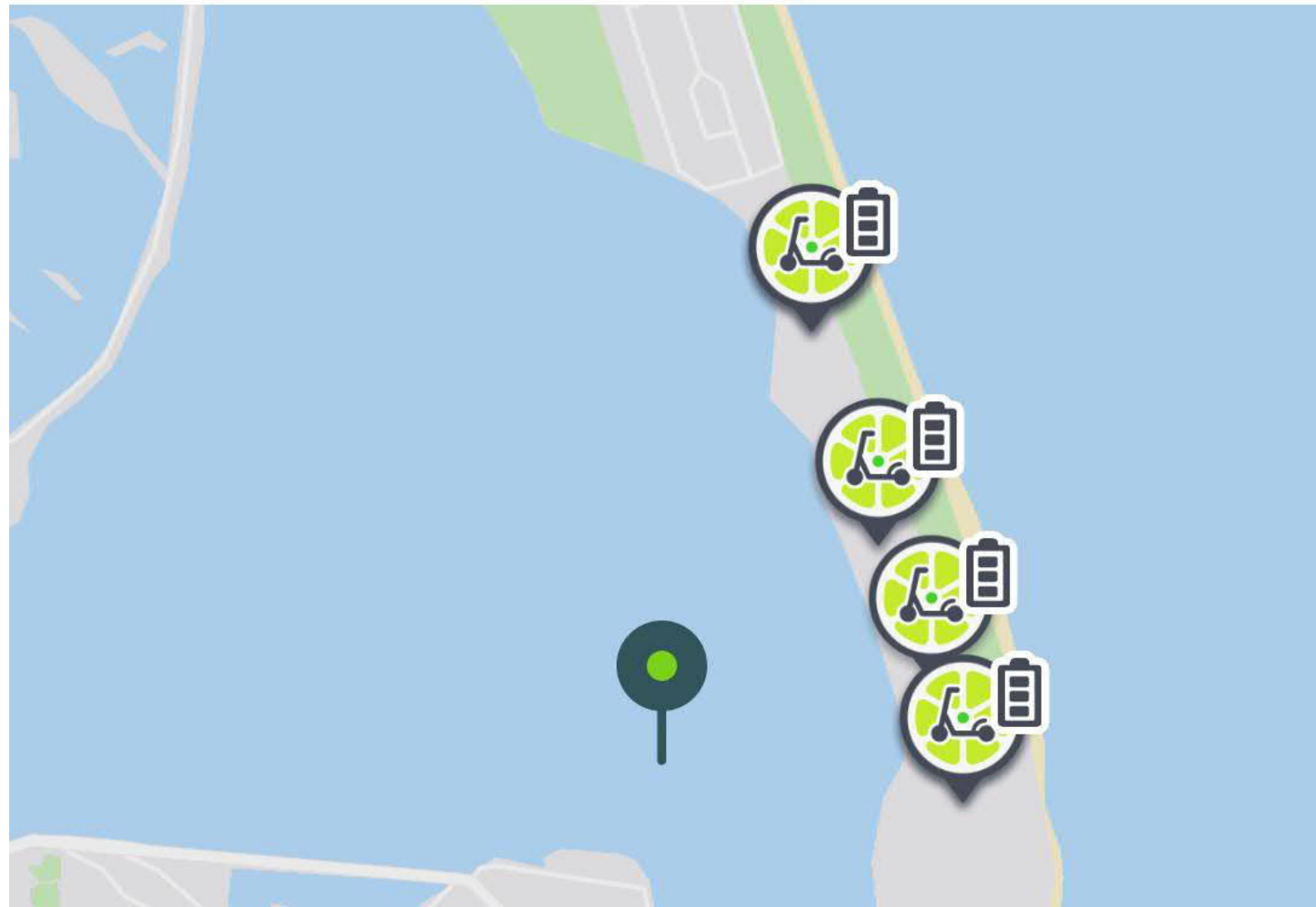
\$1 unlock + 5¢ / 1 min
Pricing



Ring



Report Missing



123 No. XXX-903



 **SCAN TO RIDE**

Google



From: [REDACTED]
To: "[REDACTED]"
Cc: [Trading and Events](#)
Bcc: [REDACTED]
Subject: Permit and Invoice
Date: Monday, 8 October 2018 3:07:00 p.m.
Attachments: [18 1026115 E-Scooter Permit signed- Lime Technology.pdf](#)
[TG696 - Mobile and Travelling Shop Permit Fee Request - Lime - Lime Technology Limited.pdf](#)

Hi [REDACTED],

Please find attached is the permit and fee for public trading. The remittance advice for the fee is down the bottom, payable by the 20th.

The permit is forward dated as being issued on the 15th of October and is valid for three months.

Best regards,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

From: [REDACTED]
To: [REDACTED]
Subject: Quick Phone Call

Perfect,

T [REDACTED] s [REDACTED]. I have a spreadsheet and a bit of an action register that I'm keeping track of what work is underway and how it's progressing. Started with [REDACTED] then last updated it with [REDACTED].

Just want to run through that over the phone.

Cheers,

From: [REDACTED] [mailto:[REDACTED]] <mailto:[REDACTED]>]
Sent: Friday, 7 December 2018 11:44 a.m.
To: [REDACTED], [REDACTED] <mailto:[REDACTED]> >
Subject: Re: Quick Phone Call

Hi [REDACTED]

Hope you're well - of course. We can have a call on Tuesday if that suits?

Let me know a time.

P.s will send you that data spreadsheet today.

Cheers,

[REDACTED]

On 7 Dec 2018, at 10:23 am, [REDACTED], [REDACTED] <mailto:[REDACTED]> > wrote:

Hi [REDACTED],

Do you have time for a call early next week, just want to understand a few things before updating the Committee on Wednesday.

Best,

[REDACTED] [REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED] [REDACTED] [REDACTED]

Mobile: [REDACTED] [REDACTED] [REDACTED]

Email: [REDACTED] <mailto:[REDACTED]>

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

This electronic email and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed.

The views expressed in this message are those of the individual sender and may not necessarily reflect the views of the Christchurch City Council. If you are not the correct recipient of this email please advise the

From: [REDACTED] <[REDACTED]>
Sent: Thursday, 10 January 2019 10:39 a.m.
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: RE: Christchurch Lantern Festival

Hi [REDACTED],
Thanks for the introduction. Yes he is and looking forward to meeting you shortly!
I will tie up with Amanda in the mean time – very interested in engaging to support local events.

Thanks for your time
[REDACTED]

Sent from [Mail](#) for Windows 10

From: [REDACTED]
Sent: Thursday, 10 January 2019 9:29 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Christchurch Lantern Festival

Hi [REDACTED],
We haven't formally met yet but I understand that Mat McNeill is teeing up an introduction meeting next week.
I hope you had a relaxing break and are settling in to your new role.

I'd like to introduce you to [REDACTED] in our events tem. She would like to coordinate with you about the [South Island Lantern Festival](#) on the last weekend of February. It's typically one of the busiest events for the central city, attracting up to 40,000 people each night. It would be good to put you in touch to discuss some of the plans for managing the crowds and transport this year.

Amanda, I'll leave it to you from here.

Best,
[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit
DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

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The views expressed in this message are those of the individual sender and may not necessarily reflect the views of the Christchurch City Council. If you are not the correct recipient of this email please advise the sender and delete.

Christchurch City Council
<http://www.ccc.govt.nz>

From: [REDACTED] <[REDACTED]>
Sent: Monday, 3 December 2018 10:41 a.m.
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: Re: Christchurch Lime Scooter Survey

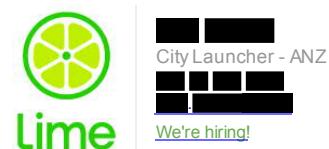
Hi [REDACTED]

Hope you had a good weekend.

We have pushed the survey request to HQ, and are currently waiting back on what we can do. It has been mentioned on our side, that we have just recently done a survey with our riders in Auckland and Christchurch, and that pushing another so soon is not desirable. However, I have pushed the draft survey questions to our colleagues, to see if there is any overlap with what we have gathered already.

Given we have limited notice on this, it makes it a little more challenging to get something sorted. I'll do my best and will update you soon with the response.

Best,



On Mon, Dec 3, 2018 at 10:12 AM [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED] and [REDACTED]

Is there any word yet about whether you will be able to provide us with access to Lime users?? We are aiming to go infield on Thursday or Friday this week.

Regards, [REDACTED]

From: [REDACTED]
Sent: Thursday, 29 November 2018 1:43 p.m.
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Christchurch Lime Scooter Survey

Hi [REDACTED] and [REDACTED]

Really good to talk this morning. Further to our discussion about the scooter survey, here's what we have planned.

Representative Sample

NZTA, Auckland Transport, Auckland Council and Christchurch City Council are joining up to run a representative survey of 500 people each in Auckland and Christchurch. We also want to do a boost of Lime scooter users in case we don't pick up enough of those in the representative sample.

The representative sample (along with the Lime user booster) will provide quantifiable robust data for each city, using standardised questions in each location.

Sampling Approach

We discussed this morning that Lime is not able to provide its email list directly to us or a research company to manage survey distribution to users. However, if your comms people give approval, you will probably be able to send out individual (ie. unique) survey links (list produced by research agency) which you would mail merge with your email list. We thought it would probably make sense to send the emails out in batches to random samples in Auckland and Christchurch as the absolute maximum completed surveys we would need is n=500 in each city (and probably only a few hundred in each city as we will pick up a number of users via the random sample anyway) (to sit alongside our representative sample). We can fine tune the details re assumed response rates and number needing to be sent out once you have got approval to go ahead.

Draft Questionnaire

We are currently in the process of agreeing the standardised questions across the cities and the attached is the draft we are currently working with.

The opportunity for input into this is very, very tight (ie. by end of Monday 3 Dec at the latest) due to the deadlines for the project.

Christchurch Snowball Sample

Christchurch also intends to do a snowball sample using the same questionnaire. We are going to open the survey up to our Life in Christchurch panel of over 9,000 people (who can then send a survey link on to other people) and will also promote the survey via the media so as many people as possible complete it. We will also want Lime to send the link out to all users (including those who have only supplied a mobile number) (except for the people sent the links for the

representative booster above) and to juicers so we get as much feedback from them as possible.

We will give the representative survey a one week head start on our snowballed version but intend to be infield on 13 December to allow enough time for survey completes pre-Christmas.

Timelines

Timelines for getting this across the line are very tight!

- Feedback on survey questions: Monday 3 December
- Representative survey and Lime user booster infield: approx. Thursday 6 December
- Christchurch snowball survey infield: Thursday 13 December

Looking forward to hearing back from you soon.

Regards, [REDACTED]

Team Leader - Monitoring and Research
Performance Management Unit
DDI [REDACTED]
Email [REDACTED]
Web www.ccc.govt.nz

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73015, Christchurch, 8154

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<http://www.ccc.govt.nz>

From: [REDACTED], [REDACTED]
Sent: Friday, 21 September 2018 3:12 p.m.
To: [REDACTED]
Subject: RE: Christchurch Permit

Hi [REDACTED],

The permit is nearly finalised, just looking to get sign off from the GM of city services.

Are you still looking at launching later next week?

- Extension of the permit – At council’s discretion, we will see how things are progressing in the next couple of months but I suspect that we’ll need to issue an extension before we provide advice to council about what the scheme looks like long term. A three month pilot will cease ending in December which is holiday season and Council staff are often away.
- Narrow Footpaths – Design standard is likely 1.5m clear of obstructions, same as A frame signs and tables and chairs policy. We think the Inappropriate locations at discretion of enforcement. We can provide some guidance around this and we may end up appending some diagrams at a later stage. For now we’ll keep it broad.
- Force Majeure Clause – We had a discussion internally and would be curious to know how you would propose to word this. We may not have enough time to come up with the appropriate wording but can consider it for inclusion in looking at what happens after the pilot.
- Public API – Unless you’ve got anything else from your data team, I’ve changed the wording to reflect the need to have and maintain one rather than to provide public access.
- Updated operational area map – Can you supply a map of the geofenced operating area including any no parking zones?

From: [REDACTED] [REDACTED] [REDACTED]
Sent: Friday, 21 September 2018 12:16 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Christchurch Permit

Hey [REDACTED],

Wanted to quickly check in on the permit. Looks like we've ticked all the boxes at this point, with NZTA declaring our scooters not motor vehicles.

Is there anything else we're waiting on to get a final permit issued?

Best,

--

[REDACTED]
Launch, New Market Development
NZ: [REDACTED] | US: [REDACTED]
[Your ride anytime.](#)

From: [REDACTED] <[REDACTED]>
Sent: Monday, 3 September 2018 1:42 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Council meeting Deputation

Hi [REDACTED],

Happy to do a 10 minute deputation on Thursday!

[REDACTED], let me know what you need from me to make that happen.

Best,

On Mon, Sep 3, 2018 at 10:09 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

If you are down on Thursday you won't be able to speak to the staff report but you may wish to make a public deputation at the meeting.

Speaking time is 10min including questions, although all deputations are at the discretion of the Chairperson so there is no guarantee of being able to speak.

If you wish to make a deputation to speak email [REDACTED] (cc'd) and he'll let you know.

Best,

[REDACTED]
Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

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From: ██████████ <██████████>
Sent: Friday, 2 November 2018 2:50 p.m.
To: ██████████, ██████████
Subject: Re: Data + Heatmap
Attachments: image008.jpg

T ██████ s ██████! It's good to see that comparison.

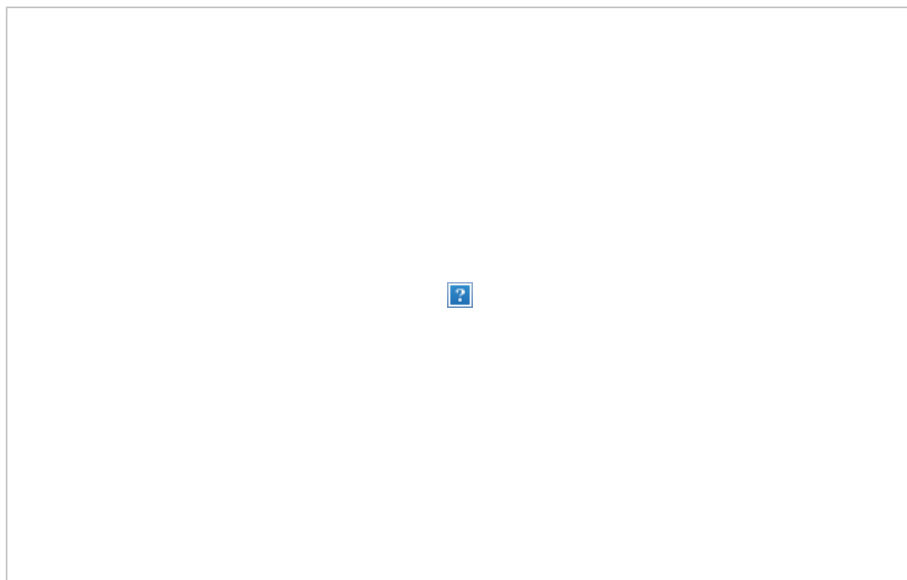
On Fri, Nov 2, 2018 at 2:00 PM ██████, ██████ <██████████> wrote:

T ██████ s ██████,

This is probably what I'll update the committee with.

I won't include the total time or the total distance.

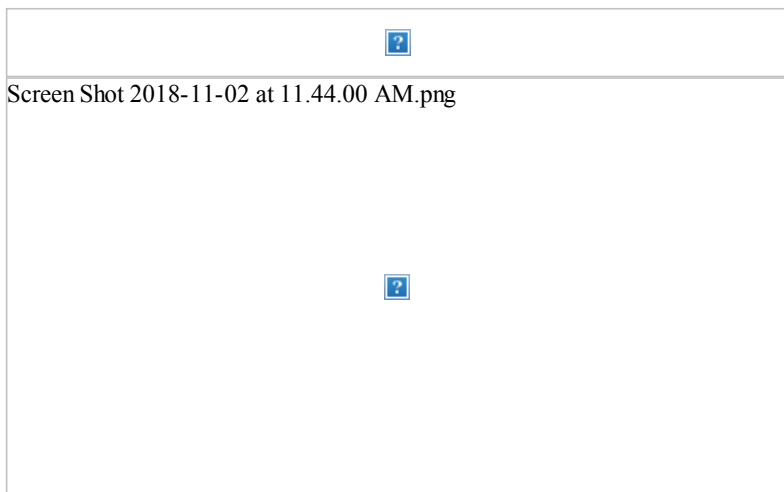
Ps. In terms of safety statistics we'll probably use this slide for comparison.



From: ██████████ [mailto:██████████]
Sent: Friday, 2 November 2018 12:26 p.m.
To: ██████, ██████ <██████████>
Subject: Data + Heatmap

Hey ██████,

Here are the numbers and heat map I was referencing during our call this morning.



██████████ ██████████
Launch, New Market Development
NZ: ██████████ | US: ██████████
[Your ride anytime.](#)

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From: [redacted] <[redacted]>
Sent: Monday, 5 November 2018 1:57 p.m.
To: [redacted]
Subject: Re: Data + Heatmap

Hey [redacted] - ready in the lobby whenever you are.

On Fri, Nov 2, 2018 at 2:49 PM [redacted] <[redacted]> wrote:

T [redacted]s [redacted]! It's good to see that comparison.

On Fri, Nov 2, 2018 at 2:00 PM [redacted], [redacted] <[redacted]> wrote:

T [redacted]s [redacted]

This is probably what I'll update the committee with.

I won't include the total time or the total distance.

Ps. In terms of safety statistics we'll probably use this slide for comparison.

From: [redacted] [mailto:[redacted]]
Sent: Friday, 2 November 2018 12:26 p.m.
To: [redacted], [redacted] <[redacted]>
Subject: Data + Heatmap

Hey [redacted],

Here are the numbers and heat map I was referencing during our call this morning.

--
[redacted]
Launch, New Market Development
NZ: [redacted] | US: [redacted]
[Your ride anytime.](#)

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--
 [redacted]
Launch, New Market Development
NZ: [redacted] | US: [redacted]
[Your ride anytime.](#)

--
 [redacted]
Launch, New Market Development
NZ: [redacted] | US: [redacted]
[Your ride anytime.](#)

From: [REDACTED] <[REDACTED]>
Sent: Friday, 2 November 2018 11:02 a.m.
To: [REDACTED]
Subject: Re: Data and reporting checkin

Hey [REDACTED],

Just gave you a ring. Give me a call back whenever you're free.

On Fri, Nov 2, 2018 at 9:59 AM [REDACTED] <[REDACTED]> wrote:

11 is perfect, hear from you then.

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 2 November 2018 9:40 a.m.
To: [REDACTED] <[REDACTED]>
Subject: Re: Data and reporting checkin

Hey [REDACTED],

Monday works for us. I'll give you a call around 11 - does that work?

On Fri, Nov 2, 2018 at 9:29 AM [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

[REDACTED] is unwell today and won't be able to make this meeting.

I was looking to reschedule to Monday but still keen to have a brief call to run through a couple of questions and see what your availability is.

Best,

[REDACTED]

-----Original Appointment-----

From: [REDACTED]
Sent: Thursday, 18 October 2018 2:38 p.m.
To: [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: Data and reporting checkin
When: Friday, 2 November 2018 2:00 p.m.-3:00 p.m. (UTC+12:00) Auckland, Wellington.
Where: TBD

Hi [REDACTED],

This is just a placeholder checking to evaluate some of the data before we report to the transport committee in early November.

Hopefully we'll have access to the dashboard by then but I imagine we won't have much to report at this point. It would be good to see if we can look at any of the data or reporting from your CRM about Christchurch based inquiries, we can compare this with the more general comments and complaints we've received through our contact centre.

We are also considering sending out a survey to residents and just wanting to touch base to see if you were planning anything similar.

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From: [REDACTED] <[REDACTED]>
Sent: Friday, 11 January 2019 5:47 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Dynamic Cap

Hi [REDACTED],

Good to hear from you. I hope all is well.

Yes, so what we're seeing is that where scooter-share is more mature in a market, City's are moving away from arbitrary fleet cap ceilings and actually toward dynamic fleet structures.

The reasons for this are predominately twofold:

1. It promotes best practice operations; and

This is because an operator can only achieve a consistent rolling average trips-per-vehicle-per-day (TVD) whilst maintaining a certain fleet size if they are an excellent operator. Moreover, additional fleet increases are only allocated to high performing operators, which ensures the best product is being provided to the community.

2. It ensures a fleet size is representative of community demand rather than the desires of individual operators

A corollary of this is that a performance tiered structure also arms Governments with a response to any community pressures concerning a perception of (over) supply. By performance tiering fleet sizes to their popularity within the community it provides Government with an easy justification for fleet numbers - it takes the air and speculation out of external pressure or criticism concerning scooter supply.

For example, Austin's structure is based on a rolling average of 2 trips-per-vehicle-per-day (TVD) to **maintain** a current fleet size and a rolling average of 3 trips-per-vehicle-per-day (TVD) to **grow** a current fleet size. If 3 TVD is achieved, then an additional number of scooters (e.g. 200) is allocated to the high performing operator.

This also means that in seasons where there might be a lower TVD, fleet sizes naturally decrease. Thus, fleet sizes are always reflecting community demand.

We are looking to take these learnings to all new markets we launch in 2019 so as to ensure City's have a structure in place that puts further operational accountabilities in place to reward good operators whilst very quickly communicating to underperforming operators the community's high expectations of scooter-share service providers.

Do please let me know if you have any further questions.

Best,

[REDACTED]

On Fri, Jan 11, 2019 at 12:09 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Having a brief discussion with [REDACTED] [REDACTED] yesterday he mentioned you had been doing some work on dynamic caps.

I'd be keen to catch up on where this thinking is heading as I haven't really seen many examples to date (Austin, I think was mentioned as an example).

Best,

[REDACTED] [REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Christchurch City Council

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From: [REDACTED]
Sent: Wednesday, 12 December 2018 1:35 p.m.
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: Re: Fire and Emergency NZ - Lime Scooter feedback

Hi all,

Lovely to e-meet you. Safety is always at the forefront for Juicers and we encourage safe practice through an online tutorial and on-boarding sessions.

In saying this, I am more than happy to collaborate and provide the Juicers with more information. Christchurch has a real community feel, which is further solidified by your proactive email.

I would be more than happy to have a phone conversation or an online meeting.

Please let [REDACTED] and myself know the best time and we can send out a calendar invite.

Thank you kindly,

[REDACTED]

On Wed, Dec 12, 2018 at 11:27 AM [REDACTED] <[REDACTED]> wrote:

Hi All,

Thank you [REDACTED] [REDACTED] for linking me in.

This is great initiative. I'm keen to do what we can to raise awareness for everyone. Specific sessions sound like a good idea.

Perhaps, [REDACTED] and I link in with a representative over a conference call to start?

Cheers,



[REDACTED]
[REDACTED]
City Launcher - ANZ
[REDACTED]
[REDACTED]
[We're hiring!](#)

On Wed, Dec 12, 2018 at 1:25 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Thank you [REDACTED],

[REDACTED], I'm sure this would be easy to facilitate as the community of Juicers in Christchurch seems to be very active within a facebook group.
<https://www.facebook.com/groups/1123371971163139/>

Seems like some of the full time juicers have taken to charging the scooters when they are still in their vehicles...

My new way of charging



10

1 Comment Seen by 14

Like

Comment



Just be careful of the heat.

2

Looks like there are often meetups and tips shared in the discussion. It's a closed group but it's a very useful way of communicating helpful information.

Best,

From: [redacted] [mailto:[redacted]]

Sent: Wednesday, 12 December 2018 1:14 p.m.

To: [redacted]

Cc: [redacted], [redacted] <[redacted]>; chchfirerisk@fireandemergency.nz

Subject: Re: Fire and Emergency NZ - Lime Scooter feedback

Hi [redacted],

This sounds like a great initiative.

Looping in our head of juicers, [redacted], and our Christchurch POC [redacted] who will be able to facilitate discussions.

All the very best,

[redacted]

On Wed, Dec 12, 2018 at 10:43 AM [redacted] wrote:

Hi [redacted],

I have had discussions with Fire & Emergency staff who expressed they may be keen to be represented in the scooter trial discussions. Could you contact them via the email I have cc'd and discuss participation with them?

I believe due to my conversation the primary concern they could address is a fire risk due to 'Juicers' using multiple multi boards to charge scooters.

Since Lime doesn't actually have representation at the meetings there may be greater benefit discussing with [REDACTED] (Lime) directly so I have included him as a recipient. I believe Fire and Emergency may be keen to arrange a meet with all the juicers and hold some education sessions for them to prevent risk of electrical fires.

Regards,

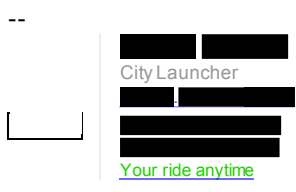


Sent from my iPhone

=====
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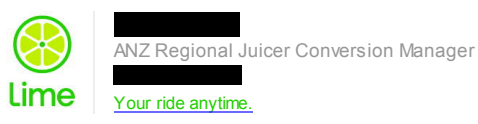
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From: [REDACTED] <[REDACTED]>
Sent: Friday, 9 November 2018 10:11 p.m.
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: Re: FW: E-Scooter user monitoring

Hi [REDACTED],

Thanks for passing that on to us.

I'll check in with the officers on Monday to better understand this specific case.

Have a great weekend.

Best,

[REDACTED]

On Fri, Nov 9, 2018 at 12:52 PM [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

I'm hoping you can provide some advice/direction on the best way to connect the Police with the information they are requesting below.

What are the processes in place for Lime assisting with law enforcement? I'm guessing that while the Lime app may not track the user's device while they're not riding a scooter, however if Lime were able to provide the phone number linked to the Lime user's account, and the police may be able to track down the stolen credit cards that way. There may also be other ways to provide this assistance.

Feel free to reach out to [REDACTED] or [REDACTED] below, I don't need to be involved directly but we would hope that they could be connected with the right people to ensure they can conduct their inquiry efficiently and effectively.

Best,

-[REDACTED]

From: [REDACTED], [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 9 November 2018 12:35 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: RE: E-Scooter user monitoring

Hi [REDACTED], we will take a look at the Sheppard matter for you.

[REDACTED]

I assume all transactions have to go through a phone app. Therefore, is it that the cc was loaded into the phone app? And if so, can we track the phone through the Lime scooter payment?

It would be good if you know something around this and if not, how we can approach Lime to get this information.

Thanks

[REDACTED]

=====

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From: [REDACTED] <[REDACTED]>
Sent: Thursday, 11 October 2018 5:16 p.m.
To: [REDACTED], [REDACTED]
Subject: Re: FW: Trafinz Conference details to pass on to Limes guys

T [REDACTED]s!

On Thu, Oct 11, 2018 at 5:15 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED]

This a link [REDACTED] wanted to pass on.

From: [REDACTED]
Sent: Thursday, 11 October 2018 4:25 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Trafinz Conference details to pass on to Limes guys

Hi [REDACTED], please pass on this link to the guys. The Trafinz conference is all about people and safe and sustainable transport.

<https://www.trafinzconference.co.nz/>

I know the conference organisers so would be more than happy to refer them.

Ngā mihi

[REDACTED]
Community Travel Advisor - Road Safety
Travel Demand Management, City Services
[REDACTED]
Web: www.ccc.govt.nz
Christchurch City Council
Te Hononga, (Civic Offices), 53 Hereford Street, Christchurch
PO Box 73014, Christchurch, 8154

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From: [REDACTED] <[REDACTED]>
Sent: Friday, 26 October 2018 7:28 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: FW: Transport Liaison Group - November 7th

Hi [REDACTED],

We'd love to be a part of this. If you could send over the details, I'll make sure we have someone there!

Best,

On Fri, Oct 26, 2018 at 12:38 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

There is a group of business owners, citizens and interest groups that meets regularly to discuss the city's transport projects.

I gave the group a bit of an update on the pilot before it launched and there was quite a bit of interest.

Would you be interested in giving a short presentation to the group? It's on November 7th usually at 5:30pm

There are usually have about 12 people in attendance.

Some of the members include:

- The Automobile Association
- Spokes (Cycling Advocacy Group)
- ChristchurchNZ
- Canterbury District Health Board
- Otakaro Ltd
- The Terrace (Anthony Gough)
- Ballantynes (Central city dpt store)
- The Christchurch Casino
- Several other small business owners and local residents

From: [REDACTED]
Sent: Friday, 26 October 2018 2:13 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: Transport Liaison Group - November 7th

Hi [REDACTED],

Are you able to come along to the TLG in November to update on the Scooter Pilot.

Regards

[REDACTED]
Project Manager- Transport
City Services

Web: www.ccc.govt.nz

Christchurch City Council

Civic Offices, [53 Hereford Street](http://www.ccc.govt.nz), Christchurch

PO Box 73011, Christchurch, 8154

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From: [redacted] <[redacted]>
Sent: Monday, 8 October 2018 3:01 p.m.
To: [redacted]
Subject: Re: Insurance

Got it. Thanks!

On Mon, Oct 8, 2018 at 3:00 PM [redacted] <[redacted]> wrote:

Hi [redacted],

I briefly spoke to someone in our insurance team and they mentioned it may not be necessary to name CCC in the insurance policy, however if their insurer requires it we should be listed as "Christchurch City Council"

From: [redacted] [mailto:[redacted]]
Sent: Monday, 8 October 2018 10:10 a.m.
To: [redacted] <[redacted]>
Subject: Insurance

Hi [redacted],

How would you like the City of Christchurch listed in our insurance policy? Please provide the exact name and address so we can endorse you. Thanks!


--
[redacted]
Launch, New Market Development
NZ: [redacted] | US: [redacted]
[Your ride anytime.](#)

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--
 [redacted]
Launch, New Market Development
NZ: [redacted] | US: [redacted]
[Your ride anytime.](#)

From: [REDACTED] <[REDACTED]>
Sent: Thursday, 27 December 2018 9:02 a.m.
To: [REDACTED], [REDACTED]
Subject: Re: Lime - Christchurch Operations Manager - [REDACTED]

Hi [REDACTED]

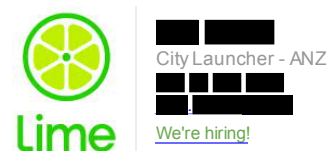
How are you doing? I'm not sure if you are on holiday (might find out soon with your OOO).

Thought it'd be worth us having another catch up over the phone early January. Let me know a good time, or send across a calendar invite that suits. I've been working with our product team in HQ on some localisation as we discussed, and hope to have that completed soon.

I hope you managed to get to where you needed regarding data sharing with [REDACTED]. Let me know if not, and I can look to help out there.

Hope you are getting a nice break.

Cheers,



On Tue, Dec 18, 2018 at 11:18 PM [REDACTED] <[REDACTED]> wrote:

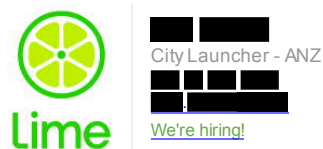
Hi [REDACTED],

I hope you are well. Thought I'd get in touch to let you know we have on-boarded our new Operations Manager, [REDACTED], over the past week. [REDACTED] is headed off on holiday over the festive period from this weekend until Monday 7th January.

During that time, we will have our Melbourne Operations Manager, [REDACTED], supporting our operation the ground.

I think it would be worth arranging a meeting in the new year for introductions and a catch up. In the meantime, please do not hesitate getting in touch with us should you need anything.

Best wishes,



From: [REDACTED], [REDACTED]
Sent: Thursday, 27 December 2018 9:13 a.m.
To: [REDACTED], [REDACTED]
Subject: Re: Lime - Christchurch Operations Manager - [REDACTED], [REDACTED]

T [REDACTED]s [REDACTED],

Yes it would be good to catch up, keen to understand how the localisation work is going.

As you can see I'm back in the office on the 7th so setting up a call after then would be best. Also looking forward to meeting the new ops manager for Christchurch.

Would be good to discuss the end of trial evaluation report and metrics as I'll probably dive into that when I'm back. We're putting a report to our transport committee on the 12th of Feb.

We're all set with the data dashboard as [REDACTED] has provided me access. As we mentioned previously we can okay any mentions with you before adding it to public reports.

Hope all is going well and look forward to speaking in the new year.

Best,

Get [Outlook for Android](#)

On Thu, Dec 27, 2018 at 9:00 AM +1300, "[REDACTED] [REDACTED]" <[REDACTED].[REDACTED]> wrote:

Hi [REDACTED]

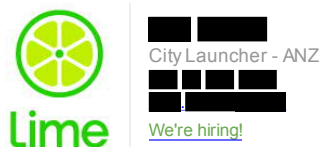
How are you doing? I'm not sure if you are on holiday (might find out soon with your OOO).

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I hope you managed to get to where you needed regarding data sharing with [REDACTED]. Let me know if not, and I can look to help out there.

Hope you are getting a nice break.

Cheers,



On Tue, Dec 18, 2018 at 11:18 PM [REDACTED] [REDACTED] <[REDACTED].[REDACTED]> wrote:

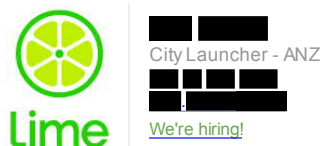
Hi [REDACTED],

I hope you are well. Thought I'd get in touch to let you know we have on-boarded our new Operations Manager, [REDACTED] [REDACTED], over the past week. [REDACTED] is headed off on holiday over the festive period from this weekend until Monday 7th January.

During that time, we will have our Melbourne Operations Manager, [REDACTED] [REDACTED], supporting our operation the ground.

I think it would be worth arranging a meeting in the new year for introductions and a catch up. In the meantime, please do not hesitate getting in touch with us should you need anything.

Best wishes,



From: [REDACTED], [REDACTED]
Sent: Tuesday, 8 January 2019 2:25 p.m.
To: [REDACTED], [REDACTED]
Subject: RE: Lime - Christchurch Operations Manager - [REDACTED], [REDACTED]

Hi [REDACTED],

At this stage Thursday and Friday are pretty open so send through a time that would work for you. Would be good to meet [REDACTED] and get an update on how things are going. Very curious about how the algorithm is effecting the placement of where scooters are being served.

Also, the three month period for evaluation will end on the 14th of Jan so that's the date we'll use for a summary of the trial (It looks you're on track to clear 400k rides and 100k unique riders by next Monday). If it's easy enough for you to provide, three are a few things we'd like for the three month report to illuminate a few things from an operations perspective are:

- Number of tickets and or calls to support from Christchurch (possibly a breakdown of resolved or unresolved?)
 - o This would be good to contrast with the feedback we've received in terms of volume and or the types of feedback
- General tone of the enquiries, technical, requests for more scooters etc. operational/parking etc or any average trip feedback ratings
 - o Again to contrast this through what we've received via our survey and comms channels
- Stats around how many scooters are repaired or taken in to the warehouse each day or the period, number of mechanics FTEs etc.
 - o This will help illustrate what the operations looks like, how they are being monitored for wear and tear.
- Any rough figures on the number of scooters Missing/stolen destroyed and commentary if this is higher/lower than expected.
- Any other figures that you think might be helpful stats from the Juicers, pickup rates etc.

Let me know if any of the above is looking unlikely.

Regards,

[REDACTED]

From: [REDACTED], [REDACTED] ([REDACTED]; [REDACTED]; [REDACTED])
Sent: Tuesday, 8 January 2019 1:43 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Re: Lime - Christchurch Operations Manager - [REDACTED], [REDACTED]

Hi [REDACTED]

Hope you had a good break.

I'm lining up some time in Christchurch mid to late next week. Are you available then to have a catch up, and meet our new point man, [REDACTED], [REDACTED]?

Let me know the best time for you on Thursday / Friday.

Cheers,

[REDACTED]
[REDACTED]
City Launcher - ANZ
[REDACTED]
[REDACTED]
[We're hiring!](#)

On Thu, Dec 27, 2018 at 9:24 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED]

Great to hear, and all sounds good.

I'll be in Dunedin on the week commencing 7th January, as we are launching there then. I'll make some time to come back to Christchurch the week following, and we could have a coffee with [REDACTED], and discuss the report, etc.

By then, it would be great to understand some specific things you'd like to include, that we could help provide you.

Speak soon,

[REDACTED]
[REDACTED]
City Launcher - ANZ
[REDACTED]
[REDACTED]
[We're hiring!](#)

On Thu, Dec 27, 2018 at 9:13 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

T[REDACTED]s [REDACTED],

Yes it would be good to catch up, keen to understand how the localisation work is going.

As you can see I'm back in the office on the 7th so setting up a call after then would be best. Also looking forward to meeting the new ops manager for Christchurch.

Would be good to discuss the end of trial evaluation report and metrics as I'll probably dive into that when I'm back. We're putting a report to our transport committee on the 12th of Feb.

We're all set with the data dashboard as [REDACTED] has provided me access. As we mentioned previously we can okay any mentions with you before adding it to public reports.

Hope all is going well and look forward to speaking in the new year.

Best,

Get Outlook for Android<<https://aka.ms/ghei36>>

On Thu, Dec 27, 2018 at 9:00 AM +1300, '[REDACTED] [REDACTED]' <[REDACTED].[REDACTED]<mailto:[REDACTED].[REDACTED]>> wrote:

Hi [REDACTED]

How are you doing? I'm not sure if you are on holiday (might find out soon with your OOO).

Thought it'd be worth us having another catch up over the phone early January. Let me know a good time, or send across a calendar invite that suits. I've been working with our product team in HQ on some localisation as we discussed, and hope to have that completed soon.

I hope you managed to get to where you needed regarding data sharing with [REDACTED]. Let me know if not, and I can look to help out there.

Hope you are getting a nice break.

Cheers,

<<https://www.dropbox.com/s/c28ak25vjb8vd1u/Lime-logo-100-01.jpg?raw=1>><<https://www.li.me/>>

[REDACTED] [REDACTED]
City Launcher - ANZ

[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED].[REDACTED]<mailto:[REDACTED].[REDACTED]>

We're hiring!<<https://jobs.lever.co/limebike?lever-via=CEsG4At0Y4>>

On Tue, Dec 18, 2018 at 11:18 PM [REDACTED] [REDACTED] <[REDACTED].[REDACTED]<mailto:[REDACTED].[REDACTED]>> wrote:

Hi [REDACTED],

I hope you are well. Thought I'd get in touch to let you know we have on-boarded our new Operations Manager, [REDACTED] [REDACTED], over the past week. [REDACTED] is headed off on holiday over the festive period from this weekend until Monday 7th January.

During that time, we will have our Melbourne Operations Manager, [REDACTED] [REDACTED], supporting our operation the ground.

I think it would be worth arranging a meeting in the new year for introductions and a catch up. In the meantime, please do not hesitate getting in touch with us should you need anything.

Best wishes,

<<https://www.dropbox.com/s/c28ak25vjb8vd1u/Lime-logo-100-01.jpg?raw=1>><<https://www.li.me/>>

[REDACTED] [REDACTED]
City Launcher - ANZ

[REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED].[REDACTED]<mailto:[REDACTED].[REDACTED]>

We're hiring!<<https://jobs.lever.co/limebike?lever-via=CEsG4At0Y4>>

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From: [REDACTED] <[REDACTED]>
Sent: Monday, 27 August 2018 6:56 p.m.
To: [REDACTED], [REDACTED]
Subject: Re: Lime | Christchurch
Attachments: image002.jpg

Hi [REDACTED],

Thanks so much for the detail here.

It's not a problem to place a no-parking geofence over the botanic gardens - I'll get on that.

With the airport, we've already excluded most of the property, but will reach out to Rhys so he at least has my contact info if any incidents arise. I'll reach out to the University as well. We generally will not deploy on any University property without a partnership, but scooters are bound to wind up there, so definitely a good idea to start the conversation there as well. This is helpful - [REDACTED]

We don't have a huge budget for pre-launch campaigns. We'll usually do a press release a few days before launch, in addition to a launch party which all are invited to attend. If you've had success with any similar programs in the past, I'm all ears!

Best,

On Mon, Aug 27, 2018 at 5:33 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Thanks [REDACTED],

In discussing internally where some of the geo-fenced exclusion zones might be one that is likely will be the Botanic Gardens. This is one of the few places where the riding of bicycles is prohibited so it is likely to be an exclusion zone for scooters also.

There are also a couple of anomalies where land might look and feel like it public right of way when it is actually private therefore not regulated by the Council:

- The University of Canterbury has several roads and lanes that look and feel like ordinary streets but they are not regulated by the Council.
- Another one is the Airport, many of the roads in and around the airport are private airport land

It would be a worthwhile having a conversation with both parties before launching or I would recommend excluding these areas also.

I don't know exactly who you need to speak to at the University, [REDACTED] [REDACTED] is their Sustainability advisor so would be a good place to start. His details are on this page.

<https://www.canterbury.ac.nz/life/sustainability/contact-us/>

At the airport you could also try Rhys Boswell who works in corporate strategy and sustainability <mailto:rhys.boswell@cial.co.nz> 03 353 7088

With regards to launch, were you planning on doing any campaigns or announcements? We've found that the public are generally more receptive to these types of things if they hear about it ahead of time rather than it suddenly appearing like its being foisted upon them.

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]

Sent: Monday, 27 August 2018 1:31 p.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Subject: Re: Lime | Christchurch

Hi [REDACTED],

Really appreciate your support in moving this along. I've attached the completed application here.

Best,

On Mon, Aug 27, 2018 at 8:30 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

I'm trying to move this along internally and spoke to some of the managers Friday afternoon.

This is the official form for a trading permit. As you'll note much of it is NA for your type of application.

<https://cccgovtnz.cwp.govt.nz/assets/Documents/Consents-and-Licences/business-licences-and-consents/public-spaces/Application-for-Permit-to-Trade-or-Perform-in-a-Public-Place.pdf>

I've noted your intent for a Sept 13th launch.

From: [REDACTED] [mailto:[REDACTED]]

Sent: Thursday, 23 August 2018 8:19 p.m.

To: [REDACTED] <[REDACTED]>
Subject: Re: Lime | Christchurch

No worries, sounds good!

Are you free around 1pm tomorrow?

On Thu, Aug 23, 2018 at 8:17 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

T [REDACTED] s [REDACTED].

Was meaning to get back to you today. I forwarded your last email to a few people internally and was just gathering feedback.

I'll follow up and happy to have a call tomorrow.

From: [REDACTED] [REDACTED]
Sent: Thursday, 23 August, 20:12
Subject: Re: Lime | Christchurch
To: [REDACTED], [REDACTED]

Hi [REDACTED],

Wanted to follow up, and check if you've had any questions on this? I'll give you a call tomorrow to make sure we're on the right track.

Best,

On Sun, Aug 19, 2018 at 6:24 PM [REDACTED] [REDACTED] <[REDACTED] [REDACTED] [mailto:[REDACTED] [REDACTED]]> wrote:
Hi [REDACTED],

It was great meeting with you last week, and hearing of Christchurch's transit plans.

We have solidified our strategy for the New Zealand market since then, and I'd love to continue the conversation with you and any other stakeholders.

Attached is the operational plan for Christchurch that I previously mentioned, as well as a bit of literature about Lime's culture and the numbers behind it.

If it helps to set up another meeting to discuss next steps, let me know when is convenient for you, and I will make myself available. In the meantime, please don't hesitate to reach out with any questions.

Best,

--
[REDACTED] [REDACTED]

Launch, New Market Development

[REDACTED]

<mailto:[REDACTED] [REDACTED]>

Your ride anytime.

--
[REDACTED] [REDACTED]

Launch, New Market Development

612-310-9805

<mailto:[REDACTED] [REDACTED]>

Your ride anytime.

From: [REDACTED], [REDACTED]
Sent: Thursday, 23 August 2018 8:44 p.m.
To: [REDACTED], [REDACTED]
Subject: Re: Lime | Christchurch

Anytime tomorrow afternoon is great.

Hear from you then.

On Thu, Aug 23, 2018 at 8:19 PM +1200, "[REDACTED]" <[REDACTED]> wrote:

No worries, sounds good!

Are you free around 1pm tomorrow?

On Thu, Aug 23, 2018 at 8:17 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

T [REDACTED] s [REDACTED].

Was meaning to get back to you today. I forwarded your last email to a few people internally and was just gathering feedback.

I'll follow up and happy to have a call tomorrow.

From: [REDACTED], [REDACTED]
Sent: Thursday, 23 August, 20:12
Subject: Re: Lime | Christchurch
To: [REDACTED], [REDACTED]

Hi [REDACTED].

Wanted to follow up, and check if you've had any questions on this? I'll give you a call tomorrow to make sure we're on the right track.

Best,

On Sun, Aug 19, 2018 at 6:24 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:
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It was great meeting with you last week, and hearing of Christchurch's transit plans.

We have solidified our strategy for the New Zealand market since then, and I'd love to continue the conversation with you and any other stakeholders.

Attached is the operational plan for Christchurch that I previously mentioned, as well as a bit of literature about Lime's culture and the numbers behind it.

If it helps to set up another meeting to discuss next steps, let me know when is convenient for you, and I will make myself available. In the meantime, please don't hesitate to reach out with any questions.

Best,

--

[REDACTED]

Launch, New Market Development

[REDACTED]

<mailto:[REDACTED]>

Your ride anytime.

--

[REDACTED]

Launch, New Market Development

From: [REDACTED]
Sent: Thursday, 8 November 2018 10:01 a.m.
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Lime Christchurch

[REDACTED]

It's been great working with you over the past couple of months.

All the best with your next launch, I'll be sure to touch base with [REDACTED] and [REDACTED], and look forward to meeting the new operations manager for Christchurch when they start in their role.

I hope you enjoy your last few days in Christchurch, be sure to check out Lyttelton and the view from the top of the post hills one last time before you head off.

Best,
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 7 November 2018 3:01 p.m.
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED]
Subject: Lime Christchurch

Hey [REDACTED],

I know you've met [REDACTED] a few times now, but I wanted to connect the two of you via email. I will be transitioning out of the market sooner than initially expected, so [REDACTED] (along with [REDACTED], CC'd here) will be taking the reigns on what I've been handling up to this point.

Please feel free to send any scooter matters directly to [REDACTED]. I'm happy to continue to support any data-related requests you have over the next few weeks.

I also wanted to take this opportunity to re-address our scooter cap as mentioned during our meeting yesterday. We would love to have the opportunity to propose an increase to council prior to the pilot's completion. Any assistance you could provide in pushing this through would be greatly appreciated.

I look forward to watching Lime grow in Christchurch!

Best,

--
[REDACTED]
Launch, New Market Development
NZ: [REDACTED] | US: [REDACTED]
[Your ride anytime.](#)

From: [REDACTED] <[REDACTED]>
Sent: Tuesday, 27 November 2018 1:38 p.m.
To: [REDACTED], [REDACTED]
Subject: Re: Lime Christchurch
Attachments: image001.jpg

Hi [REDACTED],

That's right, I will be down in Christchurch for the next couple of days. I believe [REDACTED] is setting up a meeting with us for us on Thursday. Looking forward to meeting you.

[REDACTED]

On Tue, Nov 27, 2018 at 11:58 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

It sounds like you'll be down in Christchurch later this week.

It would be good to catch up.

P.S. I've been in talks with [REDACTED] about the NDA, dashboard access and possible access to an API for monitoring and compliance so it would be good to catch up on this also.

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, 15 November 2018 12:27 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Lime Christchurch

Hi [REDACTED],

We haven't had a chance to meet yet but I was wondering if you were free for a call this afternoon to talk about Lime in Christchurch. Just wanted to get your opinion on how it was going and if we can do anything more in the city.

Cheers and regards,

[REDACTED]

--



[REDACTED]
Launch, New Zealand
[REDACTED]
[Your ride anytime.](#)

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<http://www.ccc.govt.nz>

From: [REDACTED], [REDACTED]
Sent: Thursday, 10 January 2019 1:55 p.m.
To: [REDACTED], [REDACTED]
Cc: [REDACTED]
Subject: RE: Lime Meeting

T [REDACTED]s [REDACTED], great to hear.

I've notified the Mayor's office, they should be in touch to coordinate.

Regards,

[REDACTED]

From: [REDACTED], [REDACTED]
Sent: Thursday, 10 January 2019 1:41 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: Re: Lime Meeting

Hi [REDACTED],

Good to chat earlier.

I have confirmation that [REDACTED] will be in NZ from 17th. With that in mind can we please look to organise a meeting with the Mayor and your team on the 17th in Christchurch. Could we look at 11am?

On Wed, 9 Jan 2019 at 10:36 am, [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Just left you a short voicemail.

Happy to discuss, give me a call when you're available.

Best,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
Christchurch City Council
Civic Offices, [53 Hereford Street](#), Christchurch
PO Box 73012, Christchurch, 8154

From: [REDACTED], [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, 8 January 2019 10:09 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: Lime Meeting

Hi [REDACTED],

Hope you are well and rested from the holiday period.

I was hoping we could get together with yourself and the Mayor next Thursday 17th January to discuss Lime, our success and path forward. I am yet to confirm 100% but it looks very likely that Lime CEO Toby Sun will be joining me for the visit from San Fran.

Can we chat tomorrow to confirm this?

T [REDACTED]s.

--

Regards,

[REDACTED]

Director of Government Affairs and Strategy, APAC

M: [REDACTED]

Sent from my iPhone

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From: [REDACTED]
Sent: Thursday, 20 December 2018 10:36 a.m.
To: [REDACTED]
Subject: Re: Lime Operator

Awesome. let me know if you need any help with data definitions or how to use the portal.

[REDACTED]

On Thu, Dec 20, 2018 at 8:19 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

T [REDACTED] s [REDACTED],

That seems to work. Couldn't update the password but should be fine storing it in chrome.

Best,

- [REDACTED]

From: [REDACTED] [REDACTED] ([REDACTED])
Sent: Thursday, 20 December 2018 8:12 a.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Re: Lime Operator

Hi [REDACTED],

Try <https://ops.lime.bike/admintool/insights>

If that doesn't work, I'll ask some people.

[REDACTED].

On Thu, Dec 20, 2018, 8:06 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

looks like my account has been created.

Do you have a URL for the dashboard login?

Best,

- [REDACTED]

From: Lime [mailto:no-reply@limebike.com]
Sent: Thursday, 20 December 2018 6:31 a.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Lime Operator

[REDACTED]

Hello [REDACTED]!

Lime Operator account created! We have set your password to a randomly generated token. Please login with this password and change it in Settings > Edit Profile.

Password: [REDACTED]

Lime Crew



This message was sent to you by [LimeBike](#)

||

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[REDACTED]
Launch, New Zealand
[REDACTED]
[Your ride anytime.](#)

From: [REDACTED]
Sent: Tuesday, 11 September 2018 11:36 a.m.
To: [REDACTED]
Subject: RE: Lime Scooters - New Zealand

T [REDACTED] s [REDACTED],

Just to be clear Council has approved the pilot in principle, on the condition NZTA can clarify the 'motor vehicle' issue.

It appears it is not as straightforward as it initially appeared. Hopefully they can turn it around quickly.

From: [REDACTED]
Sent: Tuesday, 11 September 2018 11:23 a.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Fwd: Lime Scooters - New Zealand

Hey,

Wanted to keep you apprised of what's going on with NZTA. Any assistance you or your team could provide in pushing this through would be greatly appreciated!

----- Forwarded message -----

From: [REDACTED]
Date: Tue, Sep 11, 2018 at 10:39 AM
Subject: RE: Lime Scooters - New Zealand
To: [REDACTED], [REDACTED] <[REDACTED]> [REDACTED]
Cc: [REDACTED]
[REDACTED]

Morning [REDACTED]

Yes, great talking to you this morning. Your ride share model is quite exciting and I wish your team well in respect to the implementation and success.

This email confirms receipt and registration of your request.

As mentioned on the phone, your timeline is very tight; we'll see what we can do; our hope is that we can support this within your time frame.

I should be able to give you a definitive time later this week; be assured, we are working on it now though.

Kind regards

[REDACTED]
Manager – Operational Polices and Frameworks
NZ Transport Agency
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Tuesday, 11 September 2018 10:27 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Lime Scooters - New Zealand

Hi [REDACTED],

T [REDACTED] you for taking the time to speak with me this morning. This email is to serve as our official request to begin the gazette process for re-classifying our electric scooters as **not a motor vehicle**.

Lime is a smart mobility company, that hires out electric scooters on a per minute basis, via a smartphone app. We intend to launch in Auckland and Christchurch by **September 20**, and have received permission from both cities to operate. Urgency is requested in this matter. Please see below details on our scooter version, Lime-S SN 2.5

Lime-S 2.5 Design:



Manufacturer	Ninebot (Segway)
Model Name	SN 2.5
Dimensions (L x W x H)	1030 x 480 x 1130 mm
Wheel Set	8" solid tires, front wheel electronic brake + rear wheel friction brake
Frame Material	Aluminum alloy
Weight	12.38 kg
Max Speed	27 kph
Battery Range	32 kilometers
Max Slope	15%
Recommended Operating Temperature	~10-40 degrees celsius
Motor	Front wheel drive, 300 watts FOC motor
Battery	40 Cells (2600 mA each) 10.4 Ah

Please don't hesitate to reach out with any questions!

Best,

--
[Redacted]
Launch, New Market Development
NZ: [Redacted] | US: [Redacted]
[Your ride anytime.](#)

Find the latest transport news, information, and advice on our website:
www.nzta.govt.nz

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--
[Redacted]
Launch, New Market Development
NZ: [Redacted] | US: [Redacted]
[Your ride anytime.](#)

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, 24 October 2018 2:51 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Lime Scooters at CHCH Hospital

Hi [REDACTED],

I had a very productive meeting this morning with [REDACTED], [REDACTED], [REDACTED], and 1 other gentleman whose name I didn't catch.

We're planning to introduce a preferred parking spot in one section of the hospital grounds, and with geofence other no-parking zones.

On Wed, Oct 24, 2018 at 2:46 PM [REDACTED] <[REDACTED]> wrote:

[REDACTED] for the update [REDACTED] –could you let us know who you spoke with at the hospital. That'll help the people that came to me about it connect the dots.

[REDACTED]
[REDACTED]
[REDACTED]
Team Leader -Travel Demand Management
Mobile: 027 547 2872 / DDI: 03 941 5360 / Web: www.ccc.govt.nz

From: [REDACTED] [mailto:[REDACTED]]
Sent: Tuesday, 23 October 2018 6:35 p.m.
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: Re: Lime Scooters at CHCH Hospital

Sorry - misread this. I'm meeting with the hospital you mentioned tomorrow morning.

See you on November 2!

On Tue, Oct 23, 2018 at 3:05 PM [REDACTED] <[REDACTED]> wrote:

Thanks for passing along this feedback, [REDACTED]. We'll come prepared to discuss this during our meeting.

Also, I believe the meeting is set for tomorrow. I'll be out of the country next week.

On Tue, Oct 23, 2018 at 3:02 PM [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

I hope all's well.

Looking forward to meeting properly next week on the data side of things, but in the meantime I thought I'd pass on some more immediate feedback from the Canterbury District Health Board. They have serious concerns about Lime scooters being parked on their property, especially because of the risk of them blocking key access points for ambulances etc. Pedestrians area are of course at a premium for them, due to the massive foot traffic across the grounds and the absolute need for accessibility for a wide variety of users.

Long story short, they don't want the scooters parked on their property.

I suggested that the issue of parking on their site would presumably be driven by customers rather than your team, but did note that I'd make contact with you to ensure that Juicers are not stationing scooters on hospital grounds.

Also, I suggest that the hospital is added to the "red" area in your map, to make it clear that parking isn't allowed on their premises. They're right by the Botanic Gardens, so you could potentially just extend that area.

I'm sure some quick action on this one will help their acceptance of the scooters and, more importantly, avoid any safety issues.

Happy to pass your comments on, but [REDACTED] would be the contact to speak to on this [REDACTED]

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
Team Leader -Travel Demand Management
[REDACTED]

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From: [REDACTED] <[REDACTED]>
Sent: Tuesday, 6 November 2018 6:45 p.m.
To: [REDACTED], [REDACTED]
Cc: [REDACTED], [REDACTED]
Subject: Re: Lime user counts

Hi [REDACTED],

The 34,000 number (which is now up to 36k) is our active user base - so everyone that has taken at least 1 trip in Christchurch.

Auckland has 53,000 riders.

On Tue, Nov 6, 2018 at 6:04 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED]

Just one question I didn't get to yesterday -

I assume that you base the user counts on the number of users who have logged a ride in a city, or is it based on the address from signing up (if that's asked for). It'd be good to know for tomorrow as the 34,000 chch chch users you mentioned is a key stat.

Also, are you able to tell us the number of Auckland lime users? No problems if not, it'd just be an interesting comparison to the 34k in chch.

[REDACTED]
[REDACTED]

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From: [REDACTED] <[REDACTED]>
Sent: Monday, 26 November 2018 2:25 p.m.
To: [REDACTED], [REDACTED]
Subject: Re: NDA - markup
Attachments: image001.jpg

Hi [REDACTED],

Are you free for a quick call at around 3.00pm?

On Mon, Nov 26, 2018 at 10:35 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Any word on this from your end?

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Monday, 19 November 2018 11:21 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Re: NDA - markup

Hey [REDACTED],

I've followed up with Legal and will keep you posted.

Best,

[REDACTED]

On Mon, Nov 19, 2018 at 4:07 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

As I mentioned here is our revision of the NDA. Essentially not being able to report on the figures to Councillors wouldn't have worked.

We've tried to define confidential and non-confidential information in a couple of schedules. There is also an inclusion of a clause that makes reference to the local government official information act.

The definitions of confidentiality point to what was provided in Lime's initial proposal with regard to data sharing. I've included a couple of screenshots of the dashboard to try and make this clear, although it's not great it gives a sense of the direction we are after.

Also, attached is a list of emails from this organisation that would require dashboard access.

P.S. For the first update we gave the committee, these were the headline figures we shared.

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Christchurch City Council

Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

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----- Forwarded message -----

From: "[REDACTED]" <[REDACTED]>
To: [REDACTED] <[REDACTED]>
Cc:
Bcc:
Date: Mon, 15 Oct 2018 03:15:25 +0000
Subject: Dashboard Access
Hi [REDACTED]

I understand NZTA have or are about to approach you separately about access. We figured that would make the most sense and to have a separate NDA for each organisation.

For CCC's access, the staff accessing it will be:

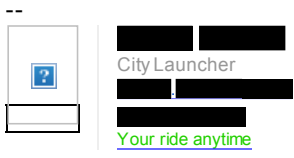
Myself [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

I presume we'll get an email with login instructions?

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

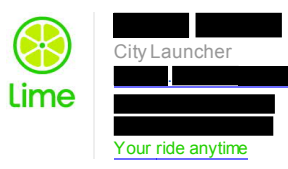
DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
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From: [REDACTED] <[REDACTED]>
Sent: Monday, 26 November 2018 2:28 p.m.
To: [REDACTED]
Subject: Re: NDA - markup

Great - speak then

On Mon, Nov 26, 2018 at 2:27 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Yes,

Free for a call at 3:00.

Best,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

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PO Box 73012, Christchurch, 8154

From: [REDACTED] [mailto:[REDACTED]]

Sent: Monday, 26 November 2018 2:25 p.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Subject: Re: NDA - markup

Hi [REDACTED],

Are you free for a quick call at around 3.00pm?

On Mon, Nov 26, 2018 at 10:35 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Any word on this from your end?

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]

Sent: Monday, 19 November 2018 11:21 p.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Subject: Re: NDA - markup

Hey [REDACTED],

I've followed up with Legal and will keep you posted.

Best,

[REDACTED]

On Mon, Nov 19, 2018 at 4:07 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

As I mentioned here is our revision of the NDA. Essentially not being able to report on the figures to Councillors wouldn't have worked.

We've tried to define confidential and non-confidential information in a couple of schedules. There is also an inclusion of a clause that makes reference to the local government official information act.

The definitions of confidentiality point to what was provided in Lime's initial proposal with regard to data sharing. I've included a couple of screenshots of the dashboard to try and make this clear, although it's not great it gives a sense of the direction we are after.

Also, attached is a list of emails from this organisation that would require dashboard access.

P.S. For the first update we gave the committee, these were the headline figures we shared.

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Planning & Strategic Transport Unit

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----- Forwarded message -----

From: "[REDACTED]" <[REDACTED]>
To: [REDACTED] <[REDACTED]>
Cc:
Bcc:
Date: Mon, 15 Oct 2018 03:15:25 +0000
Subject: Dashboard Access
Hi [REDACTED],

I understand NZTA have or are about to approach you separately about access. We figured that would make the most sense and to have a separate NDA for each organisation.

For CCC's access, the staff accessing it will be:

Myself [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

I presume we'll get an email with login instructions?

[REDACTED]
Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
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--
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From: [REDACTED] <[REDACTED]>
Sent: Monday, 19 November 2018 11:21 p.m.
To: [REDACTED]
Subject: Re: NDA - markup
Attachments: image001.jpg

Hey [REDACTED],

I've followed up with Legal and will keep you posted.

Best,

[REDACTED]

On Mon, Nov 19, 2018 at 4:07 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

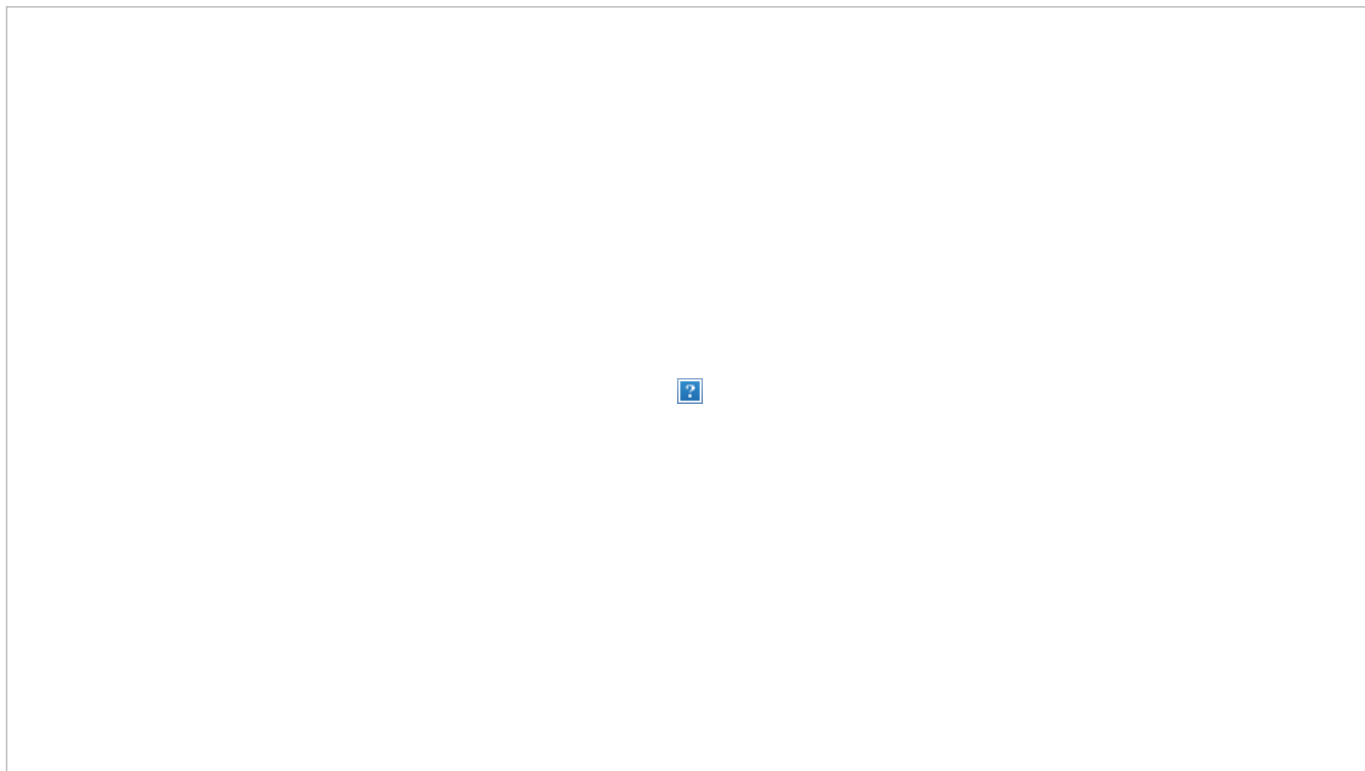
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Also, attached is a list of emails from this organisation that would require dashboard access.

P.S. For the first update we gave the committee, these were the headline figures we shared.



[REDACTED]
Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
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----- Forwarded message -----

From: "[REDACTED]" <[REDACTED]>

To: [REDACTED] <[REDACTED]>

Cc:

Bcc:

Date: Mon, 15 Oct 2018 03:15:25 +0000

Subject: Dashboard Access

Hi [REDACTED]

I understand NZTA have or are about to approach you separately about access. We figured that would make the most sense and to have a separate NDA for each organisation.

For CCC's access, the staff accessing it will be:

Myself [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

I presume we'll get an email with login instructions?


[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

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--



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From: [REDACTED], [REDACTED]
Sent: Friday, 23 November 2018 8:42 a.m.
To: [REDACTED], [REDACTED]
Subject: RE: Operational Request

[REDACTED],

I've contacted the residents and informed them that the location will be moved.

I thought that might be the case regarding the lime hub locations. Out of curiosity, roughly how many are there in the city? (I don't really feel like counting them all in the app)

Regards,

[REDACTED]

From: [REDACTED], [REDACTED] ([REDACTED])

Sent: Thursday, 22 November 2018 5:52 p.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Subject: Re: Operational Request

Hey [REDACTED],

We are certainly able to leave notes on hotspots and have done so on many of them. Nevertheless, I don't want to impose on the good work of the Care Centre - especially not one with such a great name as Happy Feet! I've gone ahead and shifted the hotspot elsewhere.

Unfortunately the file probably won't be of great use as it's not static as hotspots are optimised fairly regularly to try and determine the best locations - depending on utilisation, community feedback, and placement of others etc.

Cheers,

[REDACTED]

On Thu, Nov 22, 2018 at 1:17 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

We've had a request through from some elderly residents that live outside a lime hub:

Lime Hub

Address: 32 Lake Terrace Road

Place Name: Happy Feet Childcare Lake Terrace, school

The residents at 32 Lake Tce Rd are elderly, and have a non-profit organisation care for their property including the grass verge outside their home. The verge gets mowed regularly and they are having trouble moving the scooters to allow their volunteers to mow the grass.

Are you able to add notes to the hub to ensure Juicers don't place scooters on the grass verge?

Alternatively, the hub could be shifted 80m down the road to the bus stop at Lake Terrace Rd near De Ville Place where there is a paved hardstand area adjacent to the kerb.

PS. Have you reviewed the hubs at all to monitor placement and usage? Are you able to provide a GIS map or google map of the locations of the lime hubs?



Regards,

■■■■ ■■■■

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: ■■■■ ■■■■
Mobile: ■■■■ ■■■■
Email: ■■■■ ■■■■ ■■■■

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NZ: +64 27 237 7212
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From: [REDACTED]
Sent: Tuesday, 9 October 2018 1:17 p.m.
To: [REDACTED]
Cc: Trading and Events
Subject: RE: Permit and Invoice

Hi [REDACTED],

You can try your luck here <https://my.ccc.govt.nz/bills/retrieve-bill/LEAS>

Just put in the customer number and the invoice number and it should retrieve for online payment.

Best,

[REDACTED]

From: [REDACTED]
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: Trading and Events <tradingandevents@ccc.govt.nz>
Subject: Re: Permit and Invoice

T [REDACTED] s [REDACTED]. Am I able to pay this by credit card?

On Mon, Oct 8, 2018 at 3:07 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Please find attached is the permit and fee for public trading. The remittance advice for the fee is down the bottom, payable by the 20th.

The permit is forward dated as being issued on the 15th of October and is valid for three months.

Best regards,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]
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[REDACTED]
Launch, New Market Development
NZ: [REDACTED] | US: [REDACTED]
[Your ride anytime.](#)

From: [REDACTED] <[REDACTED]>
Sent: Wednesday, 14 November 2018 10:03 a.m.
To: [REDACTED]
Subject: Re: Police Assistance

Hi [REDACTED] - sure thing. I'll call in 10.

On Wed, 14 Nov 2018 at 9:54 am, [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Just following up on the email last week about a contact at lime to assist with police inquiries.

Can you give me a call when you have a minute?

Best,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

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From: [REDACTED]
Sent: Wednesday, 14 November 2018 11:12 a.m.
To: [REDACTED]
Subject: RE: Re:

Hi [REDACTED],

[REDACTED] also sits on that group from a tourism and economic development standpoint, I know they would be keen to work with your media and stories team to if it involved positive promotion of the city.

Best,
[REDACTED]

From: [REDACTED]
Sent: Monday, 12 November 2018 2:05 p.m.
To: [REDACTED] <[REDACTED]>
Subject: Re:

Thanks a lot, [REDACTED] - really appreciate it.

I'll follow up with Lyndon today.

Best,
[REDACTED]

On Mon, 12 Nov 2018 at 8:24 am, [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

This might have been [REDACTED], I think he made these comments right at the end? He works in the central city and sits on the group as a central city commuter, not as a representative for any particular organisation.

[REDACTED]
From: [REDACTED] [mailto:[REDACTED]]
Sent: Sunday, 11 November 2018 1:06 p.m.
To: [REDACTED] <[REDACTED]>
Subject:

Hi [REDACTED],

Hope you're having a good weekend.

At the transport meeting the other night a gentleman made a remark that has really stuck with me. You might recall this but he announced something along the lines of: 'although there are teething issues to be worked out, I haven't seen this much activity in the city since before the quake - people are on the streets, smiling and riding around. I rode one back home the other night and I loved it...' By the response he got in the room, it seemed to be a shared sentiment.

I'd really like to reach out to him and have a chat. He was the gentleman sitting next to the road safety guy at the end of the table. Do you by any chance know his name / phone number / contact details?

Thanks!

[REDACTED]
--
[REDACTED]
City Launcher
[REDACTED]
[REDACTED]
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From: [REDACTED], [REDACTED]
Sent: Tuesday, 18 December 2018 5:20 p.m.
To: [REDACTED], [REDACTED]
Subject: Re: Ride Report

Hi [REDACTED] this sounds great, looking forward to access for the end of trial reporting.

Absolutely fine to double check before releasing. We won't be reporting back until Feb so will sit down to discuss the trial in January.

Kind regards,
[REDACTED]

Get [Outlook for Android](#)

On Tue, Dec 18, 2018 at 5:09 PM +1300, "[REDACTED]" <[REDACTED]> wrote:

Hi [REDACTED],

Sorry for the delay, there has been a change of policy so that we are now able to give access to the insights data without the NDA. The NDA is required for data outside of the portal that you might request so we will continue to work on it in the background.

The only conditions that we ask of you is that you speak to us before sharing the portal data outside of the council and that your login details are not shared with anyone.

I am now arranging for your access to be created and once it is, I will send it through.

If you have any questions, please let me know.

[REDACTED]

On Mon, Dec 10, 2018 at 9:58 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Have you had any progress with the API?

Would be good to have more ready access to the data given the three month trial period will conclude in roughly a month and we'll need to start compiling reports to Council soon.

Best,

[REDACTED]

From: [REDACTED], [REDACTED] [mailto:[REDACTED]]

Sent: Thursday, 29 November 2018 1:51 p.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Cc: [REDACTED], [REDACTED] <[REDACTED]>; [REDACTED], [REDACTED] <[REDACTED]> <[REDACTED]>

Subject: Re: Ride Report

Hi [REDACTED],

I can't see a screenshot attached. Regardless, We will loop back in with our colleagues in the US that are working with Ride Report to open the API to include NZ as you say, the NDA is labourous and if you are happy with that solution we can make that work.

Sorry I couldn't make it today. I will let you know when I am in town and we can sync up for a coffee.

[REDACTED]

On Thu, Nov 29, 2018 at 11:13 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED], [REDACTED],

We briefly discussed this morning the possibility of using the ride report tool to better communicate the progress of the trial.

We're already using a very basic compliance dashboard to look at how many are deployed at any given time or throughout the day, this is produced by packet capturing the data from the lime app.

From the screenshot below you can see there isn't much else we can see because LIME's API isn't connected. I believe this is based on the [Mobility Data Specification](#) from the LADOT.

I suspect if you approve the API connection to the Ride Report dashboard we might be able to see a bit more information without the onerous process involving lawyers for the NDA.

Best,

[REDACTED]

From: [REDACTED]

Sent: Tuesday, 27 November 2018 11:49 a.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Cc: M [REDACTED]

Subject: Re: T [REDACTED] You and Follow Ups

Hi [REDACTED],

I hope this email finds you well and that you have been able to login to the dashboard. I just got off the phone with [REDACTED] [REDACTED], Lime's lead for New Zealand rollout. He said that you all are close to signing a data sharing agreement/NDA with them. He expressed interest in using Ride Report as a way for Lime to meet their data sharing requirements because we would be able to use our privacy filters to protect Lime's end users from NZ's FOIA laws. Assuming there is more than one company, we also may be able to help with some of their commercial concerns by aggregating across operators. This obviously also reduces the amount of work for CCC staff to process data across vendors.

Related to the above, for companies that may not have the engineering resources to implement the full Mobility Data Specification I mentioned in my last email, Ride Report may be able to provide a data dashboard to help them meet their data sharing requirements with cities. He mentioned a couple of local companies, Onzo and Beam, that may deploy in New Zealand cities fairly soon, so maybe this would be an option for them. If you have contacts at either company and would want us to reach out to them, please pass them along.

Let me know if you want to discuss any of the above further or if you have any other questions/concerns. Hope all is going well with the ongoing scooter launch. Talk soon. - [REDACTED]

[REDACTED]
Director of Transportation Planning
Ride Report
[REDACTED]
[REDACTED]



On Wed, Nov 14, 2018 at 4:24 PM [REDACTED] wrote:

Hi [REDACTED],

T [REDACTED]s again for talking yesterday. Sounds like Christchurch is in for the interesting scooter ride like so many US cities. As I mentioned on the phone, feel free to use us as a resource if helpful.

Per our discussion, I have created a login to our compliance dashboard. Go to scooters.ride.report and click on "Forgot My Password". Follow the prompts to create a new password. Then go back to scooters.ride.report and login using your email address as your username. You should see Christchurch as an option which will take you to the dashboard I showed you yesterday. Please let me know if you have any issues logging in or if you have any other questions.

I am also attaching a company overview paper and a cost estimate. You will notice that we charge a custom integration fee for vendors that don't follow the [Mobility Data Specification](#) or emerging NACTO/SharedStreets specification (name TBD, but here is a [press announcement](#) that describes the effort and pilot in Detroit). Since New Zealand's efforts are just getting underway, we think it makes sense to continue that standard as best as possible in the international context unless there is a compelling reason why Christchurch (or hopefully a collective of cities) data specification needs to be different.

Feel free to pass along any other email addresses at Christchurch City Council that would like access to the dashboard and/or any areas of interest that you would like to track (e.g., neighborhoods, city limits, etc.). You can send shapefiles or hand-drawn areas.

Thanks again for your time and please let us know any feedback you have on the dashboard once you have had a chance to play around with it a bit.

Sincerely,

[REDACTED]
Director of Transportation Planning
Ride Report
[REDACTED]
[REDACTED]



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The views expressed in this message are those of the individual sender

From: [REDACTED], [REDACTED]
Sent: Friday, 31 August 2018 10:57 p.m.
To: [REDACTED], [REDACTED]
Subject: Re: Scooter Permit

I'll talk to the council secretariat and see if you can get you on the agenda to answer any questions.

In the meantime, you mentioned you were working on updating the end user licence agreement for the specific New Zealand conditions if you have some key points ready or even an updated copy that might be helpful.

I suspect there may be some questions about those specifics such as minimum age, data privacy etc.

Happy to discuss next week.

Best,

[REDACTED]

On Fri, Aug 31, 2018 at 9:28 PM +1200, "[REDACTED], [REDACTED]" <[REDACTED], [REDACTED]> wrote:

Just read the press release - love it!

Anything you recommend I do prior to Thursday's meeting? I'm planning on being down there for it - so happy answer any questions the councilors may have in person.

On Fri, Aug 31, 2018 at 3:31 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

It's a cover report so there is technically a vote but the staff recommendation is to approve a permit and there are a few key points explaining the rationale. The agenda was published at 2:00pm the link is below.

http://christchurch.infocouncil.biz/RedirectToDoc.aspx?URL=Open/2018/09/CNCL_20180906_AGN_2356_AT.PDF

The release about the agenda item is also on the Council's website.

<https://ccc.govt.nz/news-and-events/newsline/show/2949>

Apologies if this was a little sooner than your intended release date but we have a policy of pre-empting agenda items that will generate enquires.

I think [REDACTED] has left your contact details with the team so they will likely forward on any queries.

[REDACTED]

[REDACTED]

From: [REDACTED], [REDACTED] [mailto:[REDACTED], [REDACTED]]

Sent: Friday, 31 August 2018 1:04 p.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Cc: [REDACTED]

Subject: Re: Scooter Permit

Hey [REDACTED],

Thanks so much for pushing this along.

Will this be an informative/exploratory meeting, or will there be a vote? It's a little sooner than we plan to do our own press release, but here is our [press kit](#) if asked. I've also attached a fact sheet about Lime. Feel free to re-direct any Lime-specific inquiries my way!

Thanks,

On Fri, Aug 31, 2018 at 9:51 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

As mentioned on the call the Councillors were keen to see this come across the table as an information item.

We've fast tracked this to be on the agenda for Thursday's meeting but this means it will be in the public session. We'll point you to the agenda when is gets posted online.

The media may pick up on it and we tend to prepare a short statement to respond to, or pre-empt any questions.

I've copied in [REDACTED] who is in our strategic communications advisor who will prepare some messages. From the communications perspective, is there anything you had prepared at this stage and would like to share? Pictures? Key messages etc.?

Regards,

■■■■ ■■■■
Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: ■■■■ ■■■■
Mobile: ■■■■ ■■■■
Email: ■■■■ ■■■■ ■■■■ ■■■■
Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

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■■■■ ■■■■
Launch, New Market Development
NZ: ■■■■ ■■■■ | US: ■■■■ ■■■■
[Your ride anytime.](#)

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■■■■ ■■■■
Launch, New Market Development
NZ: ■■■■ ■■■■ | US: ■■■■ ■■■■
[Your ride anytime.](#)

From: [REDACTED] <[REDACTED]>
Sent: Saturday, 1 September 2018 7:19 a.m.
To: [REDACTED], [REDACTED]
Subject: Re: Scooter Permit

Sounds good. I just sent over our latest terms and conditions. There may be a few edits from there, but it should give the council a general understanding of what it will look like.

On Fri, Aug 31, 2018 at 10:56 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

I'll talk to the council secretariat and see if you can get you on the agenda to answer any questions.

In the meantime, you mentioned you were working on updating the end user licence agreement for the specific New Zealand conditions if you have some key points ready or even an updated copy that might be helpful.

I suspect there may be some questions about those specifics such as minimum age, data privacy etc.

Happy to discuss next week.

Best,

- [REDACTED]

On Fri, Aug 31, 2018 at 9:28 PM +1200, "[REDACTED]" <[REDACTED]> <mailto:[REDACTED]>> wrote:

Just read the press release - love it!

Anything you recommend I do prior to Thursday's meeting? I'm planning on being down there for it - so happy answer any questions the councillors may have in person.

On Fri, Aug 31, 2018 at 3:31 PM [REDACTED], [REDACTED] <[REDACTED]> <mailto:[REDACTED]>> wrote:

Hi [REDACTED]

It's a cover report so there is technically a vote but the staff recommendation is to approve a permit and there are a few key points explaining the rationale. The agenda was published at 2:00pm the link is below.

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Apologies if this was a little sooner than your intended release date but we have a policy of pre-empting agenda items that will generate enquires.

I think [REDACTED] has left your contact details with the team so they will likely forward on any queries.

T [REDACTED]s,

- [REDACTED]

From: [REDACTED] [mailto:[REDACTED]] <mailto:[REDACTED]>

Sent: Friday, 31 August 2018 1:04 p.m.

To: [REDACTED], [REDACTED] <[REDACTED]> <mailto:[REDACTED]>>

Cc: [REDACTED]

Subject: Re: Scooter Permit

Hey [REDACTED],

T [REDACTED]s so much for pushing this along.

Will this be an informative/exploratory meeting, or will there be a vote? It's a little sooner than we plan to do our own press release, but here is our press kit <<https://drive.google.com/drive/u/0/folders/0B2AdF39s4u4OdVVGWDV0VkFweWM>> if asked. I've also attached a fact sheet about Lime. Feel free to re-direct any Lime-specific inquiries my way!

T [REDACTED]s,

On Fri, Aug 31, 2018 at 9:51 AM [REDACTED], [REDACTED] <[REDACTED]> <mailto:[REDACTED]>> wrote:

Hi [REDACTED]

As mentioned on the call the Councillors were keen to see this come across the table as an information item.

We've fast tracked this to be on the agenda for Thursday's meeting but this means it will be in the public session. We'll point you to the agenda when it gets posted online.

The media may pick up on it and we tend to prepare a short statement to respond to, or pre-empt any questions.

I've copied in [redacted] who is in our strategic communications advisor who will prepare some messages. From the communications perspective, is there anything you had prepared at this stage and would like to share? Pictures? Key messages etc.?

Regards,

[redacted] [redacted]
Policy Planner - Transport Team
Planning & Strategic Transport Unit
DDI: [redacted] [redacted] [redacted]
Mobile: [redacted] [redacted] [redacted]
Email: [redacted] <mailto:[redacted]>
Christchurch City Council
Civic Offices, [53 Hereford Street, Christchurch](#)
PO Box 73012, Christchurch, 8154

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<http://www.ccc.govt.nz>

--
[Image removed by sender.]

[redacted] [redacted]
Launch, New Market Development
NZ: [redacted] [redacted] [redacted] [redacted] | US: [redacted]

Your ride anytime.<mailto:[redacted].[redacted]>

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[\[https://www.dropbox.com/s/c28ak25vjb8vd1u/Lime-logo-100-01.jpg?raw=1\]](https://www.dropbox.com/s/c28ak25vjb8vd1u/Lime-logo-100-01.jpg?raw=1)
[redacted] [redacted]
Launch, New Market Development
NZ: [redacted] [redacted] [redacted] [redacted] | US: [redacted]
Your ride anytime.<mailto:[redacted].[redacted]>

From: [REDACTED]
Sent: Wednesday, 12 September 2018 5:00 p.m.
To: [REDACTED]
Subject: RE: Scooter Permit
Attachments: Draft Lime Trading Permit.docx

Hi [REDACTED],

This is still being circulated internally for comments and changes so it is a working draft. I've left a few comments to point to areas I think that might change.

Hopefully this gives you an idea of how it is shaping up.

Perhaps we can discuss next week.

Best,
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 7 September 2018 12:46 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Scooter Permit

Hi [REDACTED],

Wanted to check in before the weekend, and ask if you could send over the finalized scooter permit (if completed)? Hoping for a chance to review the language.

Also, we've made contact with NZTA and should be talking with them early next week to get a signed affidavit stating where the scooter should be ridden. From that, we will adjust our on-boarding flow to provide those instructions to riders.

Thanks,

--

[REDACTED]
Launch, New Market Development
NZ: [REDACTED] | US: [REDACTED]
[Your ride anytime.](#)

From: [REDACTED] <[REDACTED]>
Sent: Friday, 14 September 2018 1:27 p.m.
To: [REDACTED], [REDACTED]
Subject: Re: Scooter Permit
Attachments: image001.jpg

Hey,

I'm working on getting more details of our API capabilities, and will send that through when I have it.

What I do know, is that this is something we'd prefer to handle on a case by case basis, rather than being obliged to give out an API key due to permit requirements. We're certainly interested in working with NZTA on their MaaS app, and have been in contact with them, however feel the details around that should be sorted out separately.

Best,

On Fri, Sep 14, 2018 at 11:15 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

T [REDACTED] s [REDACTED],

I'm now working on the points you've raised.

In the meantime can you send through some info about the Lime API terms and conditions?

Perhaps publicly available isn't the right term. The intent is that it can be integrated into 3rd party apps such as the forthcoming MaaS app from NZTA and CCC's smart cities dashboard.

<https://smartview.ccc.govt.nz/#map/layer/bikeshare/@172.63558,-43.53412,15>

We'd also hope that keys could be handed out to developers on request. This may not be necessary for the pilot but long term this is something we see as integral to developing multi-modal transport networks in future.

Best,

- [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, 13 September 2018 4:35 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Re: Scooter Permit

Hi [REDACTED],

T [REDACTED] s for sending this over. Our team and myself have added a few comments to the doc. Attached here.

Best,

On Wed, Sep 12, 2018 at 5:00 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

This is still being circulated internally for comments and changes so it is a working draft. I've left a few comments to point to areas I think that might change.

Hopefully this gives you a an idea of how it is shaping up.

Perhaps we can discuss next week.

Best,

- [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 7 September 2018 12:46 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Scooter Permit

Hi [REDACTED],

Wanted to check in before the weekend, and ask if you could send over the finalized scooter permit (if completed)? Hoping for a chance to review the language.

Also, we've made contact with NZTA and should be talking with them early next week to get a signed affidavit stating where the scooter should be ridden. From that, we will adjust our on-boarding flow to provide those instructions to riders.

Thanks,

--

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: Friday, 31 August 2018 9:28 p.m.
To: [REDACTED], [REDACTED]
Subject: Re: Scooter Permit
Attachments: image001.jpg

Just read the press release - love it!

Anything you recommend I do prior to Thursday's meeting? I'm planning on being down there for it - so happy answer any questions the councilors may have in person.

On Fri, Aug 31, 2018 at 3:31 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

It's a cover report so there is technically a vote but the staff recommendation is to approve a permit and there are a few key points explaining the rationale. The agenda was published at 2:00pm the link is below.

http://christchurch.infocouncil.biz/RedirectToDoc.aspx?URL=Open/2018/09/CNCL_20180906_AGN_2356_AT.PDF

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<https://ccc.govt.nz/news-and-events/newline/show/2949>

Apologies if this was a little sooner than your intended release date but we have a policy of pre-empting agenda items that will generate enquires.

I think [REDACTED] has left your contact details with the team so they will likely forward on any queries.

Thanks,

-[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]

Sent: Friday, 31 August 2018 1:04 p.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Cc: [REDACTED]

Subject: Re: Scooter Permit

Hey [REDACTED],

Thanks so much for pushing this along.

Will this be an informative/exploratory meeting, or will there be a vote? It's a little sooner than we plan to do our own press release, but here is our [press kit](#) if asked. I've also attached a fact sheet about Lime. Feel free to re-direct any Lime-specific inquiries my way!

Thanks,

On Fri, Aug 31, 2018 at 9:51 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

As mentioned on the call the Councillors were keen to see this come across the table as an information item.

We've fast tracked this to be on the agenda for Thursday's meeting but this means it will be in the public session. We'll point you to the agenda when it gets posted online.

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I've copied in [REDACTED] who is in our strategic communications advisor who will prepare some messages. From the communications perspective, is there anything you had prepared at this stage and would like to share? Pictures? Key messages etc.?

Regards,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

This electronic email and any files transmitted with it are intended

From: [REDACTED]
Sent: Friday, 31 August 2018 3:31 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Scooter Permit

Hi [REDACTED],

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Thanks,

[REDACTED]

From: [REDACTED]
Sent: Friday, 31 August 2018 1:04 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: Re: Scooter Permit

Hey [REDACTED],

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Thanks,

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Regards,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Christchurch City Council

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From: [REDACTED] <[REDACTED]>
Sent: Thursday, 6 September 2018 5:23 p.m.
To: [REDACTED]
Cc: J [REDACTED]
Subject: Re: Scooters and fist leg last leg public transport

Hi Jeremy, Edward, & John,

Great to e-meet you. Happy to connect with you on how best Lime can compliment the Metro Network. A .kml file of existing bus stops would be greatly helpful in our deployment plan, and if you have any numbers of how busy each stop/station is, it'd be even better.

Going forward, it would be great to keep an open line of communication between us for any issues that arise. For now, I'm happy to be the point person, and we will eventually have an operations manager based locally whose contact information will be shared.

Thanks again, [REDACTED], for all your effort in pushing through a scooter permit so quickly!

Best,

On Thu, Sep 6, 2018 at 5:14 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Good to see you again today and thanks for answering questions for the Councillors.

I've copied in Jeremy who is the Manager for Business Services and Improvement and Edward who the manager for Strategy, Planning and Marketing for the Metro Network, which is the name of our public transport system in Christchurch.

There're keen to connect to ensure there are good synergies between the Lime-S and Metro services. John is a planner in Edward's team (also cc'd) and may be able to provide you with data highlighting some of the busiest stops and busiest routes on the network are.

This may be useful in determining where LimeHubs are initially or working backwards from those busy locations to provide good first leg last leg connectivity.

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

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From: [REDACTED] <[REDACTED]>
Sent: Tuesday, 6 November 2018 3:43 p.m.
To: [REDACTED], [REDACTED]
Cc: [REDACTED], [REDACTED]
Subject: Re: Scooters for events

Hey [REDACTED],

Thanks for sending this through! I've just added it to my calendar, and we'll make sure to have some scooters available there.

Best,

On Tue, Nov 6, 2018 at 1:58 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Hope your day's going well.

I was speaking to our events team earlier, and we were interested in whether Lime were considering stationing scooters around North Hagley Park, following the Christmas in the Park event, which ends just after 10pm. It's a huge annual event in CHCH, so could be a time of high demand.

<https://www.coke.co.nz/christmas-in-the-park>

My understanding is that this is later than your usual timing for collecting scooters. It'd of course involve reallocating them in a different way than usual (although I suspect many people will take scooters inbound).

If that's a space that Lime is interested in being in, I'd be happy to provide further detail.

Cheers,

[REDACTED]
[REDACTED]

Team Leader -Travel Demand Management

[REDACTED]
[REDACTED]

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Christchurch City Council

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From: [REDACTED] <[REDACTED]>
Sent: Wednesday, 5 September 2018 1:48 p.m.
To: [REDACTED], [REDACTED]
Cc: [REDACTED], [REDACTED]
Subject: Re: Story following council meeting tomorrow

Thanks, [REDACTED]. Looks good.

Could you edit the final quotes from me to the following:

Lime launch manager, [REDACTED] says "Lime is eager to partner with the City of Christchurch to provide a fun, eco-friendly way to get around town."

"It will cost \$1 to unlock + \$0.30/minute thereafter." Swanson says.

"We think Christchurch is a great location for Lime, due to it's relatively flat topography with wide footpaths, and overall need for final kilometer transit connections."

On Wed, Sep 5, 2018 at 10:30 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED]

[REDACTED] has prepared the following story for release after the Council meeting tomorrow, there may be some local reporters at the meeting as well.

It would be good if we could include a quote from yourself so feel free to amend anything below.

E-scooter share service gets green light

Christchurch City Council has agreed that an electric scooter service can be set up in the city on a trial basis.

At its meeting today the Council agreed it would give a permit to Lime Technology Limited so it can run a user pays, app-based e-scooter share service for a three month pilot period.

Council staff will closely monitor the progress of the pilot and report back to Council with recommendations regarding longer term permits for shared scooter operations before the end of the year.

Lime, which operates in more than 70 cities around the world, plans to initially operate about 700 scooters in Christchurch but if the pilot proves successful it could double the size of the fleet.

The scooters have a 48-kilometre range and a top speed of 27kmh. They are fitted with front and rear lights, brakes and a bell.

Council Infrastructure, Transport and Environment Committee Chair Cr Pauline Cotter is excited about the new e-scooter scheme and hopes people will take advantage of it.

"It's going to provide a fun, active way for people to get around and will hopefully encourage people to look at alternative ways of commuting to work. Having an e-scooter service that integrates with our existing public transport services could make 'scoot and ride' a fast and easy way for people to get to and from work," Cr Cotter says.

Lime new market development expert [REDACTED] [REDACTED] says that Lime are keen to get the pilot underway as soon as possible with scooters already on their way over.

"It will cost \$1 to unlock a scooter and 30 cents a minute thereafter," Swanson says.

"We think Christchurch is a great location for a scooter service as it is flat with wide footpaths. Scooters will make it easier to get around town and to bus stops around the city."

[REDACTED]
Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

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Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

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From: [REDACTED] <[REDACTED]>
Sent: Friday, 16 November 2018 8:01 p.m.
To: [REDACTED], [REDACTED]
Cc: [REDACTED], [REDACTED]
Subject: Re: survey

Hi [REDACTED],

Shame to have missed you at the conference! It was an insightful few days.

So as to not double up, have you determined a set of shortlist / draft questions? If so, it'd be great to see them: that way I can fill in any gaps that appear from our perspective but I'm sure they'll be sufficiently comprehensive.

Thanks for checking in - appreciate it.

Best,

[REDACTED]

On Thu, Nov 15, 2018 at 9:49 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

I hope you all had a good time at Trafinz –I was there at the first day and spoke with a couple of your colleagues.

Just on the community survey that we touched on in our meeting last week –can you let us know if there are any particular aspects of the trial that you would be interested in capturing.

Our focus is of course primarily from a perspective of informing policy (and is broader than e-scooters), but if there's anything related you would like covered (eg. how your customers are following your user rules) etc let us know. We'll be covering off factors on general perceptions for users and non-users, as well as specific safety factors.

Regards,

[REDACTED]

[REDACTED] [REDACTED]

Team Leader -Travel Demand Management

[REDACTED]

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--



[REDACTED]
City Launcher
[REDACTED]
+61 423 167 439
[Your ride anytime](#)

From: [REDACTED]
To: [REDACTED]
Subject: Re: Additional documentation
Date: Saturday, 6 October 2018 3:06:16 p.m.
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image001.jpg](#)
[Health & Safety at Work Act Documents \[Christchurch\].zip](#)

Hi [REDACTED],

Please find attached, a compressed folder of documents outlining our procedures that comply with the 'New Zealand Health and Safety at Work Act'. The included documents are as follows:

- Lime Risk Register Review Record
- Lime WHS Risk Assessment Guidelines and Register
- Lime Incident Management Guidance
- Lime Incident Report Form
- Lime Emergency Response Plan [ERP]
- Lime Emergency Response Plan [ERP] Guidance
- Lime Contractor WHS Management System
- Lime Flowchart of WHS Contractor Audit Process
- Lime Scooter Daily Inspection Checklist
- Lime SWMS Scooter Maintenance & Charging
- Lime SWMS Scooter Retrieval
- Lime WHS Policy Statement
- Lime WHS STD2018-2.2 WHS Inspections

On Mon, Oct 1, 2018 at 10:03 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Had a couple of last minute requests but other than that it seemed like it was good to go.

One was around a private contact number, as the permit only requires a publicly accessible number which I presume will be monitored by an international call centre.

The other one was around some clarity around the scooters being collected at night and some terms to define this. Happy to have a quick call to discuss.

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 28 September 2018 9:28 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Re: Additional documentation

Hey [REDACTED],

Just wanted to touch base on this. I haven't forgotten about it. We've enlisted outside help to get formal documents drawn up regarding those 3 [REDACTED]ers. I wasn't aware of the formality of that process, so Bell Gully has been advising us on how to proceed.

While that happens, is there anything else you need from us?

Our production/shipping schedule was finalized, and we've officially landed on October 15th as our launch date. We will be putting out an official statement announcing that date on October 11th. Ideally we'll have a permit in hand long before that, to avoid any unexpected surprises.

Can't wait to get some scoots on the road!

Best,

On Wed, Sep 26, 2018 at 1:21 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Just and update, we've had a request to site the documentation below. You should have received some advice from Bell Gully about obligations under the Health and Safety at Work Act and have some processes and procedures in place for below.

In the operational plan you've provided it isn't an explicit response to these requirements, so could you please provide this documentation separately.

Best,

[REDACTED]

cid:image001.jpg@01D45965.FFDD7720



[REDACTED] [REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED] [REDACTED] [REDACTED]

Mobile: [REDACTED] [REDACTED] [REDACTED]

Email: [REDACTED]

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PO Box 73012, Christchurch, 8154

This electronic email and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed.

From: [REDACTED]
To: [REDACTED]
Subject: Re: Lime | Christchurch
Date: Monday, 27 August 2018 1:31:16 p.m.
Attachments: [image002.jpg](#)
[image002.jpg](#)
[Application-for-Permit-to-Trade-or-Perform-in-a-Public-Place.pdf](#)

Hi [REDACTED],

Really appreciate your support in moving this along. I've attached the completed application here.

Best,

On Mon, Aug 27, 2018 at 8:30 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

I'm trying to move this along internally and spoke to some of the managers Friday afternoon.

This is the official form for a trading permit. As you'll note much of it is NA for your type of application.

<https://cccgovtnz.cwp.govt.nz/assets/Documents/Consents-and-Licences/business-licences-and-consents/public-spaces/Application-for-Permit-to-Trade-or-Perform-in-a-Public-Place.pdf>

I've noted your intent for a Sept 13th launch.

From: [REDACTED] [mailto:[REDACTED]]

Sent: Thursday, 23 August 2018 8:19 p.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Subject: Re: Lime | Christchurch

No worries, sounds good!

Are you free around 1pm tomorrow?

On Thu, Aug 23, 2018 at 8:17 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Thanks [REDACTED],

Was meaning to get back to you today. I forwarded your last email to a few people internally and was just gathering feedback.

I'll follow up and happy to have a call tomorrow.

From: [REDACTED] [REDACTED]
Sent: Thursday, 23 August, 20:12
Subject: Re: Lime | Christchurch
To: [REDACTED], [REDACTED]

Hi [REDACTED],

Wanted to follow up, and check if you've had any questions on this? I'll give you a call tomorrow to make sure we're on the right track.

Best,

On Sun, Aug 19, 2018 at 6:24 PM [REDACTED] [REDACTED]
<[REDACTED].[REDACTED]<mailto:[REDACTED].[REDACTED]>>>
wrote:
Hi [REDACTED],

It was great meeting with you last week, and hearing of Christchurch's transit plans.

We have solidified our strategy for the New Zealand market since then, and I'd love to continue the conversation with you and any other stakeholders.

Attached is the operational plan for Christchurch that I previously mentioned, as well as a bit of literature about Lime's culture and the numbers behind it.

If it helps to set up another meeting to discuss next steps, let me know when is convenient for you, and I will make myself available. In the meantime, please don't hesitate to reach out with any questions.

Best,

--
[REDACTED] [REDACTED]

Launch, New Market Development

[REDACTED]

<mailto:[REDACTED].[REDACTED]>
Your ride anytime.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Media Release
Date: Thursday, 11 October 2018 11:49:05 a.m.
Attachments: [Media Release - Lime launch in New Zealand.docx](#)
[MEDIA ALERT Exclusive opportunity to experience latest transport innovation.pdf](#)

On Thu, Oct 11, 2018 at 11:40 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

Just wondering if you are free for a catchup for 20mins today? Just keen to walk through some comms stuff.

Happy to come to you.

Best,

[REDACTED]

[REDACTED] [REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED] [REDACTED] [REDACTED]

Mobile: [REDACTED] [REDACTED] [REDACTED]

Email: [REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Ride Report
Date: Thursday, 29 November 2018 1:54:00 p.m.
Attachments: [Capture.PNG](#)
[image001.jpg](#)

Thanks [REDACTED],

Look forward to meeting in person next time you're down this way.

I've tried reattaching the image. Let me know if you still can't see it.

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, 29 November 2018 1:51 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: Ride Report

Hi [REDACTED],

I can't see a screenshot attached. Regardless, We will loop back in with our colleagues in the US that are working with Ride Report to open the API to include NZ as you say, the NDA is labourousand if you are happy with that solution we can make that work.

Sorry I couldn't make it today. I will let you know when I am in town and we can sync up for a coffee.

[REDACTED]

On Thu, Nov 29, 2018 at 11:13 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED], [REDACTED],

We briefly discussed this morning the possibility of using the ride report tool to better communicate the progress of the trial.

We're already using a very basic compliance dashboard to look at how many are deployed at any given time or throughout the day, this is produced by packet capturing the data from the lime app.

From the screenshot below you can see there isn't much else we can see because LIME's API isn't connected. I believe this is based on the [Mobility Data Specification](#) from the LADOT.

I suspect if you approve the API connection to the Ride Report dashboard we might be able to see a bit more information without the onerous process involving lawyers for the NDA.

Best,

[REDACTED]

From: [REDACTED]

Sent: Tuesday, 27 November 2018 11:49 a.m.

To: [REDACTED], [REDACTED] <[REDACTED]>

Cc: [REDACTED]

Subject: Re: T [REDACTED] You and Follow Ups

Hi [REDACTED],

I hope this email finds you well and that you have been able to login to the dashboard. I just got off the phone with [REDACTED] [REDACTED], Lime's lead for New Zealand rollout. He said that you all are close to signing a data sharing agreement/NDA with them. He expressed interest in using Ride Report as a way for Lime to meet their data sharing requirements because we would be able to use our privacy filters to protect Lime's end users from NZ's FOIA laws. Assuming there is more than one company, we also may be able to help with some of their commercial concerns by aggregating across operators. This obviously also reduces the amount of work for CCC staff to process data across vendors.

Related to the above, for companies that may not have the engineering resources to implement the full Mobility Data Specification I mentioned in my last email, Ride Report may be able to provide a data dashboard to help them meet their data sharing requirements with cities. He mentioned a couple of local companies, Onzo and Beam, that may deploy in New Zealand cities fairly soon, so maybe this would be an option for them. If you have contacts at either company and would want us to reach out to them, please pass them along.

Let me know if you want to discuss any of the above further or if you have any other questions/concerns. Hope all is going well with the ongoing scooter launch. Talk soon. - Michael

[REDACTED]
Director of Transportation Planning
Ride Report

[REDACTED]



On Wed, Nov 14, 2018 at 4:24 PM [REDACTED] wrote:

Hi [REDACTED],

Thanks again for talking yesterday. Sounds like Christchurch is in for the interesting scooter ride like so many US cities. As I mentioned on the phone, feel free to use us as a resource if helpful.

Per our discussion, I have created a login to our compliance dashboard. Go to

scooters.ride.report and click on "Forgot My Password". Follow the prompts to create a new password. Then go back to scooters.ride.report and login using your email address as your username. You should see Christchurch as an option which will take you to the dashboard I showed you yesterday. Please let me know if you have any issues logging in or if you have any other questions.

I am also attaching a company overview paper and a cost estimate. You will notice that we charge a custom integration fee for vendors that don't follow the [Mobility Data Specification](#) or emerging NACTO/SharedStreets specification (name TBD, but here is a [press announcement](#) that describes the effort and pilot in Detroit). Since New Zealand's efforts are just getting underway, we think it makes sense to continue that standard as best as possible in the international context unless there is a compelling reason why Christchurch (or hopefully a collective of cities) data specification needs to be different.

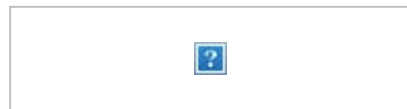
Feel free to pass along any other email addresses at Christchurch City Council that would like access to the dashboard and/or any areas of interest that you would like to track (e.g., neighborhoods, city limits, etc.). You can send shapefiles or hand-drawn areas.

Thanks again for your time and please let us know any feedback you have on the dashboard once you have had a chance to play around with it a bit.

Sincerely,


Director of Transportation Planning
Ride Report



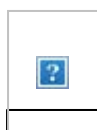


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--




Launch, New Zealand
+ 

From: [REDACTED]
To: [REDACTED]
Subject: RE: Scooter Permit
Date: Wednesday, 12 September 2018 4:59:00 p.m.
Attachments: [REDACTED]
[image002.jpg](#)

Hi [REDACTED],

This is still being circulated internally for comments and changes so it is a working draft. I've left a few comments to point to areas I think that might change.

Hopefully this gives you an idea of how it is shaping up.

Perhaps we can discuss next week.

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 7 September 2018 12:46 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Scooter Permit

Hi [REDACTED],

Wanted to check in before the weekend, and ask if you could send over the finalized scooter permit (if completed)? Hoping for a chance to review the language.

Also, we've made contact with NZTA and should be talking with them early next week to get a signed affidavit stating where the scooter should be ridden. From that, we will adjust our on-boarding flow to provide those instructions to riders.

T [REDACTED]s,

--



[REDACTED]
Launch, New Market Development
NZ: [REDACTED] | US: [REDACTED]
[Your ride anytime.](#)

PERMIT TO TRADE IN A PUBLIC PLACE

OPERATOR NAME:

LIME TECHNOLOGY LIMITED

Trading as "Lime"

c/- Claymore Partners Limited, Level 2, Claymore House, 63 Fort Street, Auckland 1010, NZ

UNDER THE PROVISIONS OF THE LOCAL GOVERNMENT ACT 2002 AND THE CHRISTCHURCH CITY COUNCIL PUBLIC PLACES BYLAW 2008.

[Lime Technology Limited], NZBN 9429046973979, IS LICENSED AS AN OPERATOR ("OPERATOR") OF SHARED PUBLIC E-SCOOTERS FOR THE PURPOSE OF TRADING IN A PUBLIC PLACE:

- **Selling, hiring, and or displaying no more than [700] electrically assisted kick scooters ("E-Scooters") ("Operation").**

AND MUST COMPLY WITH THE CONDITIONS SET OUT IN APPENDIX A.

ACTIVITY AREA: Defined public places as set out in Appendix B

HOURS OF OPERATION: 24 hours per day 7 days per week

NOTE: Christchurch City Council Public Places Bylaw 2008 Clause 11 provides in part that:

11. PERMIT MAY BE ALTERED, SUSPENDED OR CANCELLED

- (1) The Council, on giving reasonable notice to the permit holder, may alter the terms and conditions of the permit in the event of a change to any circumstances of the permit holder, or the public place.
- (2) The Council may suspend or cancel any permit given under clause 6 or 7 in the following cases:
 - (a) without notice if:
 - (i) urgent action is required to protect the public from unhygienic, unsafe or hazardous conditions in the public place where the permit applies;
 - (ii) urgent works are required in the public place where the permit applies;
 - (iii) any terms and conditions of the permit are breached, where the period covered by the permit is 3 days or less.

DATE OF ISSUE: [13 SEPTEMBER 2018] **EXPIRY DATE:** [13 December 2018]

This certificate is issued to the operator named hereon and is non-transferable subject to condition 34 of Appendix A.

APPENDIX A: TERMS AND CONDITIONS OF TRADING IN PUBLIC PLACES PERMIT

CHRISTCHURCH CITY PUBLIC PLACES BYLAW 2008 TRADING AND EVENTS IN PUBLIC PLACES POLICY 2010

Purpose and intent

1. The purpose and intent of these terms and conditions are to ensure the management of public places and to provide reasonable controls to protect the health and safety, the general public from nuisance, while meeting customer expectations and supporting the wider transport objectives for the Greater Christchurch Area.

Permit Fee

2. The permit fee of X is payable on Y

Duration of the Permit

3. This Permit shall commence on the Date of Issue and, unless terminated sooner in accordance with the terms of this Permit, shall continue until the Expiry Date.
4. Immediately following expiry or the earlier termination of this Permit, the Operator will immediately remove all E-Scooters and any ancillary signage and equipment from Council land.
5. As per Clause 11(2) of the Christchurch City Council Public Places Bylaw 2008, the Council may suspend or cancel this Permit on the basis of a breach of these terms and conditions.
6. If the Operator breaches any of the conditions within this Permit and fails to remedy the breach within 10 working days after receipt of written notice requesting remedy of the breach, the Council may in its sole discretion and by providing 10 working days written notice to the Operator terminate this Permit. For the avoidance of doubt, 10 working days is accepted as being “reasonable notice” for the purposes of clause 11(1) of the Christchurch City Council Public Places Bylaw 2008.
7. If the Operator wishes to cease trading within the Christchurch area it will provide 30 days written notice of its intention to cease trading and remove all E-Scooters and any ancillary signage and equipment from Council land within this timeframe or any timeframe agreed between the Council and the Operator.

General

8. This Permit is valid for a maximum of 700 E-Scooters at any one time during the Term.
9. The Council may review and amend these terms and conditions at any time as necessary as per clause 11(1) of the Christchurch City Council Public Places Bylaw 2008 (or any subsequent bylaw in amendment of, or in substitution to, this bylaw).
10. The Operation shall only be operated within the area defined in Appendix B.
11. Any specific infrastructure requirements such as signage, demarcated parking locations or parking corrals shall require a site licence and must be approved by the Council and are subject to any specific conditions for the respective site.

Location and placement of E-Scooters

12. For the purposes of this Permit, E-Scooters must not be parked or allowed to remain on or in inappropriate locations including, without limitation:
 - a. on footpaths that are narrow;
 - b. where they could pose a safety hazard;
 - c. where they could interfere with pedestrian access generally or access to amenities; or
 - d. any other areas identified by a Council enforcement officer, in its discretion, to be an inappropriate location.
13. Mistreatment of E-Scooters through vandalism will not be considered as an inappropriate location (under clause 12 of this Permit) for the purposes of reporting under the Operation and Parking KPIs set out in Appendix C requirements. However, the Operator will seek to address any issues raised under this clause 13 by the Council within the required timeframes.
14. To deliver on the expectations of the Council to ensure the management of public places and the delivery of the expected support for the wider transport objectives for the Greater Christchurch Area, the Operator will target the Operation and Parking KPIs set out in Appendix C.
15. The Operator must ensure E-Scooters are effectively redistributed to avoid excessive build up in any one area and provide Council with a rebalancing, relocation and redistribution plan to meet the Operation and Parking KPIs set out in Appendix C.

Use of E-Scooters

16. The Operator will educate customers about safety checks, responsible riding and correct parking, including the impacts of poor placement to the general public.
17. The Operator will also make best efforts to inform riders that they can incur penalties for breaching any law, regulation, standard or applicable rule including, by way of example, unauthorised use of special vehicle lanes, or operating a vehicle inconsiderately.
18. When used in parks and reserves, E-Scooters must not be used or ridden in a manner that is or might be dangerous to the public or to any person.

Commented [GR1]: Does Council want to insert consequences of a failure to do so which could include giving the Council the right to store and dispose of the items at the Operator's expense?

Commented [GR2]: Consider inclusion of a general Force Majeure clause which would apply to both parties.

Commented [LN3]: Condition about appropriate parking and placement.

Commented [LN4]: Condition to remind users about NZ rules and Regs essentially the Road User Rule 2004 See also clause 19 This is essentially RUR 11.1

Commented [LN5]: Condition about using on paths in parks (not technically a road) covered under CCC Parks and Reserves Bylaw

19. The Operator will procure that E-Scooter users ride safely and carefully and be considerate of all other road and footpath users, ensuring that:

- a. when on the road, users must keep as close as possible to the edge of the roadway; and
- b. when on the footpath, users must:
 - i. not ride at speeds that put other footpath users at risk; and
 - ii. always give way to pedestrians and drivers of mobility vehicles.

Safety and maintenance

20. The Operator must ensure that:

- a. each E-Scooter is legal and approved under standards or definitions set out by the New Zealand Transport Agency as a wheeled recreational device;
- b. each E-Scooters has:
 - i. a working bell;
 - ii. A steady or flashing rear-facing red light(s) that can be seen at night from a distance of 200 metres; and
 - iii. a white or yellow headlight(s) that can be seen at night from a distance of 200 metres;
- c. the design, performance and assembly of each E-Scooter complies with appropriate standards; and
- d. each E-Scooter is regularly inspected and maintained to ensure it is compliant.

Commented [LN6]: Condition relating to NZTA sanctioning scooters, as Non-Motor Vehicles

Commented [LN7]: These are requirements for Bikes in NZ Looks like Lime-S will comply

21. The Operator must provide the ability for users as well as the general public to report safety and maintenance issues with the E-Scooters. This must include a publicly displayed New Zealand contact phone number and email address on each E-Scooter.

Commented [LN8]: As discussed

22. The Operator commits to meeting the Safety and Maintenance KPIs set out in Appendix D.

Reporting

23. To enable better integration with public and shared modes of transportation across the city, the permit holder must maintain a documented Application Program Interface (API) that can be made open and available to the public and third party developers.

24. The Operator will provide raw non-identifiable information to the Council on a monthly basis subject to Council introducing measures agreeable to the Operator to protect its commercially sensitive information.

Privacy

25. All personal information must be collected, processed and stored in accordance with the requirements of the Privacy Act 1993.

26. The Operator must respect the general public's right to privacy and must maintain a policy of strict confidence concerning all personal and company information.

27. All information and data collected must be for the purpose of providing the Operation.

28. The Operator must not sell, lease, rent, loan or trade lists of its users' data to a third party.

29. All user information and data must be kept in a secure environment and encrypted via secure socket layers and data bases, protected by firewalls.

30. The Operator acknowledges that, under the Privacy Act 1993, individuals have rights of access to and correction of their personal information.

31. Any policy developed by the Operator may be superseded by requirements or obligations imposed by statute, regulation or legal process.

Miscellaneous

32. This Permit is non-transferable. Within 14 days of any change in the Operator or the Operation, the Operator must apply to the Council to have the change noted and pay any required fee. A new permit may then be issued with the updated information.

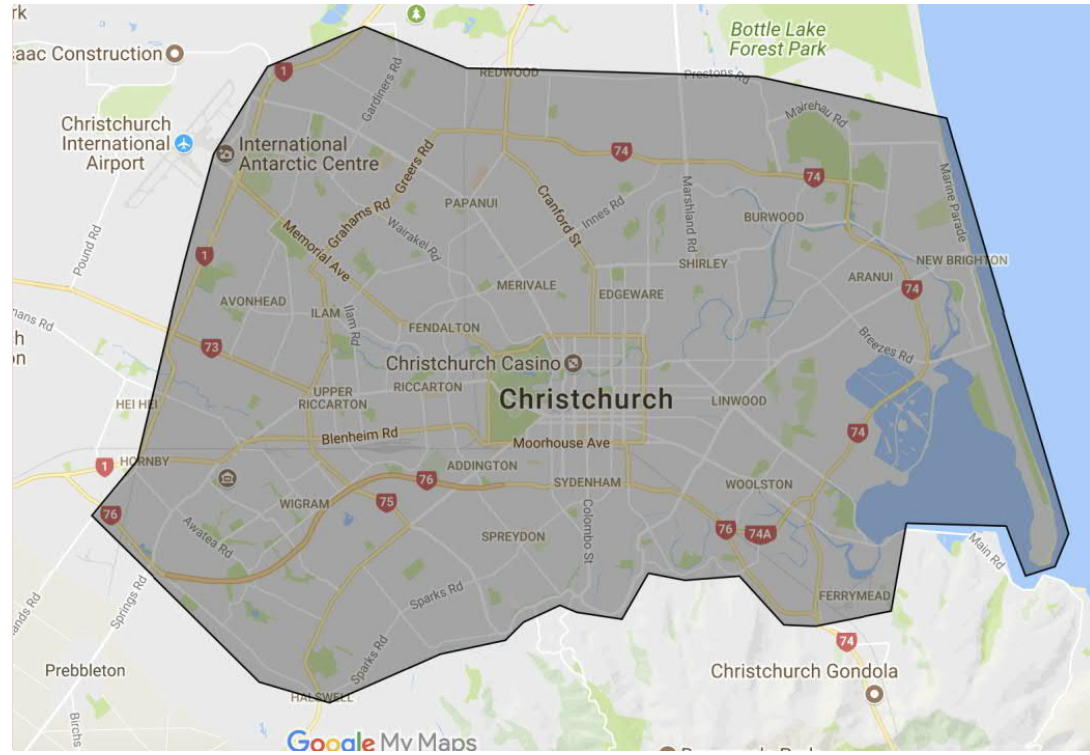
33. The Operator shall carry adequate, sufficient and suitable public liability and professional indemnity insurance for an amount not less than \$1,000,000 and will provide evidence of this to the Council if requested.

34. The Operator shall comply with:

- a. all acts, regulations, bylaws, standards, policies and ordinances applicable to the Operation; and
- b. any agreement entered into between the Operator and the Council in relation to the Operation including, without limitation, any site licence.

APPENDIX B: DEFINED ACTIVITY AREA FOR SERVICE

Geofenced operational area



Commented [LN9]: Updated with latest area, including no-go zones.

Note that the defined area for service does not include any private land or land not administered or operated by Council such as land owned and operated by Christchurch International airport limited (CIAL) or the University of Canterbury.

The defined activity area for service also does not include any area defined as schedule 2 of the Parks and Reserves Bylaw 2016 – Christchurch Botanic Gardens.

APPENDIX C: OPERATION AND PARKING KPIS

Operations and Parking KPIS				
Condition	Minimum Response	Reporting Measure	Target	Stretch goal
Incorrectly parked or nuisance (i.e. where an E-Scooter is parked in an inappropriate location, but where it is not causing an unreasonable hazard).	Resolved within 1 day of being notified.	Number of incorrect parking or nuisance issues reported per month.	85% of all incidents responded to within timeframe.	100% of all incidents responded to within timeframe.
Outside defined activity area in Appendix B.	Relocated within 1 day of being notified.	Number of E-Scooters parked in out of service area.	85% of all incidents responded to within agreed timeframe.	100% of all incidents responded to within agreed timeframe.

Commented [LN10]: Tracking the number of minor complaints or observed parking issues. Serious issues or genuine hazards to be tracked in safety and maintenance KPIS

APPENDIX D: SAFETY AND MAINTENANCE KPIS

Safety and Maintenance KPIS				
Condition	Minimum Response	Reporting measure	Base Expectation	Stretch Goal
Dangerous or hazardously placed E-Scooters (e.g. on a roadway, up a tree, in a river, etc.).	Resolved within 5 hours of being notified.	Number of reported hazardously or dangerously placed E-Scooters per month.	80% of all incidents responded to within timeframe.	100% of all incidents responded to within timeframe.
Unsafe or faulty E-Scooters (e.g. brake fault, light out, etc.).	Deactivated immediately (upon verification) Recovered 1-5 days (depending on severity).	Number of reported unsafe or faulty E-Scooters per month.	80% of all incidents responded to within timeframe.	100% of all incidents responded to within timeframe.
Safety inspections.	Must be inspected daily.	Number of E-Scooters inspected per month.	80% of fleet inspected daily.	100% of fleet inspected daily.

Commented [LN11]: Could also be a KPI about how many scooters are left out overnight. Ideally 0% but would be something we are interested in tracking for safety and performance purposes.

APPENDIX E: REPORTING INFORMATION

Reporting measure	Format	Description
Number of registered users.	Dashboard	
Total number of rides per month.	Dashboard	
Average distance covered per trip.	Dashboard	
Average time of trip;	Dashboard	
Start and end trip location data.	Dashboard	
Overlay of deployment locations with demand "hot spots".	Dashboard	
Heat map of use, e.g. routes.	Dashboard	
Number of faults reported per month.	Dashboard and/or manual report	

Commented [LN12]: We would be able to track the number of calls coming into the call centre but would be good to know what that is as a percentage of all reported issues.

From: [REDACTED]
To: [REDACTED]
Subject: Re: Scooter Permit
Date: Thursday, 13 September 2018 4:35:14 p.m.
Attachments: [image002.jpg](#)
[image002.jpg](#)
[REDACTED]

Hi [REDACTED],

Thanks for sending this over. Our team and myself have added a few comments to the doc. Attached here.

Best,

On Wed, Sep 12, 2018 at 5:00 PM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

This is still being circulated internally for comments and changes so it is a working draft. I've left a few comments to point to areas I think that might change.

Hopefully this gives you a an idea of how it is shaping up.

Perhaps we can discuss next week.

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 7 September 2018 12:46 p.m.
To: [REDACTED], [REDACTED] <[REDACTED]>
Subject: Scooter Permit

Hi [REDACTED],

Wanted to check in before the weekend, and ask if you could send over the finalized scooter permit (if completed)? Hoping for a chance to review the language.

Also, we've made contact with NZTA and should be talking with them early next week to get a signed affidavit stating where the scooter should be ridden. From that, we will adjust our on-boarding flow to provide those instructions to riders.

Thanks,

--



██████████ ██████████
Launch, New Market Development
NZ: ██████████ | US: ██████████
[Your ride anytime.](#)

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Christchurch City Council

<http://www.ccc.govt.nz>

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██████████ ██████████
Launch, New Market Development
NZ: ██████████ | US: ██████████
[Your ride anytime.](#)

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Scooter Permit
Date: Friday, 31 August 2018 1:03:59 p.m.
Attachments: [Lime Fact Sheet.pdf](#)

Hey [REDACTED],

Thanks so much for pushing this along.

Will this be an informative/exploratory meeting, or will there be a vote? It's a little sooner than we plan to do our own press release, but here is our [press kit](#) if asked. I've also attached a fact sheet about Lime. Feel free to re-direct any Lime-specific inquiries my way!

Thanks,

On Fri, Aug 31, 2018 at 9:51 AM [REDACTED], [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED],

As mentioned on the call the Councillors were keen to see this come across the table as an information item.

We've fast tracked this to be on the agenda for Thursday's meeting but this means it will be in the public session. We'll point you to the agenda when it gets posted online.

The media may pick up on it and we tend to prepare a short statement to respond to, or pre-empt any questions.

I've copied in [REDACTED] who is in our strategic communications advisor who will prepare some messages. From the communications perspective, is there anything you had prepared at this stage and would like to share? Pictures? Key messages etc.?

Regards,

[REDACTED]

Policy Planner - Transport Team
Planning & Strategic Transport Unit

DDI: [REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

Christchurch City Council
Civic Offices, 53 Hereford Street, Christchurch
PO Box 73012, Christchurch, 8154

PERMIT TO TRADE IN A PUBLIC PLACE

OPERATOR NAME:

LIME TECHNOLOGY LIMITED

Trading as "Lime"

c/- Claymore Partners Limited, Level 2, Claymore House, 63 Fort Street, Auckland 1010, NZ

UNDER THE PROVISIONS OF THE LOCAL GOVERNMENT ACT 2002 AND THE CHRISTCHURCH CITY COUNCIL PUBLIC PLACES BYLAW 2008.

[Lime Technology Limited], NZBN 9429046973979, IS LICENSED AS AN OPERATOR ("OPERATOR") OF SHARED PUBLIC E-SCOOTERS FOR THE PURPOSE OF TRADING IN A PUBLIC PLACE:

- Selling, hiring, and or displaying no more than [700] electrically assisted kick scooters ("E-Scooters") ("Operation").

AND MUST COMPLY WITH THE CONDITIONS SET OUT IN APPENDIX A.

ACTIVITY AREA: Defined public places as set out in Appendix B

HOURS OF OPERATION: 24 hours per day 7 days per week

NOTE: Christchurch City Council Public Places Bylaw 2008 Clause 11 provides in part that:

11. PERMIT MAY BE ALTERED, SUSPENDED OR CANCELLED

(1) The Council, on giving reasonable notice to the permit holder, may alter the terms and conditions of the permit in the event of a change to any circumstances of the permit holder, or the public place.

(2) The Council may suspend or cancel any permit given under clause 6 or 7 in the following cases:

(a) without notice if:

(i) urgent action is required to protect the public from unhygienic, unsafe or hazardous conditions in the public place where the permit applies;

(ii) urgent works are required in the public place where the permit applies;

(iii) any terms and conditions of the permit are breached, where the period covered by the permit is 3 days or less.

DATE OF ISSUE: [13 SEPTEMBER 2018] **EXPIRY DATE:** [13 December 2018]

This certificate is issued to the operator named hereon and is non-transferable subject to condition 34 of Appendix A.

Commented [CS1]: Is it possible to include a clause or statement about what continuation of the pilot will look like?

APPENDIX A: TERMS AND CONDITIONS OF TRADING IN PUBLIC PLACES PERMIT

CHRISTCHURCH CITY PUBLIC PLACES BYLAW 2008
TRADING AND EVENTS IN PUBLIC PLACES POLICY 2010

Purpose and intent

1. The purpose and intent of these terms and conditions are to ensure the management of public places and to provide reasonable controls to protect the health and safety, the general public from nuisance, while meeting customer expectations and supporting the wider transport objectives for the Greater Christchurch Area.

Permit Fee

2. The permit fee of X is payable on Y

Duration of the Permit

3. This Permit shall commence on the Date of Issue and, unless terminated sooner in accordance with the terms of this Permit, shall continue until the Expiry Date.
4. Immediately following expiry or the earlier termination of this Permit, the Operator will immediately remove all E-Scooters and any ancillary signage and equipment from Council land.
5. As per Clause 11(2) of the Christchurch City Council Public Places Bylaw 2008, the Council may suspend or cancel this Permit on the basis of a breach of these terms and conditions.
6. If the Operator breaches any of the conditions within this Permit and fails to remedy the breach within 10 working days after receipt of written notice requesting remedy of the breach, the Council may in its sole discretion and by providing 10 working days written notice to the Operator terminate this Permit. For the avoidance of doubt, 10 working days is accepted as being "reasonable notice" for the purposes of clause 11(1) of the Christchurch City Council Public Places Bylaw 2008.
7. If the Operator wishes to cease trading within the Christchurch area it will provide 30 days written notice of its intention to cease trading and remove all E-Scooters and any ancillary signage and equipment from Council land within this timeframe or any timeframe agreed between the Council and the Operator.

General

8. This Permit is valid for a maximum of 700 E-Scooters at any one time during the Term.
9. The Council may review and amend these terms and conditions at any time as necessary as per clause 11(1) of the Christchurch City Council Public Places Bylaw 2008 (or any subsequent bylaw in amendment of, or in substitution to, this bylaw).
10. The Operation shall only be operated within the area defined in Appendix B.
11. Any specific infrastructure requirements such as signage, demarcated parking locations or parking corrals shall require a site licence and must be approved by the Council and are subject to any specific conditions for the respective site.

Location and placement of E-Scooters

12. For the purposes of this Permit, E-Scooters must not be parked or allowed to remain on or in inappropriate locations including, without limitation:
 - a. on footpaths that are narrow;
 - b. where they could pose a safety hazard;
 - c. where they could interfere with pedestrian access generally or access to amenities; or
 - d. any other areas identified by a Council enforcement officer, in its discretion, to be an inappropriate location.
13. Mistreatment of E-Scooters through vandalism will not be considered as an inappropriate location (under clause 12 of this Permit) for the purposes of reporting under the Operation and Parking KPIs set out in Appendix C requirements. However, the Operator will seek to address any issues raised under this clause 13 by the Council within the required timeframes.
14. To deliver on the expectations of the Council to ensure the management of public places and the delivery of the expected support for the wider transport objectives for the Greater Christchurch Area, the Operator will target the Operation and Parking KPIs set out in Appendix C.
15. The Operator must ensure E-Scooters are effectively redistributed to avoid excessive build up in any one area and provide Council with a rebalancing, relocation and redistribution plan to meet the Operation and Parking KPIs set out in Appendix C.

Use of E-Scooters

16. The Operator will educate customers about safety checks, responsible riding and correct parking, including the impacts of using inappropriate locations to the general public.
17. The Operator will also make best efforts to inform riders that they can incur penalties for breaching any law, regulation, standard or applicable rule including, by way of example, unauthorised use of special vehicle lanes, or operating a vehicle inconsiderately.
18. When used in parks and reserves, E-Scooters must not be used or ridden in a manner that is or might be dangerous to the public or to any person.

Commented [GR2]: Does Council want to insert consequences of a failure to do so which could include giving the Council the right to store and dispose of the items at the Operator's expense?

Commented [BG3]: This is a reasonably subjective term that would be open to an enforcement officers discretion, may be useful to say "less than 1 metre wide".

Commented [BG4]: Suggest this is deleted, it provides no certainty for Lime.

Commented [GR5]: Consider inclusion of a general Force Majeure clause which would apply to both parties.

Commented [BG6R5]: Agree, you should include a Force Majeure clause, to cover situations like high winds, earthquakes and occasionally we get small tornados in NZ.

Commented [BG7]: Is it clear to Lime what this plan is, when it is required to be provided?

Commented [CS8R7]: If our operational plan that has already been submitted complies with this, I fine with it. If not, we may need more clarity on exactly what the council is asking for.

Commented [BG9]: Is it agreed that this will be through the onboarding process? Otherwise do you know what education means?

Commented [CS10R9]: This is acceptable to Lime. We have forms of education: in-app onboarding, on the scooter, or safety demonstrations in the field.

Commented [LN12]: Condition about appropriate parking and placement.

Deleted: poor placement

Commented [LN13]: Condition to remind users about NZ rules and Regs essentially the Road User Rule 2004 See also clause 19 This is essentially RUR 11.1

Commented [LN14]: Condition about using on paths in parks (not technically a road) covered under CCC Parks and Reserves Bylaw

19. The Operator will procure that E-Scooter users ride safely and carefully and be considerate of all other road and footpath users, ensuring that:

- a. when on the road, users must keep as close as possible to the edge of the roadway; and
- b. when on the footpath, users must:
 - i. not ride at speeds that put other footpath users at risk; and
 - ii. always give way to pedestrians and drivers of mobility vehicles.

Safety and maintenance

20. The Operator must ensure that:

- a. each E-Scooter is legal and approved under standards or definitions set out by the New Zealand Transport Agency as a wheeled recreational device;
- b. each E-Scooter has:
 - i. a working bell;
 - ii. A steady or flashing rear-facing red light(s) that can be seen at night from a distance of 200 metres; and
 - iii. a white or yellow headlight(s) that can be seen at night from a distance of 200 metres;
- c. the design, performance and assembly of each E-Scooter complies with appropriate standards; and
- d. each E-Scooter is regularly inspected and maintained to ensure it is compliant.

21. The Operator must provide the ability for users as well as the general public to report safety and maintenance issues with the E-Scooters. This must include a publicly displayed New Zealand contact phone number and email address on each E-Scooter.

22. The Operator commits to meeting the Safety and Maintenance KPIs set out in Appendix D.

Reporting

23. To enable better integration with public and shared modes of transportation across the city, the permit holder must maintain a documented Application Program Interface (API) that can be made open and available to the public and third party developers.

24. The Operator will provide raw non-identifiable information to the Council on a monthly basis subject to Council introducing measures agreeable to the Operator to protect its commercially sensitive information.

Privacy

25. All personal information must be collected, processed and stored in accordance with the requirements of the Privacy Act 1993.

26. The Operator must respect the general public's right to privacy and must maintain a policy of strict confidence concerning all personal and company information.

27. All information and data collected must be for the purpose of providing the Operation.

28. The Operator must not sell, lease, rent, loan or trade lists of its users' data to a third party.

29. All user information and data must be kept in a secure environment and encrypted via secure socket layers and data bases, protected by firewalls.

30. The Operator acknowledges that, under the Privacy Act 1993, individuals have rights of access to and correction of their personal information.

31. Any policy developed by the Operator may be superseded by requirements or obligations imposed by statute, regulation or legal process.

Miscellaneous

32. This Permit is non-transferable. Within 14 days of any change in the Operator or the Operation, the Operator must apply to the Council to have the change noted and pay any required fee. A new permit may then be issued with the updated information.

33. The Operator shall carry adequate, sufficient and suitable public liability and professional indemnity insurance for an amount not less than \$1,000,000 and will provide evidence of this to the Council if requested.

34. The Operator shall comply with:

- a. all acts, regulations, bylaws, standards, policies and ordinances applicable to the Operation; and
- b. any agreement entered into between the Operator and the Council in relation to the Operation including, without limitation, any site licence.

Commented [LN15]: Condition relating to NZTA sanctioning scooters, as Non-Motor Vehicles

Commented [LN16]: These are requirements for Bikes in NZ Looks like Lime-S will comply

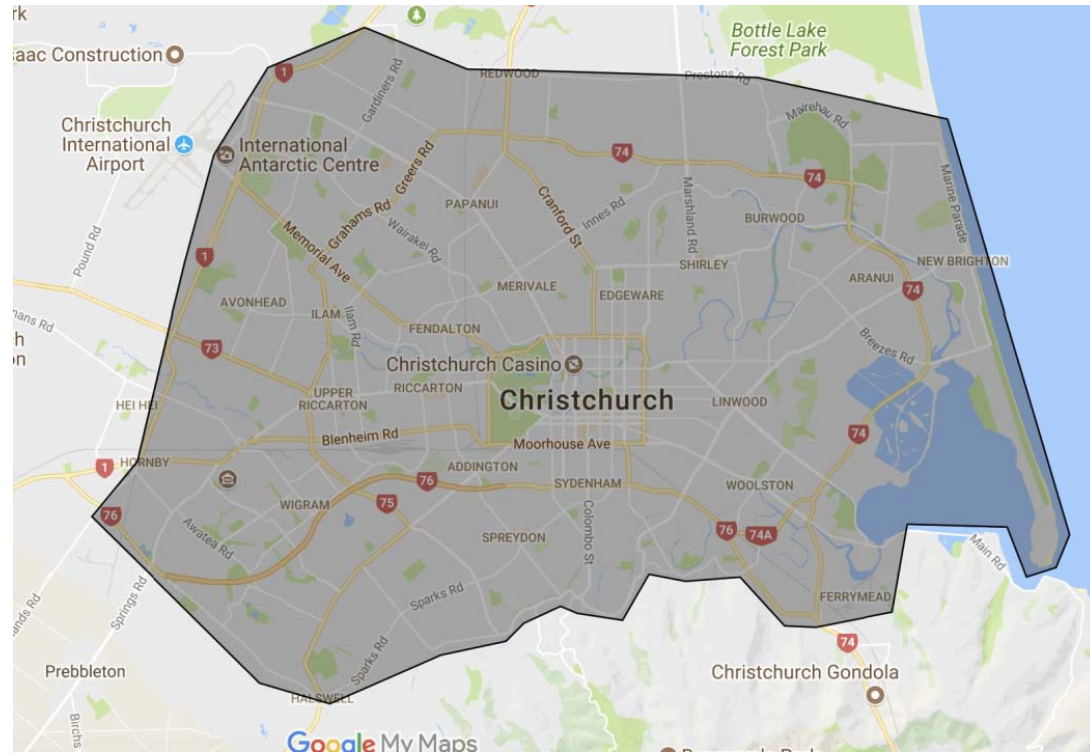
Commented [LN17]: As discussed

Commented [CS18]: While we're working on our API capabilities, not sure we have a publicly available API. I will check with our data team, but not sure if Lime would be compliant with this.

Deleted:

APPENDIX B: DEFINED ACTIVITY AREA FOR SERVICE

Geofenced operational area



Commented [LN19]: Updated with latest area, including no-go zones.

Note that the defined area for service does not include any private land or land not administered or operated by Council such as land owned and operated by Christchurch International airport limited (CIAL) or the University of Canterbury.

The defined activity area for service also does not include any area defined as schedule 2 of the Parks and Reserves Bylaw 2016 – Christchurch Botanic Gardens.

APPENDIX C: OPERATION AND PARKING KPIS

Operations and Parking KPIS				
Condition	Minimum Response	Reporting Measure	Target	Stretch goal
Incorrectly parked or nuisance (i.e. where an E-Scooter is parked in an inappropriate location, but where it is not causing an unreasonable hazard).	Resolved within 1 day of being notified.	Number of incorrect parking or nuisance issues reported per month.	85% of all incidents responded to within timeframe.	100% of all incidents responded to within timeframe.
Outside defined activity area in Appendix B.	Relocated within 1 day of being notified.	Number of E-Scooters parked in out of service area.	85% of all incidents responded to within agreed timeframe.	100% of all incidents responded to within agreed timeframe.

Commented [LN20]: Tracking the number of minor complaints or observed parking issues. Serious issues or genuine hazards to be tracked in safety and maintenance KPIS

APPENDIX D: SAFETY AND MAINTENANCE KPIS

Safety and Maintenance KPIS				
Condition	Minimum Response	Reporting measure	Base Expectation	Stretch Goal
Dangerous or hazardously placed E-Scooters (e.g. on a roadway, up a tree, in a river, etc.).	Resolved within 5 hours of being notified.	Number of reported hazardously or dangerously placed E-Scooters per month.	80% of all incidents responded to within timeframe.	100% of all incidents responded to within timeframe.
Unsafe or faulty E-Scooters (e.g. brake fault, light out, etc.).	Deactivated immediately (upon verification) Recovered 1-5 days (depending on severity).	Number of reported unsafe or faulty E-Scooters per month.	80% of all incidents responded to within timeframe.	100% of all incidents responded to within timeframe.
Safety inspections.	Must be inspected daily.	Number of E-Scooters inspected per month.	80% of fleet inspected daily.	100% of fleet inspected daily.

Commented [CS21]: Would feel more comfortable if this said "within 5 hours of being notified, during normal business hours". i.e. if an issue is reported at 3am, but we don't dispatch the team until the morning.

Commented [CS23R22]: Scooters will be retrieved and deployed on a rolling basis throughout the night, so while we would collect every single scooter, they may not all be collect at the exact same time.

Commented [LN22]: Could also be a KPI about how many scooters are left out overnight. Ideally 0% but would be something we are interested in tracking for safety and performance purposes.

Commented [CS24]: How will council enforce these metrics? Will Lime be obligated to provide regular repair/inspection reports?

APPENDIX E: REPORTING INFORMATION

Reporting measure	Format	Description
Number of registered users.	Dashboard	
Total number of rides per month.	Dashboard	
Average distance covered per trip.	Dashboard	
Average time of trip;	Dashboard	
Start and end trip location data.	Dashboard	
Overlay of deployment locations with demand “hot spots”.	Dashboard	
Heat map of use, e.g. routes.	Dashboard	
Number of faults reported per month.	Dashboard and/or manual report	

Commented [LN25]: We would be able to track the number of calls coming into the call centre but would be good to know what that is as a percentage of all reported issues.

[REDACTED]

From: Johanson, Yani
Sent: Thursday, 18 October 2018 2:50 p.m.
To: [REDACTED] [REDACTED]
Subject: Re: Thanks from Lime!

Hi [REDACTED]
Thanks for the email. Sorry for the delayed response.
Just wanted to check how the uptake has gone? Seen a lot of scooters around, and looks to be a lot of people enjoying them which is great.
Kind regards
Yani

Get Outlook for iOS<<https://aka.ms/o0ukef>> _____
From: [REDACTED] [REDACTED] <[REDACTED]>
Sent: Friday, September 7, 2018 3:35 PM
To: Johanson, Yani
Subject: Thanks from Lime!

Councillor Johanson,

I wanted to send you a quick note thanking you for your support of Lime in Christchurch at yesterday's council meeting. It did not go unnoticed and was much appreciated.

I'm glad to see Christchurch has come a long way since that 1997 bylaw! It truly is a great city for this type of product and can't wait to see scooters there.

If you have any further questions, or issues arise, please do not hesitate to reach out to me directly.

Best,

--

[REDACTED]
[REDACTED]

Launch, New Market Development
[REDACTED]