

MAY 1, 2024


FY25-26 SFMTA Powered Scooter Share Program Permit Application



Applicant Information

Please Print Clearly			
Business Name:	Neutron Holdings, Inc. d/b/a Lime	Business Phone:	1.888.LIME.345
Contact Person:	Alyssa Edelen	Cell Phone:	858.886.9485
Mailing Address:	701 Cesar Chavez Street San Francisco, CA 94124		
Street Address if different than above:	Same as above		
Email Address:	alyssa.edelen@li.me	Website:	li.me

Application Agreement

<p>By signing this application, the applicant verifies under penalty of perjury that all the information provided is true and accurate; and that if issued a permit, the applicant agrees:</p> <ul style="list-style-type: none"> • to comply with the Permit Requirements in Appendix A and any other requirements of the Powered Scooter Share Program Permit as issued; and • that all submitted documents and materials, and their contents, are subject to public review, and that no documents or other materials provided to the SFMTA will be considered confidential or otherwise withheld from public disclosure if requested after the deadline for submitting applications has passed. 	
Name of Applicant	Neutron Holdings, Inc. d/b/a Lime
Authorized Signature	
Printed Name, Title and Date	Alyssa Edelen, Regional General Manager, May 1, 2024

A. Device Standards and Safety Assurances

A.1. Applicants shall provide proof that devices are Safety-Certified Powered Mobility Devices, defined in San Francisco Fire Code §325 as compliant with one of the following certification requirements: Underwriters Laboratories (UL) standards UL 2849 or UL 2272; European (EN) standards EN 15194 or EN 17128; Other safety standard of an accredited laboratory, approved by the San Francisco Fire Department. • Lime affirms our Gen3.2 and Gen4 devices are certified UL-2272. As the longest serving operator in San Francisco and as the largest operator of shared mobility devices globally, Lime has the most experience developing Safety-Certified Powered Mobility devices that can help achieve San Francisco's transportation and environmental goals. Lime is the only current operator to design our devices entirely in-house, with over \$115 million invested in research and development. Our devices are certified to the highest international safety standards, in accordance with ANSI/CAN/UL-2272, by OSHA's Nationally Recognized Testing Laboratory Program. In addition to building devices to meet and exceed existing vehicle international safety standards like ASTM International and Underwriter Laboratories, Lime raises the bar of the standards themselves. Lime's safety engineers lead the development of industry safety standards, working with respected industry standard-setting bodies—ASTM, Underwriters Laboratory, International Electrotechnical Commission, and SAE International—to design clear safety standards for powered micromobility devices. Please see the images on the following pages from our UL-2272 certification as proof of our device standards.

Our **Lime Assist** program provides adaptive devices via delivery on demand. For San Francisco, we offer on-demand delivery of our seated Gen4 and the Pride Mobility Go Go Elite Traveller 2 4-Wheel (see **Section D.1.a, pg. 36** for more information).

- Our seated Gen4 shares all specifications, safety credentials, and certifications as the Gen4 e-scooter, with the addition of a seat and a basket.
- The Go Go Elite Traveller 2 4-Wheel is not an electric kick scooter, nor an e-bike. Pride Mobility, the manufacturer of the Go Go Elite Traveller 2 4-Wheel, affirms that their vehicle has been tested to EN 12184 and ISO 7176-4, which are the global standards for electrically powered wheelchairs. (See the following images for more.) They also affirm this is an [FDA-approved device](#).

A.2. Applicants shall submit test results from a qualified independent lab demonstrating that each model scooter (including models in the Adaptive Scooter Program, if applicable) put into service meets or exceeds requirements set forth in California Vehicle Code §21223, §21227 and §21235, and San Francisco Transportation Code § 916(d)(5)(T), at a minimum. • Lime affirms that each model scooter deployed in the right-of-way meets or exceeds the requirements set forth in California Vehicle Code §21223, §21227 and §21235, and San Francisco Transportation Code § 916(d)(5)(T). Please see the following images that affirm compliance with these standards. As noted in **Section A.1, pg. 3**, Lime's vehicles meet the highest international standards for design, operation, and safety, and this documentation has been accepted in our worldwide markets as proof that our vehicles are safe to operate in the public right-of-way. These vehicles also have all been previously approved by SFMTA for deployment as compliant with all applicable rules and regulations.

A.3. Describe plan to ensure that devices are safe for operation, including plan to address safety issues that may arise during the permit term either with a specific device or a fleet-wide issue. • In addition to providing our most advanced Gen4 devices with our latest safety and parking tidiness features, Lime implements our best-in-class preventive maintenance and operations strategies in San Francisco to ensure the City's fleet is safe for operation.

Lime maintains a daily deployment of at least 70% of our fleet and vehicle uptime of 87–95% to provide a healthy and available fleet for San Francisco residents and visitors—to help the City further the mode shift goals of the Active Communities Plan.

Plan to Ensure Devices Safe for Operation

[Lime devices are evaluated for maintenance needs every time they are rebalanced or charged, and each device receives full, routine preventive maintenance after 200–300 miles.] See **Section F.2, pg. 46** for additional information about Lime's preventive device maintenance.

CERTIFICATE OF COMPLIANCE

Certificate Number: SGSNA/21/SZ/00007

Contract Number: 800476
Certificate Project Number: SZ-CERT210100004

Certified Product: Personal E-mobility Device (Product name: Electric Scooter)
Trademarks: Lime
Model(s): Lime-S 3.2
Technical Data: Nominal Voltage: 36 Vd.c.; Rated Capacity: 12800 mAh or 15900 mAh; Max. weight 100 kg; Max. speed 24 km/h

Certificate Holder: Neutron Holdings, Inc.
85 2nd St, 94105, San Francisco, California, United States of America

This certificate supercedes previous certificates issued with the same certificate number. Certification is valid when products are indicated on the SGS directory of certified products at www.sgs.com or using the QR code below. The product is certified according to ISO/IEC Guide 17067, Conformity assessment - Fundamentals of product certification, System 3, and in accordance with:

ANSI/UL 2272 (1st Ed., Rev. Nov. 21, 2016)
CAN/UL 2272 (1st Ed., Rev. Nov. 21, 2016)

Authorized by:

Effective date: 08 January 2021



Jason Wei
Certifier



Certification Body

Consumer and Retail Services, a division of SGS North America Inc.
620 Old Peachtree Road, Ste. 100, Suwanee, GA 30024, USA
t +1 770 570 1800 f +1 770 277 1240 www.sgs.com



CERTIFICATE OF COMPLIANCE

Certificate Number: SGSNA/21/SZ/00080

Contract Number: 800476
Certificate Project Number: SZ-CERT210400982

Certified Product: Personal E-mobility Device (Product name: Electric Scooter)
Trademarks: Lime
Model(s): Lime-S 4.0
Technical Data: 37Vd.c., 12.4Ah, 51.8Vd.c., 18.6Ah, or 51.66Vd.c., 18.3Ah;
Max. weight: 100 kg; Max. speed: 24 km/h;
Charging temperature range: 5°C - 40°C;
Discharging temperature range: -15°C - 45°C

Certificate Holder: Neutron Holdings, Inc.
85 2nd St, San Francisco, CA 94105, United States of America

This certificate supercedes previous certificates issued with the same certificate number. Certification is valid when products are indicated on the SGS directory of certified products at www.sgs.com or using the QR code below. The product is certified according to ISO/IEC Guide 17067, Conformity assessment - Fundamentals of product certification, System 3, and in accordance with:

ANSI/UL 2272 (1st Ed., Rev. Nov. 21, 2016)
CAN/UL 2272 (1st Ed., Rev. Nov. 21, 2016)

Authorized by:

Effective date: 16 March 2023



Jason Wei
Certifier

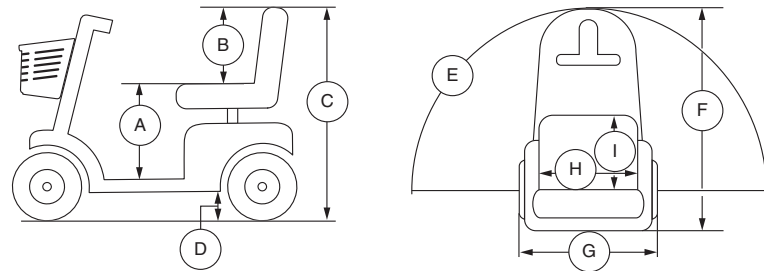


Certification Body

Connectivity & Products, a division of SGS North America Inc.
620 Old Peachtree Road, Ste. 100, Suwanee, GA 30024, USA
t +1 770 570 1800 f +1 770 277 1240 www.sgs.com



Product Specificaties Blad

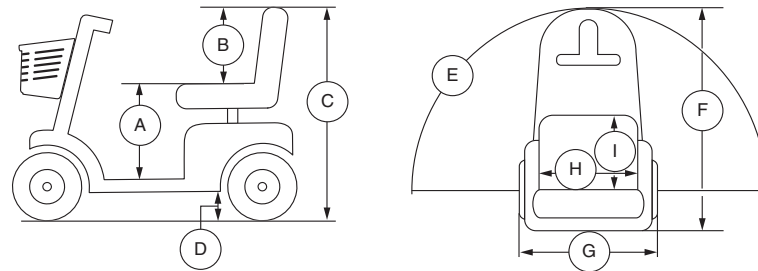


Model Nummer	3-wiel: SC402E; 4-wiel: SC442E
Klasse	A
Maximale belasting	136 kg (300 lbs.)
Snelheid (Max) ¹	3- en 4-wiel: 6,8 km/h (4,23 mph)
Bodemvrijheid ²	3-wiel: 32 mm (1,26 in.) bij transaxle 4-wiel: 34 mm (1,34 in.) bij transaxle
Draaicirkel ²	3-wiel: 790 mm (31,1 in.) 4-wiel: 940 mm (37 in.)
Breedte bij omkeren (3-puntsdraai) ²	3-wiel: 1215 mm (47,83 in.) 4-wiel: 1457 mm (57,36 in.)
Lengte ²	3-wiel: 961 mm (37,83 in.) 4-wiel: 1000 - 1036 mm (39,37 - 40,79 in.)
Breedte ²	3 en 4-wiel: 494 mm (19,45 in.)
Banden	3-wiel: Voorkant: 203 mm (2 in. x 8 in.) solide 4-wiel: Voorkant: 178 mm (2 in. x 7 in.) solide 3- en 4-wiel: Achterkant: 203 mm (2,5 in. x 8 in.) solide
Afstand per laadbeurt ^{1,4,7}	3 wielen: (12Ah) Tot 8,85 km (5,5 mijl) (18Ah) Tot 14,5 km (9 mijl) Tot 18,3 km (11,3 mijl) bij 99,79 kg (220 lbs.) 4 wielen: (12Ah) Tot 10,62 km (6,6 mijl) (18Ah) Tot 16,7 km (10,4 mijl) Tot 22,1 km (13,8 mijl) bij 99,79 kg (220 lbs.)
Gewicht zonder accu's ⁵	3-wiel: 35,3 kg (77,8 lbs.) 4-wiel: 37,7 kg (83 lbs.)
Zwaarste component Voorkant geraamte bij demontage (Voorstuk)	3-wiel: 13,6 kg (30 lbs.) 4-wiel: 15,9 kg (35 lbs.)
Stoel	Type: Mesh-rug Materiaal: Zwart Vinyl Breedte: 432 mm (17 in.) Diepte: 432 mm (17 in.) Gewicht: 10,4 kg (23 lbs.)
Aandrijving	Achterwielaandrijving, gesloten transaxle, 24 Volt DC motor
Remsysteem	Elektromagnetische remmen
Accu's ^{3,7}	Type: Twee 12 volt, gesloten loodzuur, niet-lekbaar, diepe cyclus
Accu pack gewicht ^{6,7}	12 Ah accu pack: 8,75 kg (19,5 lbs.) 18 Ah accu pack: 13,4 kg (29,6 lbs.)
Lader	2 amp Externe lader
Vrijloop operational kracht	Minder dan 60 N
Bedieningskracht van aandrijfbesturing	Minder dan 5 N
Maximaal toegestane helling	3 en 4-wiel: 10,5% (6°)
Maximum Klimcapaciteit per Obstacle (Oplopend/Aflopend)	3-wiel: 60 mm (2,36 in.) 4-wiel: 50 mm (1,97 in.)
Hoogte van zitting tot dek	3-wiel: 418 - 455 mm (16,46 - 17,91 in.) 4-wiel: 416 - 453 mm (16,38 - 17,83 in.)
Zithoogte	3 en 4-wiel: 425 mm (16,73 in.)
Totale hoogte	3 en 4-wiel: 907 - 944 mm (35,71 - 37,17 in.)
Gemeten geluidsniveau (A-gewogen)	Minder dan 65 dB

- Varieert door het gewicht van de gebruiker, de soort ondergrond, accu sterkte (Ah), accu capaciteit, accu conditie, en de conditie van de banden. Deze specificatie kan onderhevig zijn aan een verschil van +10%, -5%.
- Als gevolg van fabricage verschillen en constante verbeteringen aan het product, kunnen deze specificaties afwijken tot (+ of -) 3%.
- AGM, Gel-Cell, Lithium-ion, of hybride gel-type (Hybride gel wordt gedefinieerd als Nano Silicagel elektrolyt met scheidingslagen van hoge kwaliteit glasmat) vereist. Zie III. "Accu's en het laden."
- Getest overeenkomstig ANSI/RESNA, WC Vol 2, Sectie 4 & ISO 7176-4 richtlijnen. De resultaten zijn afgeleid van een theoretische berekening gebaseerd op batterij specificaties en aandrijflijn prestatie. De testen zijn uitgevoerd onder maximum gewicht.
- Inclusief standaard zitting.
- Gewicht van de batterij kunnen variëren, afhankelijk van fabrikant.
- Unit configureerd met 12 Ah accu's niet voldoet aan AS 3695,2 en EN12184 normen.

LET OP: Dit product voldoet aan alle geldende ANSI/RESNA, ISO 7176-serie, en EN12184 normen. Alle specificaties kunnen zonder voorafgaande kennisgeving worden veranderd.

Especificaciones de Producto

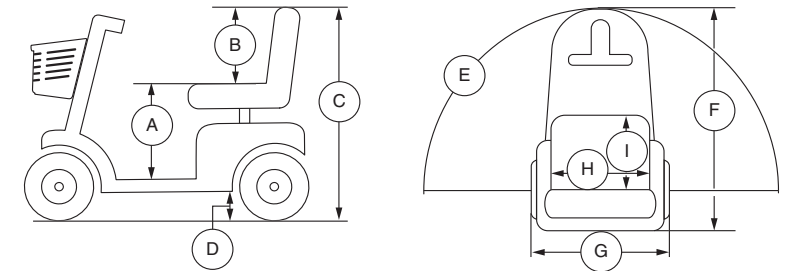


Números de modelo	3-ruedas: SC402E; 4-ruedas: SC442E
Clase de uso	A
Capacidad de carga	136 kg (300 libras)
Velocidad (máx) ¹	3- y 4-ruedas: 6.8 km/h (4.23 mph)
Distancia al suelo ²	3 ruedas: 32 mm (1.26 pulgadas) en la transmisión 4 ruedas: 34 mm (1.34 pulgadas) en la transmisión
Radio de giro ²	3-ruedas: 790 mm (31.1 pulgadas) 4-ruedas: 940 mm (37 pulgadas)
Anchura necesaria para girar (dar la vuelta) ²	3-ruedas: 1215 mm (47.83 pulgadas) 4-ruedas: 1457 mm (57.36 pulgadas)
Longitud total ²	3-ruedas: 961 mm (37.83 pulgadas) 4-ruedas: 1000 - 1036 mm (39.37 - 40.79 pulgadas)
Anchura total ²	3 y 4-ruedas: 494 mm (19.45 pulgadas)
Tipo de rueda	3-ruedas: Frontal: 203 mm (2 pulgadas x 8 pulgadas) macizas 4-ruedas: Frontal: 178 mm (2 pulgadas x 7 pulgadas) macizas 3 y 4-ruedas: Posterior: 203 mm (2.5 pulgadas x 8 pulgadas) macizas
Autonomía por carga ^{1,4,7}	3-ruedas: (12Ah) Hasta 8.85 km (5.5 millas) (18Ah) Hasta 14.5 km (9 millas) Hasta 18.3 km (11.3 millas) con 99.79 kg (220 libras) 4-ruedas: (12Ah) Hasta 10.62 km (6.6 millas) (18Ah) Hasta 16.7 km (10.4 millas) Hasta 22.1 km (13.8 millas) con 99.79 kg (220 libras.)
Peso total sin paquete de baterías ⁵	3-wheel: 35.3 kg (77.8 libras.) 4-wheel: 37.7 kg (83 libras.)
Pieza más pesada una vez desmontado (sección frontal)	3-ruedas: 13.6 kg (30 libras) 4-ruedas: 15.9 kg (35 libras)
Asiento estándar	Tipo: Espalda de malla Material: vinilo negro Anchura: 432 mm (17 pulgadas) Profundidad: 432 mm (17 pulgadas) Peso: 10.4 kg (23 libras)
Sistema automotor	Tracción posterior, transeje sellado con motor CC de 24 voltios
Sistema de frenos dual	Recuperación y electromecánico
Requisitos de las baterías ^{3,7}	Tipo: Dos 12V, ácido de plomo sellado, no derramable, ciclo profundo
Peso del paquete de baterías ^{6,7}	12 Ah paquete de baterías: 8.75 kg (19.5 libras) 18 Ah paquete de baterías: 13.4 kg (29.6 libras)
Cargador de batería	Cargador externo
Fuerza operativa rueda libre	Inferior a 60 N
Fuerza de operación del control de conducción	Inferior a 5 N
Inclinación máxima	3 y 4-ruedas: 10.5% (6°)
Cap. máx. de sortear obstáculos (ascendente/descendente)	3-ruedas: 60 mm (2.36 pulgadas) 4-ruedas: 50 mm (1.97 pulgadas)
Altura del asiento a la plataforma	3-ruedas: 418 - 455 mm (16.46 - 17.91 pulgadas) 4-ruedas: 416 - 453 mm (16.38 - 17.83 pulgadas)
Altura del asiento	3 y 4-ruedas: 425 mm (16.73 pulgadas)
Altura total	3 y 4-ruedas: 907 - 944 mm (35.71 - 37.17 pulgadas)
Nivel sonoro (ponderado con A)	Inferior a 65 dB

- Varía según el modelo, el peso del usuario, el tipo de terreno, la capacidad de las baterías (Ah), el estado y carga de las baterías, los motores, el tipo de regulador, el tipo de ruedas y su estado. Esta especificación puede variar en un +10%, -5%.
- Debido a márgenes de fabricación y a las continuas mejoras en los productos, esta especificación puede variar en un (+ o -) 3%.
- Se necesario de tipo AGM, Gel-Cell, lones de litio, o Gel híbrido (El Gel híbrido se definido como electrolito de gel de silice con separadores de alfombras de vidrio de alta calidad). Consulte el capítulo III, "Baterías y su carga".
- Probado de conformidad con ANSI/RESNA, WC Vol. 2, Sección 4 y normativa ISO 7176-4. Resultados derivados del cálculo teórico basado en las especificaciones de batería y el rendimiento del sistema de conducción. Pruebas realiza das con la capacidad de peso máxima.
- Incluye asiento estandar.
- El peso de las baterías puede variar según el fabricante.
- Unidad configurado con baterías de 12 Ah no cumple con AS 3695,2 y EN12184 normas.

NOTA: Este producto cumple con todas las normas ANSI/RESNA, la serie ISO 7176, y normas EN12184. Todas las especificaciones pueden modificarse sin previo aviso.

Product Specifications Sheet



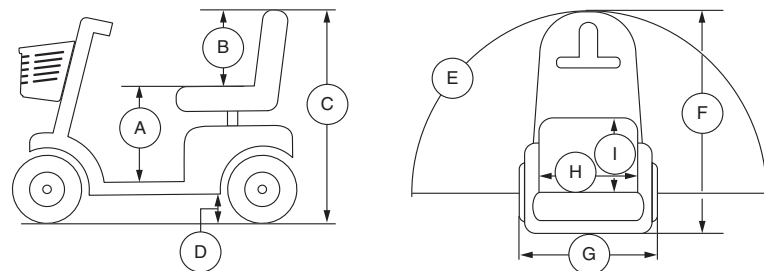
Model Numbers	3-wheel: SC402E; 4-wheel: SC442E
Class	A
Weight Capacity	300 lbs. (136 kg; 21 stone 6 lbs.)
Speed (Maximum) ¹	3 and 4-wheel: Up to 4.23 mph (6.8 km/h)
Ground Clearance ²	3-wheel: 1.26 in. (32 mm) at transaxle 4-wheel: 1.34 in. (34 mm) at transaxle
Turning Radius ²	3-wheel: 31.1 in. (790 mm) 4-wheel: 37 in. (940 mm)
Reversing Width (K-turn) ²	3-wheel: 47.83 in. (1215 mm) 4-wheel: 57.36 in. (1457 mm)
Overall Length ²	3-wheel: 36.97 - 37.83 in. (939 - 961 mm) 4-wheel: 39.37 - 40.79 in. (1000 - 1036 mm)
Overall Width ²	3 and 4-wheel: 19.45 in. (494 mm)
Tires	3-wheel Front: 2 in. x 8 in. (203 mm) solid 4-wheel Front: 2 in. x 7 in. (178 mm) solid 3 and 4-wheel Rear: 2.5 in. x 8 in. (203 mm) solid
Range Per Charge ^{1,4,7}	3-wheel: (12Ah) Up to 5.5 miles (8.85 km) (18Ah) Up to 9 miles (14.5 km) Up to 11.3 miles (18.3 km) at 220 lbs. (99.79 kg) 4-wheel: (12Ah) Up to 6.6 miles (10.62 km) (18Ah) Up to 10.4 miles (16.7 km) Up to 13.8 miles (22.1 km) at 220 lbs. (99.79 kg)
Total Weight Without Batteries ⁵	3-wheel: 77.8 lbs. (35.3 kg) 4-wheel: 83 lbs. (37.7 kg)
Heaviest Pieces When Disassembled (Front Section)	3-wheel: 30 lbs. (13.6 kg) 4-wheel: 35 lbs. (15.9 kg)
Standard Seating	Type: Mesh Back Material: Black Vinyl Width: 17 in. (432 mm) Depth: 17 in. (432 mm) Weight: 23 lbs. (10.4 kg)
Drive System	Rear-wheel drive, sealed transaxle, 24-volt DC motor
Dual Braking System	Regenerative and electromechanical
Battery Requirements ^{3,7}	Type: Two 12-volt, sealed lead-acid, non-spillable deep-cycle
Battery Pack Weight ^{6,7}	12Ah battery pack: 19.5 lbs. (8.75 kg) 18Ah battery pack: 29.6 lbs. (13.4 kg)
Battery Charger	2 amp off-board charger
Freewheel Operational Force	Less than 60 N
Drive Control Operational Force	Less than 5 N
Maximum Rated Slope	3 and 4-wheel: 6° (10.5%)
Maximum Obstacle Climbing Ability (Ascending/Descending)	3-wheel: 2.36 in. (60 mm) 4-wheel: 1.97 in. (50 mm)
Seat to Deck Height	3-wheel: 16.46 - 17.91 in. (418 - 455 mm) 4-wheel: 16.38 - 17.83 in. (416 - 453 mm)
Seat Height	3 and 4-wheel: 16.73 in. (425 mm)
Overall Height	3 and 4-wheel: 35.71 - 37.17 in. (907 - 944 mm)
Measured Sound Level (A-weighted)	Less than 65 dB

- Varies with user weight, terrain type, battery amp-hour rating (Ah), battery charge, battery condition, tire type and tire condition. This specification can be subject to a variance of +10%, -5%.
- Due to manufacturing tolerances and continual product improvement, this specification can be subject to a variance of (+ or -) 3%.
- AGM, Gel-Cell, Lithium-Ion, or Hybrid Gel (Hybrid Gel is defined as Nano Silica Gel Electrolyte with High Quality Glass Mat Separators) type required. See III. "Batteries and Charging."
- Tested in accordance with ANSI/RESNA, WC Vol 2, Section 4 & ISO 7176-4 standards. Results derived from theoretical calculation based on battery specifications and drive system performance. Test conducted at maximum weight capacity.
- Includes standard seat.
- Battery weight may vary based on manufacturer.
- Unit configured with 12Ah batteries does not comply with AS 3695.2 and EN12184 standards.

NOTE: This product conforms to all applicable ANSI/RESNA, ISO 7176 series, AS/NZS 3695.2, and EN12184 standards. All specifications subject to change without notice.

Document Information: Rev A/December 2023

Specifications de Produit

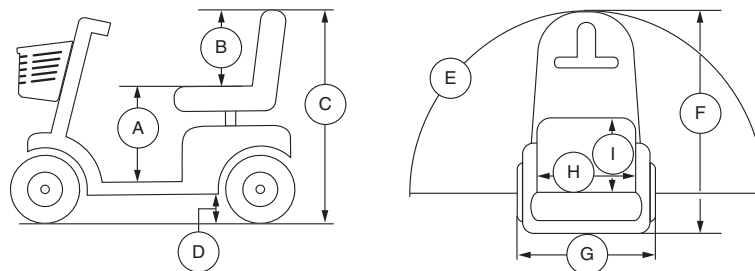


Numéro du modèle	3-roues: SC402E; 4-roues: SC442E
Catégorie d'usage	A
Capacité de poids	136 kg (300 lb)
Vitesse maximale ¹	3 et 4-roues: 6.8 km/h (4.23 mph)
Dégagement au sol ²	3-roues: 32 mm (1.26 po) à la boîte-pont 4-roues: 34 mm (1.34 po) à la boîte-pont
Rayon de braquage ²	3-roues: 790 mm (31.1 po) 4-roues: 940 mm (37 po)
Largeur de marche arrière (K-tour) ²	3-roues: 1215 mm (47.83 po) 4-roues: 1457 mm (57.36 po)
Longueur hors-tout ²	3-roues: 961 mm (37.83 po) 4-roues: 1000 - 1036 mm (37.37 - 40.79 po)
Largeur hors-tout ²	3 et 4-roues: 494 mm (19.45 po)
Pneus	3-roues: Avant: 203 mm (2 po x 8 po) solide 4-roues: Avant: 178 mm (2 po x 7 po) solide 3 et 4-roues: Arrière: 203 mm (2.5 po x 8 po) solide
Autonomie ^{1, 4, 7}	3 roues : (12 Ah) Jusqu'à 8.85 km (5.5 miles) (18 Ah) Jusqu'à 14.5 km (9 miles) Jusqu'à 18.3 km (11.3 miles) à 99.79 kg (220 lb.) 4 roues : (12 Ah) Jusqu'à 10.62 km (6.6 miles) (18 Ah) Jusqu'à 16.7 km (10.4 milles) Jusqu'à 22.1 km (13.8 miles) à 99.79 kg (220 lb.)
Poids total sans les batteries ⁵	3-roues: 35.3 kg (77.8 lb) 4-roues: 37.7 kg (83 lb)
Composante la plus lourde	3-roues: 13.6 kg (30 lb) 4-roues: 15.9 kg (35 lb)
Siège standard	Type: Dos en maille Recouvrement: Vinyle noir De large: 432 mm (17 po) De profond: 432 mm (17 po) Poids: 10.4 kg (23 lb)
Rouage d'entraînement	Roues motrices à l'arrière, moteur 24-volt DC à essieu scellé
Système de frein double	Regeneratif et électromécanique
Spécifications des batteries ^{3, 7}	Type: Deux batteries au plomb scellées 12 volts, à cycle profond, anti-débordement
Poids des batteries ^{6, 7}	12 Ah module a batterie: 8.75 kg (19.5 lb) 18 Ah module a batterie: 13.4 kg (29.6 lb)
Chargeur à batterie	2 amp Chargeur externe
Force opérationnelle roue libre	Inférieur á 60 N
Force opérationnelle du contrôle d'entraînement	Inférieur á 5 N
Pente maximale nominale	3 et 4-roues: 10.5% (6°)
Obstacle maximal (croissant/décroissant)	3-roues: 60 mm (2.36 po) 4-roues: 50 mm (1.97 po)
Du siège au support pied hauteur	3-roues: 418 - 455 mm (16.46 - 17.91 po) 4-roues: 416 - 453 mm (16.38 - 17.83 po)
Hauteur du siège	3 et 4-roues: 425 (16.73 po)
Hauteur totale	3 et 4-roues: 907 - 944 mm (35.71 - 37.17 po)
Niveau sonore mesuré (pondéré A)	Inférieur á 65 dB

- Varie en fonction du poids de l'utilisateur, de terrain, du format (Ah), de l'état et du niveau de charge des batteries et de l'état des pneus. Cette spécification est sujette à une variation de +10%, -5%.
- En fonction des exigences de fabrication et des améliorations apportées au produit, il se peut que cette spécification fluctue de (+ ou -) 3%.
- Type AGM, Gel-Cell, Lithium-ion, ou Gel hybride (Le Gel hybride est défini comme électrolyte de gel de silice nano avec des séparateurs de tapis de verre de haute qualité) requis. Voyez la section III. "Batteries et recharge".
- Test selon la norme ANSI/RESNA, WC Vol 2, Section 4 & ISO 7176-4 standards. Résultats théoriques obtenus à partir des calculs bases sur les spécifications des batteries et du système d'entraînement. Testé au poids maximal permis.
- Incluant siège standard.
- Le poids des batteries peut varier en fonction du fabricant.
- Unité configuré avec batteries de 12 Ah ne se conforme pas à l'AS 3695.2 et EN12184 normes.

NOTE: Ce produit est conforme à toutes les normes ANSI/RESNA, ISO 7176 Serie, et EN12184 applicables. Toutes les spécifications sont sujettes aux changements sans préavis.

Produkt Datenblatt

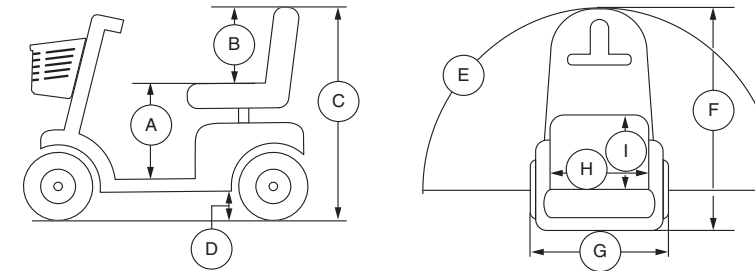


Modellnummer	3-rad: SC402E; 4-rad: SC442E
Anwendungsklasse	A
Zuladung	136 kg (300 lbs.)
Höchstgeschwindigkeit ¹	3 und 4-rad: 6,8 km/h (4,23 mph)
Bodenfreiheit ²	3-rad: 32 mm (1,26 in.) am getriebe 4-rad: 34 mm (1,34 in.) am getriebe
Wenderadius ²	3-rad: 790 mm (31,1 in.) 4-rad: 940 mm (37 in.)
Zum Wenden erforderliche Breite (3 Züge) ²	3-rad: 1215 mm (47,83 in.) 4-rad: 1457 mm (57,36 in.)
Gesamtlänge ²	3-rad: 961 mm (37,83 in.) 4-rad: 1000 - 1036 mm (39,37 - 40,79 in.)
Gesamtbreite ²	3 und 4-rad: 494 mm (19,45 in.)
Reifen	3-rad: Vorn: 203 mm (2 in. x 8 in.) solid 4-rad: Vorn: 178 mm (2 in. x 7 in.) solid 3- und 4-rad: Hinten: 203 mm (2,5 in. x 8 in.) solid
Reichweite ^{1, 4, 7}	3-Rad: (12 Ah) Bis zu 8,85 km (5,5 miles) (18 Ah) Bis zu 14,5 km (9 miles) Bis zu 18,3 km (11,3 miles) bei 99,79 kg (220 lbs.) 4-Rad: (12 Ah) Bis zu 10,62 km (6,6 miles) (18 Ah) Bis zu 16,7 km (10,4 miles) Bis zu 22,1 km (13,8 miles) bei 99,79 kg (220 lbs.)
Gesamtgewicht ohne Batterien ⁵	3-rad: 35,3 kg (77,8 lbs.) 4-rad: 37,7 kg (83 lbs.)
Schwerstes Teil in abgebauten Zustand (Vorderseite)	3-rad: 13,6 kg (30 lbs.) 4-rad: 15,9 kg (35 lbs.)
Standard Sitz	Typ: Netzurücken Material: Schwarzes Vinyl Breite: 432 mm (17 in.) Tiefe: 432 mm (17 in.) Gewicht: 10,4 kg (23 lbs.)
Antrieb	Hinterradantrieb, abgedichtetes Differentialgetriebe 24V DC (Gleichstrom) Motor
Doppelbremssystem	Rückkoppelnd und elektromechanisch
Batterianforderung ^{3, 7}	Typ: Zwei 12 Volt, versiegelte Bleisäure, nicht auslaufend, tiefzyklusfähig
Gewicht ^{6, 7}	12 Ah Batteriepack: 8,75 kg (19,5 lbs.) 18 Ah Batteriepack: 13,4 kg (29,6 lbs.)
Batterieladegerät	2 amp Extern
Freilauf betriebskraft	Unter 60 N
Betriebskraft van antriebssteuerung	Unter 5 N
Maximal zulässige Steigung	3 und 4-rad: 10.5% (6°)
Max. Stufenüberwindung (Auf-/Abfahrt)	3-rad: 60 mm (2,36 in.) 4-rad: 50 mm (1,97 in.)
Höhe vom Sitz bis zum Fußstütze	3-rad: 418 - 455 mm (16,46 - 17,91 in.) 4-rad: 416 - 453 mm (16,38 - 17,83 in.)
Sitzhöhe	3 und 4-rad: 425 (16,73 in.)
Gesamthöhe	3 und 4-rad: 907 - 944 mm (35,71 - 37,17 in.)
Gemessener Schallpegel (A-bewertet)	Unter 65 dB

- Variiert mit dem Benutzergewicht, Geländetyp, Batteriestärke (Ah Auslegung), Batterieladestandard, Batteriezustand und Reifenzustand. Können die Daten dieser Spezifikation um plus (+) 10%, minus (-) 5% abweichen.
- Aufgrund von Herstellungstoleranzen und der kontinuierlichen Produktverbesserung können die Daten dieser Spezifikation um plus (+) oder minus (-) 3% abweichen.
- AGM-, Gel-Cell-, Lithium-Ionen, oder Hybridgel-Typ (Hybridgel ist definiert als Nano-Silica-Gel-Elektrolyt mit hochwertigen Glasmatten-Separatoren) erforderlich. Siehe III. „Batterien und Aufladung.“
- Nach Standard ANSI/RESNA, Elektrollstuhl Vol. 2 Kapitel 4 & ISO 7176-4 gepreuet. Die Ergebnisse wurden durch Kalkulation der Batterispezifikationen und der Leistung des Antriebs-System theoretisch erreicht. Der Test wurde mit maximaler Gewichtskapazität durchgeführt.
- Einschließlich Standardsitz.
- Gewicht der Batterie kann nach Hersteller variieren.
- Einheit Konfiguriert mit 12 Ah Batterien nicht mit AS 3695,2 und EN12184 Normen.

HINWEIS: Dieses Produkt entspricht allen geltenden ANSI/RESNA, ISO 7176-Serie, und EN12184-Standards. Alle Werte können sich ohne Hinweis ändern.

Foglio delle Specifiche Tecniche



Modello	3-ruote: SC402E; 4-ruote: SC442E
Classe di utilizzo	A
Portata massima	136 kg
Velocità (massima) ¹	3 e 4-ruote: 6,8 km/h
Altezza da terra ²	3-ruote: 32 mm al cambio 4-ruote: 34 mm al cambio
Raggio di sterzata ²	3-ruote: 790 mm 4-ruote: 940 mm
Inversione della larghezza (K turn) ²	3-ruote: 1215 mm 4-ruote: 1457 mm
Lunghezza ²	3-ruote: 961 mm 4-ruote: 1000 - 1036 mm
Larghezza ²	3 e 4-ruote: 494 mm
Ruote	3-ruote: Anteriore: 203 mm solide 4-ruote: Anteriore: 178 mm solide 3- e 4-ruote: Posteriore: 203 mm solide
Autonomia per ciclo di carica ^{1, 4, 7}	3 ruote: (12Ah) Fino a 8,85 km (18Ah) Fino a 14,5 km Fino a 18,3 km a 99,79 kg 4 ruote: (12Ah) Fino a 10,62 km (18Ah) Fino a 16,7 km Fino a 22,1 km a 99,79 kg
Peso totale escluse le batterie ⁵	3-ruote: 35,3 kg 4-ruote: 37,7 kg
Pezzi più pesante (quando smontato) (Sezione anteriore)	3-ruote: 13,6 kg 4-ruote: 15,9 kg
Seduta standard	Typo: Con schienale abbattibile Materiale: Vinile nero Lunghezza: 432 mm Profondità: 432 mm Peso: 10,4 kg
Sistema trazione	Posteriore, differenziale sigillato, motore da 24 Volt DC
Doppio sistema frenante	Rigenerativo ed elettromeccanico
Requisiti batteria ^{3, 7}	Typo: Due 12 volt, sigillato acido-piombo, non centrifugabile, a ciclo profondo
Peso della batteria ^{6, 7}	12 Ah di pacco batteria: 8,75 kg 18 Ah di pacco batteria: 13,4 kg
Caricabatteria	2 amp, esterno in dotazione
Ruota libera forza operativa	Meno di 60 N
Fuerza de operación del controllo di guida	Meno di 5 N
Pendenza massima stimata	3 e 4-ruote: 10,5% (6°)
Pendenza massima di sicurezza (Ascendente/Discendente)	3-ruote: 60 mm 4-ruote: 50 mm
Altezza da poggiapiedi alla seduta	3-ruote: 418 - 455 mm 4-ruote: 416 - 453 mm
Altezza della seduta	3 e 4-ruote: 425 mm
Altezza totale	3 e 4-ruote: 907 - 944 mm
Livello sonoro misurato	Meno di 65 dB

- Variabile a seconda del peso dell'utente, della tipologia del fondo stradale, dello stato di carica e di usura delle batterie, e delle condizioni dei pneumatici. Le misure possono variare fino a +10%, -5%.
- A causa delle tolleranze di produzione e al continuo miglioramento del prodotto, la presente specifica può essere soggetta ad una variazione pari a (+ o -) 3%.
- È richiesto AGM, gel-cella, Agli ioni di litio, o gel ibrido (Gel ibrido è definito come elettrolita di gel di silice nano con separatori in vetro di alta qualità). Vedere il paragrafo III. "Batterie e ricarica".
- Testato in conformità con gli standard ANSI/RESNA, WC Vol 2, Sezione 4 & ISO 7176-4. Risultati derivati da calcoli teorici basati sulle specifiche delle batterie e sulle prestazioni del sistema di trazione. Test condotto alla massima capacità di carico.
- Comprende sedile standard.
- Il peso della batteria può variare a seconda del produttore.
- Unità configurato con batterie da 12 Ah non è conforme agli standard AS 3695.2 e EN12184.

NOTA: Questo prodotto è conforme a tutte le normative ANSI/RESNA, ISO 7176 Series, e Norme EN12184. Tutte le specifiche sono soggette a modifica senza preavviso.

TEST REPORT

Sample Name Electric Scooter
Sample Model Lime-S3.2
Manufacture Neutron Holdings, Inc.
Applicant Jerry An
Test Category Commission Test

Tested by: *Kevin Yuan*
Date: Apr. 26, 2024

Checked by: *Jerry An*
Date: Apr. 26, 2024



Approved by: *Jason Zhang*
Date: Apr. 26, 2024

Neutron Technology (Shenzhen) Co., Ltd. Testing Center

Structure of the test report

Items No.

- General Information
- Tested Sample
- Test Record
- Criteria
- Test Condition & Result

General Information:

Applicant : Neutron Holdings, Inc.
Address : 85 2nd St San Francisco, CA
Test Purpose : Verify the vehicle meet the California Vehicle Code requirements
Test Phase : MP
Test Clause : CVC 21223(a) (b)(c), CVC 21227(a)(b), CVC 21235(a)

Tested Sample:

Sample Name : Electric Scooter
Vehicle Model : Lime-S3.2
Manufacture : Neutron Holdings, Inc.
Sample Quantity : 1
Sample Number : LL-20240421-01

Test Record:

Testing Equipment	:	Manufacturer	Number	Calibration Expired Date
Leather Measuring Tape		Deli	L-T032	2024.09.01
Test Site	:	Lime Reliability Testing Center		
Received Date	:	Apr.21, 2024		
Test Date	:	Apr.21, 2024~ Apr.25, 2024		
Test Environment	:	22°C ,39%RH		
Test result referring	:	All measurement results are listed and referred to the respective to measurements limit(s) with judgment.		

Criteria:

CVC 21223 – California Vehicle Code, VEH, Division 11, Rules of the Road, Chapter 1, Obedience to and Effect of Traffic Laws, Article 5, Operation of Motorized Scooters, Section 21223

CVC 21235 – California Vehicle Code, VEH, Division 11, Rules of the Road, Chapter 1, Obedience to and Effect of Traffic Laws, Article 5, Operation of Motorized Scooters, Section 21235

CVC 21227 – California Vehicle Code, VEH, Division 11, Rules of the Road, Chapter 1, Obedience to and Effect of Traffic Laws, Article 5, Operation of Motorized Scooters, Section 21227

Test Condition & Result:

Serial Number	Test Clause	QTY	Requirement	Test Result	Single Conclusion
1	CVC 21223 (a) (1)	1	Except as provided in subdivision (b), a lamp emitting a white light which, while the motorized scooter is in motion, illuminates the highway in front of the operator and is visible from a distance of 300 feet in front and from the sides of the motorized scooter.	Complied	Qualified
2	CVC 21223 (a) (2)	1	Except as provided in subdivision (c), a red reflector on the rear that is visible from a distance of 500 feet to the rear when directly in front of lawful upper beams of headlamps on a motor vehicle.	Complied	Qualified
3	CVC 21223 (a) (3)	1	A white or yellow reflector on each side visible from the front and rear of the motorized scooter from a distance of 200 feet.	Complied	Qualified
4	CVC 21223 (b)	1	A lamp or lamp combination, emitting a white light, attached to the operator and visible from a distance of 300 feet in front and from the sides of the motorized scooter, may be used in lieu of the lamp required by paragraph (1) of subdivision (a).	Complied	Qualified
5	CVC 21223 (c)	1	A red reflector, or reflectorized material meeting the requirements of Section 25500, attached to the operator and visible from a distance of 500 feet to the rear when directly in front of lawful upper beams of headlamps on a motor vehicle, may be used in lieu of the reflector required by paragraph (2) of subdivision (a).	Complied	Qualified
6	CVC 21235 (a)	1	Operate a motorized scooter unless it is equipped with a brake that will enable the operator to make a braked wheel skid on dry, level, clean pavement.	Complied	Qualified
7	CVC 21227 (a)	1	(a) A motorized scooter shall comply with one of the following: (1) Operate in a manner so that the electric motor is disengaged or ceases to function when the brakes are applied. (2) Operate in a manner so that the motor is engaged through a switch or mechanism that, when released, will cause the electric motor to disengage or cease to function.	Complied	Qualified
8	CVC 21227 (b)	1	(b) It is unlawful for a person to operate a motorized scooter that does not meet one of the requirements of subdivision(a)	Complied	Qualified

Remark : The single conclusion is expressed as qualified, unqualified and don't judge

Test Conclusion:

The sample pass the standard requirements.

Test Photos:

LL-20240421-01



End Of Report

Declaration

1. The report is invalid without Inspection report special stamp.
2. Do not copy the report unless specially permitted. The copy must be sealed with test report special stamp, otherwise it would be invalid.
3. The report would be invalid if there is no signature of the major inspector, verifier or authorizer.
4. The report would be invalid if altered.
5. Any question with the report should be submitted to us within 15 days after receiving the report. After the specified date any request would be refused.
6. The results shown in this report refer only to the samples tested. It acquaints only the client with sample quality. Do not use it for commodity publicity.

TEST REPORT

Sample Name	Electric Scooter
Sample Model	Lime-S4.0
Manufacture	Neutron Holdings, Inc.
Applicant	Jerry An
Test Category	Commission Test

Tested by: *Kevin Yuan*
Date: Apr. 26, 2024

Checked by: *Jerry An*
Date: Apr. 26, 2024



Approved by: *Jason Zhang*
Date: Apr. 26, 2024

Neutron Technology (Shenzhen) Co., Ltd. Testing Center

Structure of the test report

Items No.

- General Information
- Tested Sample
- Test Record
- Criteria
- Test Condition & Result

General Information:

Applicant : Neutron Holdings, Inc.
Address : 85 2nd St San Francisco, CA
Test Purpose : Verify the vehicle meet the California Vehicle Code requirements
Test Phase : MP
Test Clause : CVC 21223(a) (b)(c), CVC 21227(a)(b), CVC 21235(a)

Tested Sample:

Sample Name : Electric Scooter
Vehicle Model : Lime-S4.0
Manufacture : Neutron Holdings, Inc.
Sample Quantity : 1
Sample Number : LL-20221102-01R1

Test Record:

Testing Equipment	:	Manufacturer	Number	Calibration Expired Date
Leather Measuring Tape		Deli	L-T032	2024.09.01
Test Site	:	Lime Reliability Testing Center		
Received Date	:	Apr.21, 2024		
Test Date	:	Apr.21, 2024~ Apr.25, 2024		
Test Environment	:	21°C ,38%RH		
Test result referring	:	All measurement results are listed and referred to the respective to measurements limit(s) with judgment.		
Remark: All test results were copied from the previous test report LL-R20221102-01 excluding CVC 21227.				

Criteria:

CVC 21223 – California Vehicle Code, VEH, Division 11, Rules of the Road, Chapter 1, Obedience to and Effect of Traffic Laws, Article 5, Operation of Motorized Scooters, Section 21223

CVC 21235 – California Vehicle Code, VEH, Division 11, Rules of the Road, Chapter 1, Obedience to and Effect of Traffic Laws, Article 5, Operation of Motorized Scooters, Section 21235

CVC 21227 – California Vehicle Code, VEH, Division 11, Rules of the Road, Chapter 1, Obedience to and Effect of Traffic Laws, Article 5, Operation of Motorized Scooters, Section 21227

Test Condition & Result:

Serial Number	Test Clause	QTY	Requirement	Test Result	Single Conclusion
1	CVC 21223 (a) (1)	1	Except as provided in subdivision (b), a lamp emitting a white light which, while the motorized scooter is in motion, illuminates the highway in front of the operator and is visible from a distance of 300 feet in front and from the sides of the motorized scooter.	Complied	Qualified
2	CVC 21223 (a) (2)	1	Except as provided in subdivision (c), a red reflector on the rear that is visible from a distance of 500 feet to the rear when directly in front of lawful upper beams of headlamps on a motor vehicle.	Complied	Qualified
3	CVC 21223 (a) (3)	1	A white or yellow reflector on each side visible from the front and rear of the motorized scooter from a distance of 200 feet.	Complied	Qualified
4	CVC 21223 (b)	1	A lamp or lamp combination, emitting a white light, attached to the operator and visible from a distance of 300 feet in front and from the sides of the motorized scooter, may be used in lieu of the lamp required by paragraph (1) of subdivision (a).	Complied	Qualified
5	CVC 21223 (c)	1	A red reflector, or reflectorized material meeting the requirements of Section 25500, attached to the operator and visible from a distance of 500 feet to the rear when directly in front of lawful upper beams of headlamps on a motor vehicle, may be used in lieu of the reflector required by paragraph (2) of subdivision (a).	Complied	Qualified
6	CVC 21235 (a)	1	Operate a motorized scooter unless it is equipped with a brake that will enable the operator to make a braked wheel skid on dry, level, clean pavement.	Complied	Qualified
7	CVC 21227 (a)	1	(a) A motorized scooter shall comply with one of the following: (1) Operate in a manner so that the electric motor is disengaged or ceases to function when the brakes are applied. (2) Operate in a manner so that the motor is engaged through a switch or mechanism that, when released, will cause the electric motor to disengage or cease to function.	Complied	Qualified
8	CVC 21227 (b)	1	(b) It is unlawful for a person to operate a motorized scooter that does not meet one of the requirements of subdivision(a)	Complied	Qualified

Remark : The single conclusion is expressed as qualified, unqualified and don't judge

Test Conclusion:

The sample pass the standard requirements.

Test Photos:

LL-20221102-01R1



End Of Report

Declaration

1. The report is invalid without Inspection report special stamp.
2. Do not copy the report unless specially permitted. The copy must be sealed with test report special stamp, otherwise it would be invalid.
3. The report would be invalid if there is no signature of the major inspector, verifier or authorizer.
4. The report would be invalid if altered.
5. Any question with the report should be submitted to us within 15 days after receiving the report. After the specified date any request would be refused.
6. The results shown in this report refer only to the samples tested. It acquaints only the client with sample quality. Do not use it for commodity publicity.



London Breed, Mayor

Amanda Eaken, Chair
Stephanie Cajina, Vice Chair
Steve Heminger, Director

Fiona Hinze, Director
Lydia So, Director
Manny Yekutieli, Director

Jeffrey Tumlin, Director of Transportation

SFMTA Scooter Permittee Sidewalk Technology Standards Attestation Form

As an authorized representative of permitted Scooter company Alyssa Edelen, I attest that our company fully complies with the Scooter Sidewalk Technology Standards outlined below as set for in the [San Francisco Transportation Code, Division II, Article 916](#) for 100% of the scooter fleet deployed in San Francisco.

Sidewalk Technology Standards <i>Attest that you agree to the following</i>	
Scooter has GPS location-based technology that detects mounting or riding on the sidewalk	<input checked="" type="checkbox"/>
Scooter has technology that emits continuous audible messages to deter riders from riding on the sidewalk	<input checked="" type="checkbox"/>
Scooter has technology that provides an end-of-trip performance report that includes rider riding violations	<input checked="" type="checkbox"/>
Scooter has technology that enforces the geofencing restrictions as outlined by the SFMTA	<input checked="" type="checkbox"/>
Submit a monthly sidewalk riding report	<input checked="" type="checkbox"/>

Select at least one of the following that applies to your deployed scooters	
Camera-based technology that detects mounting or riding on sidewalk	<input type="checkbox"/>
Technology that detects vibrational patterns indicating mounting or riding on the sidewalk	<input checked="" type="checkbox"/>



Deceleration technology limiting speed to 3 miles per hour with directions to deter sidewalk riding	<input type="checkbox"/>
Second GPS-based device that determines the scooter's location within a meter or less of the scooter's location	<input type="checkbox"/>
Sidewalk technologies equivalent to one of the above	<input type="checkbox"/>

Title Regional General Manager

Company Neutron Holdings, INC. dba Lime

Print Name Alyssa Edelen

Signature *Alyssa Edelen*

Date August 30, 2023



Certificate Of Completion

Envelope Id: E490E138BD69491684F2DFCF238B30FE	Status: Completed
Subject: Complete with DocuSign: Scooter Permittee Attestation Form.pdf	
Source Envelope:	
Document Pages: 3	Signatures: 1
Certificate Pages: 1	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelope Stamping: Disabled	Forest Barnes
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	1 South Van Ness, 3rd Floor
	San Francisco, CA 94103
	Forest.Barnes@sfmta.com
	IP Address: 75.10.236.9

Record Tracking

Status: Original	Holder: Forest Barnes	Location: DocuSign
8/24/2023 11:59:03 AM	Forest.Barnes@sfmta.com	

Signer Events

Signer Events	Signature	Timestamp
Alyssa Edelen charlie.mastoloni@li.me Security Level: Email, Account Authentication (None)		Sent: 8/24/2023 12:07:05 PM Viewed: 8/27/2023 10:14:46 AM Signed: 8/30/2023 2:54:20 PM
	Signature Adoption: Pre-selected Style Using IP Address: 98.176.23.22	

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	8/24/2023 12:07:05 PM
Certified Delivered	Security Checked	8/27/2023 10:14:46 AM
Signing Complete	Security Checked	8/30/2023 2:54:20 PM
Completed	Security Checked	8/30/2023 2:54:20 PM
Payment Events	Status	Timestamps

Plan to Address Safety Issues that May Arise with a Vehicle or the Entire Fleet

Lime detects and addresses safety issues that may arise with a single vehicle or across an entire fleet using on-vehicle sensors and our global system of mechanics' communications and support. Additionally, Lime's maintenance strategy for vehicles and supporting equipment and infrastructure increases the longevity of vehicle parts, reduces breakdowns and inoperable vehicles in the right-of-way, and increases vehicle uptime, which is 87–95% in San Francisco. High vehicle uptime indicates we are maintaining a healthy, available fleet in the right-of-way.

On-Vehicle Sensors

Lime's response time to a unit maintenance or repair request in San Francisco is 40 minutes on average, and never more than two hours. Lime provides the following channels for the City and the public to request unit maintenance or repair with Lime:

- **Customer Service Channels:** Our public customer service consists of six main channels: phone, email, community reporting form, in-app, social media, and a safety portal on Lime's website.
- **Self-Diagnostics:** Our vehicles are equipped with on-board sensors and are self-diagnosing, and continuously run health checks and transmit data to Fleet Management Platform. Our vehicles can identify 100+ issues, each with a specific error code that Operations Team members are trained to recognize and address.
- **Status Notifications:** We are also notified for issues like idling for more than 48 hours, losing GPS signal, low battery (<20%), and two successive failed unlocks.
- **Customer Service Reports:** Any issue reported to our Customer Service Team is flagged for retrieval and inspection.
- **In-App Rider Reports:** At the end of each ride, riders are prompted to rate their rides. After a low-rated ride (one to two stars) or after being marked in the app as damaged, vehicles are immediately flagged for retrieval and repair. See **Section E.3, pg. 41** for an image from this interface.

Upon any of triggers for maintenance needs or safety concerns, our Fleet Management Platform (FMP) puts the vehicle in "Maintenance Mode," making it unrentable and dispatching an Operations Team member to collect it for inspection. [Once repaired, every vehicle must pass through five individual ISO

9001-aligned quality control checkpoints by a Mechanic Lead, who has been put through additional in-house training to identify quality issues, before being redeployed.]

Global Mechanics Communications and Support

Thanks to our global operations serving over 280 cities, we are able to share best practices across regions and countries to continually elevate our mechanics' training and repair processes. [We maintain a central, web-based training portal and central resource library with every vehicle model and generation featuring 10 SOPs and interactive training modules, 27 repair videos, and an extensive repair training quiz. These tools serve as reinforcement and a constant resource for our team members to ensure safety standards are always being maintained.]

[Lime maintains an email listserv for mechanics, and we send a weekly Global Mechanic StandUp that serves as a centralized newsletter of global best practices and training. Topics covered include: increasing efficiency, battery safety reminders, hardware updates, and seasonal best practices. The San Francisco warehouse has two dedicated laptops for mechanics so that they can access these digital resources at any point throughout the workday.]

Constant Maintenance Improvements

[As a global operation, we are constantly iterating and improving our repair standards. When program changes are released, the Operations Manager holds a meeting to review the rules/changes. We also hold monthly meetings with our San Francisco team to reinforce safety practices and quarterly skills retraining on some of the less common repairs that may occur, such as frame rebuilds, which take approximately one to two hours and only happen once every three months.]

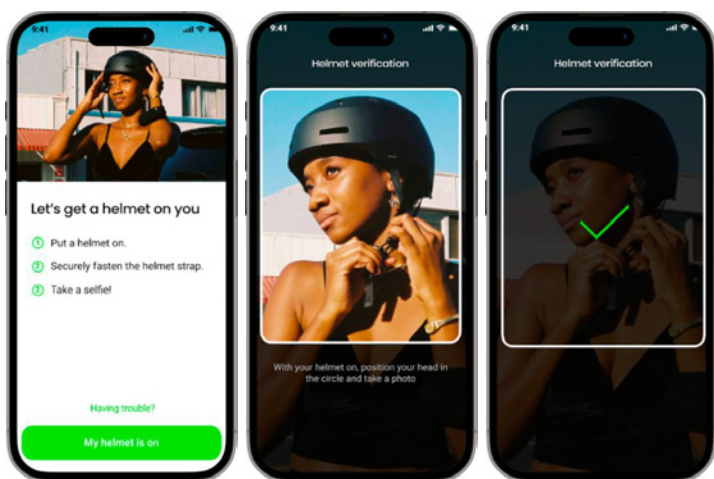
For information about Lime's battery and warehouse safety training and protocols, see **Section C.3, pg. 32** and **Section F.1.b, pg. 45**.

A.4. Describe commitments to encouraging users to wear a helmet while riding, including plans to make a helmet available as part of each rental. Higher scores will be given to applicants that propose a means of providing a helmet with every ride (for example, through device designs, partnerships with Community-Based Organizations and/or businesses, etc.), or by providing free helmets for every rider. • In support of San Francisco and California’s helmet requirement laws and the City’s Vision Zero, Lime provides comprehensive helmet education to encourage and incentivize helmet usage. [In San Francisco, Lime distributes **300+ free helmets per year.**]

Commitments to encouraging users to wear a helmet while riding

In-App Helmet Selfie Incentive

To encourage helmet wearing, at the start of each trip, Lime can turn on a feature so riders can receive a notification to take a "helmet selfie." If the rider is wearing a helmet, they will be rewarded with Lime credits or a discount for their next ride. Additionally, we will also issue in-app messages to riders reminding them to wear helmets.



Lime’s helmet selfie in action.

Partnerships with Community-Based Organizations and/or businesses, etc., or by providing free helmets for every rider

Free Personal Helmet Distribution

Lime will provide free personal helmets to riders at **any time** upon request, as well as at the following events:

Safety Events and First Ride Academies: Lime will provide free helmets during dedicated First Ride Academies and with our community partners at all City events, such as our FRA at Golden Gate Bridge Park and our quarterly FRAs with SFMTA.

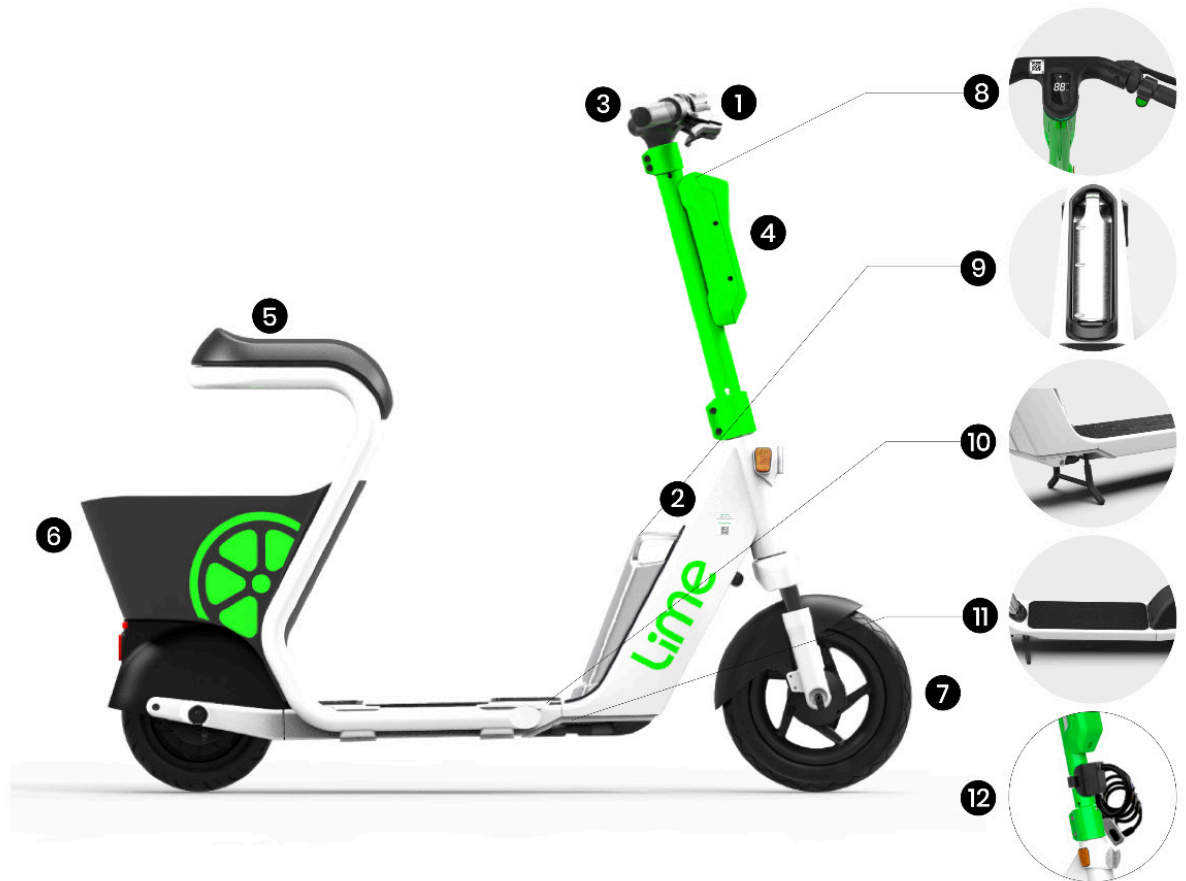
- **In collaboration with our community partners, Access SFUSD and SF Bike Coalition.** We will also provide helmets to small businesses in San Francisco, such as those in the **Tenderloin District** and **Chinatown**, so that they may distribute them to their customers.
- **Self-Service Safety Portal Website:** Lime has a public online safety portal, safety.li.me, which includes a web form for customer service, riding and parking education, and discounts on safety gear such as helmets, and more.

A.5. Description of seated scooters available for rent on-street (not including Adaptive Scooter types, which will be described in Section D, if applicable). • We developed our seated scooter—our Gen4 seated e-scooter—completely in-house specifically to ensure people with a wide range of abilities are able to access micromobility in the right-of-way. Our seated scooter shares all specifications, safety credentials, and hardware with our Gen4 standing e-scooter (see **Section A.5.a, pg. 24** and **A.6, pg. 28**), with the addition of a seat and basket. The ergonomic, comfortable seat is optimized for one/two-mile trips, and the basket is positioned to keep items secure and safe from damage while in transit or parked. We deploy our seated Gen4 in the public right-of-way, just like our standing e-scooter.

[From our pilot of our seated e-scooter in Nashville and Chicago, we learned the device appealed to older riders, women, and those with limited mobility more than our current e-scooter offerings—as well as anyone who may want an e-scooter upon experiencing fatigue during their walk. For example, the Gen4 seated attracted 33% more first-time female riders over our current e-scooters.]

A.5.a. Images of proposed devices • See the following image for a diagram of our proposed device.

GEN4 SEATED E-SCOOTER



The safest, smoothest, most sustainable Lime scooter yet, with the addition of a seat and basket.

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">1 Dual bicycle-style handbrake for intuitive and secure braking control2 Sticker with QR code to directly scan and contact Lime3 Swept handlebars for maximum stability and comfort4 Ability to detect parking, sidewalks, pedestrians, and more5 Large foam seat to make longer trips more comfortable6 Rear storage for belongings with 15-liter capacity | <ul style="list-style-type: none">7 Larger wheels and pneumatic tires to tackle the toughest road conditions8 Tap-and-ride wireless connectivity9 Swappable battery with extra range to reduce operations VMTs and time offline for charging10 Double kickstand for increased vehicle stability while parked11 Lower center of gravity for a more stable and comfortable ride12 Lime Lock to keep vehicles secure and tidy |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Dimensions: 52" L x 23" W x 45" H (132 cm L x 59 cm W x 115 cm H)

Curb weight: 60 lbs (27 kg)

A.5.b. Stepmover height of either floorboard or frame.

The stepover height of our devices is 6 inches, measuring from the ground to the top of the footboard.

A.5.c. Wheel size. The front wheel is 12” in diameter, and the rear wheel is 10” in diameter.

A.5.d. Purpose-built seated device Lime’s seated Gen4 includes a seat that is purpose-built. It is designed in-house and manufactured specifically for installation on Lime Gen4 devices.

A.6. If applicable, description of standing scooters available for rent on-street, (not including Adaptive Scooter types, which will be described in Section D, if applicable). Include the following details: Lime already operates a fleet of our award-winning, best-in-class Gen4 and Gen3.2 e-scooters in San Francisco. In 2023 alone, our San Francisco riders took more than 500,000 trips with Lime. Lime is in the process of transitioning our fleet to Gen4s (see **Section A.6.a, pg. 28** for information about these devices).

**Voices in Support**

“Lime gives me the opportunity to get to my job sites without an expensive taxi. Since I both live and work in San Francisco, I can utilize the service at least one way a day. Thank you Lime!”

- Damon S., SF Lime rider

Safety Features

- **Lights and reflective design:** The Gen4 is equipped with front headlights and rear tail lights, each with 1,000-lumen brightness. The headlights are visible up to 500 ft, and tail lights up to 600 ft. To ensure visibility to drivers and other road users, the Gen4 also features all-around reflective surfaces and paint, front and rear reflectors, and lighting visible from 600 ft.
- **Phone holder:** Especially important for visitors unfamiliar with city terrain and layout, the phone holder allows riders to use a navigation tool as they ride and receive in-app messages (transmitted if sidewalk riding is detected or if the e-scooter has entered a no-operation zone) while keeping both hands on the handlebars.
- **[Best-in-class braking system:** The Gen4’s braking system leads the industry—the Gen4 stops in half the distance of the next leading shared e-scooter model (Okai ES-400).
- **Self-diagnostics:** The e-scooter continuously runs safety checks and can detect more than 100

different error codes. In the event that an error is detected, the e-scooter is automatically and immediately placed into Maintenance Mode and unavailable for hire.]

Hardware Stability Features

- **Largest tires for smooth ride:** 12” pneumatic front tire—the largest in the industry—and 10” rear tire are made of rubber, nylon, and steel to offer the smoothest ride with natural shock absorption qualities and a puncture-proof experience. The aluminum rib allows greater rider stability on varied road surfaces.
- **Mountain bike-inspired suspension:** The flexible fork and mountain bike suspension provide a smooth, stable ride over San Francisco’s variable street surfaces by absorbing shocks and minor impacts.
- **Swept handlebars with anti-slip grips** and dual handlebar bicycle-style brakes provide a more natural ride, similar to a bike, and give riders a more natural riding position and greater control over the device.
- **Sturdy build:** A sturdy build, low center of gravity, and wide footboard give riders better control, and they feel more confident using e-scooters.
- **A wide, stable footboard** improves the rider’s center of gravity.
- **The geometry of the steering** has been enhanced with a forked design for the first time in an e-scooter to enhance stability and increase safety for inexperienced riders. In an emergency, thanks to the lower center of gravity, bigger wheel, and aforementioned fork, the Gen4 is the only e-scooter stable enough for riders to remove one hand from the bar and easily maintain control.
- **[A robust and ergonomically outward-shaped double kickstand** offers extra stability and easier operation even with less sporty footwear such as heeled or pointed shoes, and can withstand 3,000 use cycles (being kicked up and down) in its lifespan.]
- **Enclosed brakes** that perform equally well in challenging weather conditions; the enclosed braking surface design shields brakes from rain and water, performing better than brake designs with exposed surfaces.



Voices in Support

“To ride [Lime’s Gen4 e-scooter is] smooth, calm, easily controlled and fun—it’s a genuine alternative for urban mobility...It’s for that reason that Lime has been given the Breakthrough Award in the Move Electric Awards 2022... Through both bike and scooter the firm is making vast strides in proving the worth of micromobility—and the last 12 months have seen remarkable progress from both the firm and the whole industry.”

- J. Atwood, Move Electric Award, March 30, 2022

Universal Design

- **The Gen4 is designed for a variety of user needs.** It is safe and comfortable for riders from 4'8" to 6'8" and above, and the bell and brake levers are easily usable for all riders. The twist-style bell is located directly on the handlebars, making it easy to operate without changing the grip or requiring special reach.
- **Brake levers** are located 2.9" from the handlebar, easily within reach for riders with below-average hand sizes.
- **The Gen4 is the only e-scooter with swept handlebars** that are closer to the rider and 3.85" wider than most shared e-scooter models. This improves handling and comfort.

Protecting Riders and Non-Riders

Lime’s design team took the safety of all road users, especially the most vulnerable, into consideration in designing the Gen4.

- **Improved dual kickstands** keep our parked e-scooters vertical, with an 11% increased stability compared to older models, so that eight out of 10 e-scooters are parked correctly. If they fall, our tip detectors automatically notify our Operations Team to address them.
- **Sidewalk detection technology** on our e-scooters can provide audible and targeted in-app reminders to keep riders off of sidewalks. See **Section E.1, pg. 39** for more information on our sidewalk detection technology.
- **Improved geofencing** rapidly implements slow zones and parking parameters, preventing conflicts with pedestrians.
- **A 500-watt motor** and triple brakes ensure riders can easily stop the e-scooter, even on a steep incline.

- **High-visibility paint and lighting** enhance safety for Lime riders and other road users alike, helping San Francisco achieve the mission of Vision Zero.
- **LED screens** notify riders of speed and geofenced zones with icons, not words, so English is not required for San Francisco’s multilingual population and visitors.

Additional Features





[New for SF] Lime Location Engine: Lime’s new location technology, which we will bring to San Francisco, adds a series of advancements that increase GPS accuracy in both open areas and urban canyons. Our Lime Location Engine outperforms traditional GPS technology by 82% in open areas, 52% under highway bridges, and 42% between high-rise buildings—areas most often affected by GPS drift. Lime’s investment in in-house design and real-world testing allows for continual increases in accuracy, unlike other operators who rely on off-the-shelf commercial devices from Okai and Segway.

As part of this upgrade, our devices will feature the following location accuracy enhancements:

- **Dual band GPS:** uses two frequency bands—L1 and the latest generation L5—and improves GPS accuracy.
- **A redesigned dual band GNSS antenna** optimized on the device for a clear view of the sky and increased accuracy.
- **A dead-reckoning algorithm** using the device’s wheel speed to provide location in brief moments where clear sky view is not available or interrupted, such as in tunnels, for example.
- **An ultra wideband precision beacon** that can provide centimeter-level accuracy in a small 20-meter radius.
- **A real-time error correction mechanism** called differential GNSS (DGNSS) or real-time kinematic (RTK) using a third-party provider.]

[On the Roadmap] Bluetooth parking beacons: Lime is currently piloting Bluetooth LTE parking beacons in Melbourne that would create less than a one-foot location resolution, to verify proper parking within designated parking areas and overcome the tech limitations of GPS drift in high-density areas. Bluetooth parking beacons will be one more tool in our suite of technologies that verifies a device’s location in relation to a parking hub. Bluetooth beacons will be installed within each designated parking area, and they will communicate with our devices to ensure that they are parked correctly.]

Our Gen4 e-scooters outperform the competition in every category, as indicated in the chart below:

				
E-Scooter Specification	Lime	Bird	Spin ¹	Veo
In-house design and production	✓			✓
Swappable battery	✓			
Swept handlebars for greater comfort and stability	✓			
Battery in front of deck for lower center of gravity and greater stability	✓		✓	
Dual kickstand for greater stability	✓	✓	✓	
12" front tire for greater stability	✓			
In-house A.I. camera technology	✓			
500+ watt motor for reliable trip duration	✓			
Range > 70 miles	✓			✓
Triple brakes—electronic regenerative brakes plus front and rear manual brakes	✓		✓	
Dual front suspension for a smoother ride	✓		✓	✓

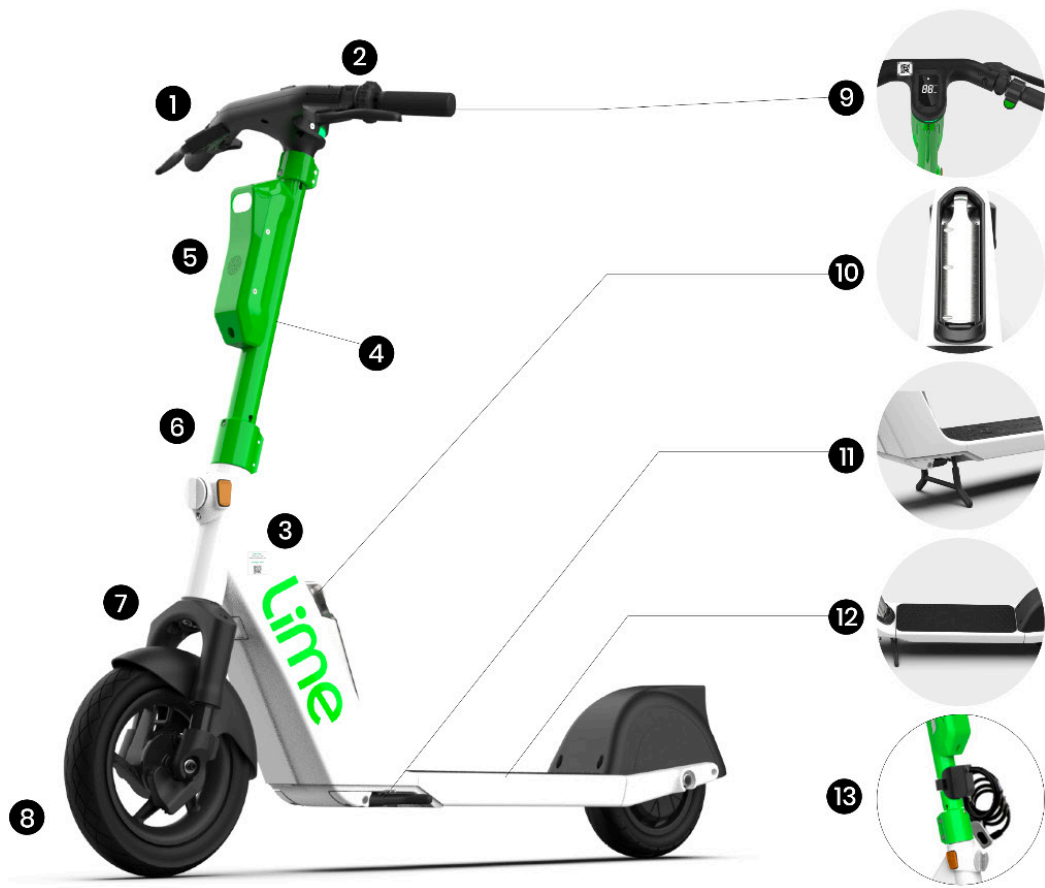
A.6.a. Images of proposed devices. • See the following image for a diagram of our proposed device.

A.6.b. Stepper height of either floorboard or frame. • The stepper height of our devices is 6 inches, measuring from the ground to the top of the footboard.

A.6.c. Wheel size. • The front wheel is 12" in diameter, and the rear wheel is 10" in diameter

¹<https://techcrunch.com/2023/09/19/bird-acquires-spin-scooters-from-tier-for-19m/#:~:text=Shared%20micromobility%20company%20Bird%20has,million%20as%20a%20hold%20back.>

GEN4 E-SCOOTER

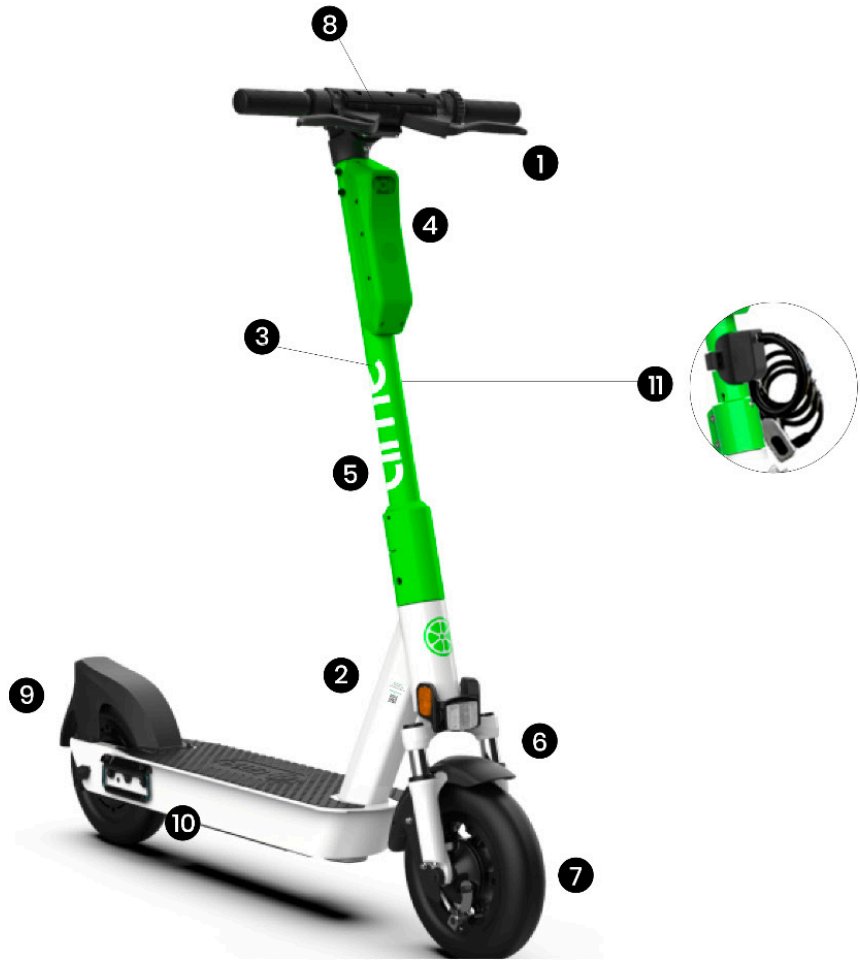


The safest, smoothest, most sustainable Lime scooter yet.

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">1 Swept handlebars for maximum stability and comfort2 Dual bicycle-style handbrake for intuitive and secure braking control3 QR code that links directly to Lime's contact information4 Sticker with safety advisories5 Ability to detect parking, sidewalks, pedestrians, and more6 Strong aluminum frame to improve vehicle longevity with IP68-equivalent protection rating | <ul style="list-style-type: none">7 Enhanced mountain bike-inspired suspension for a smooth ride8 Larger wheels and pneumatic tires to tackle the toughest road conditions9 Tap-and-ride wireless connectivity10 Swappable battery with extra range to reduce operations VMTs and time offline for charging11 Double kickstand for increased vehicle stability while parked12 Lower center of gravity for a more stable and comfortable ride13 Lime Lock to keep vehicles secure and tidy |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Dimensions: 52" L x 23" W x 45" H (132 cm L x 59 cm W x 115 cm H)
Curb weight: 60 lbs (27 kg)

GEN3.2 E-SCOOTER



Designed with safety, comfort, and sustainability in mind.

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">1 Three independent brakes for ultimate control and greater stopping power2 QR code that links directly to Lime's contact information3 Sticker with safety advisories4 Proprietary firmware including immediate geofencing response and sidewalk riding detection5 Aircraft-grade aluminum frame with IP67 waterproofing | <ul style="list-style-type: none">6 Hydraulic double suspension for a smoother ride7 Solid puncture-proof tires with honeycomb design to provide optimal suspension and shock absorption8 Tap-and-ride wireless connectivity9 Rear-wheel drive for effective handling and traction10 Durable kickstand for increased vehicle stability when parked11 Lime Lock to keep vehicles secure and tidy |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Dimensions: 46" L x 20" W x 47" H (117 cm L x 50 cm W x 121 cm H)

Curb weight: 52 lbs (24 kg)

B. Pricing Structure

B.1. Low-income user plan • [Lime is the industry leader in creating affordable and equitable micromobility pricing programs: our **Lime Access** low-income program has served more than two million rides and saved riders more than \$31 million—more than any other operator.] Through our best-in-class equity programming and outreach in California, San Francisco will be part of our Ride Forward Together campaign to achieve 50 million social impact rides globally by 2033.

Low-income user plan that waives any applicable scooter deposit and offers a minimum 50% discount off rental fees

Lime Access in San Francisco offers eligible riders 50% off on their trips to connect low-income residents to employment, events, errands, and transit—to help them reach the places they want to go.

Did you know? Since the inception of Lime Access in 2018, over 3,700 San Francisco Lime Access riders have taken over 374,000 trips.



Lime Access is available to any San Francisco resident that receives any federal, state, or local subsidies. This includes Pell Grant recipients and EBT/SNAP users. We ensure that we reach low-income residents through our affordable **Lime Access** program, equitable deployment across the City, social impact campaigns, and community partnerships.

Enroll through Lime's Online Form: Since 2019, interested and eligible riders have enrolled with Lime's online application, which requests the rider's name, email, and an upload of proof of eligibility. Eligible applicants (those living on low incomes, which can include students and the elderly) are approved and enrolled within 48 hours. The application is available on Lime's website or by emailing support@li.me.

Direct enrollment through Sheer ID: Lime will use Sheer ID to automatically enroll the system's users into **Lime Access**. Sheer ID is an app that serves as a one-stop shop of services for persons who are eligible for subsidies and social programs. A user's eligibility for Sheer ID signifies to Lime that they are also eligible for **Lime Access**.



Voices in Support

"I appreciate the low-income program. I was worried about how I would get to my appointments without bus fare or gas money. Lime has made it possible for me to take better care of myself and my health."

- Monica S., SF Lime rider

Cash payment option

Lime provides four options for riders without credit cards: PayNearMe, prepaid credit/debit cards, paypal, and Uber gift cards. All cash payment options are the same price as payment by credit, and there are no fees or surcharges to use the cash payment option. There also is no change in the standard reserving, unlocking, locking, and parking processes when paying with cash.

PayNearMe: Through PayNearMe, riders can pay with cash at over 50 San Francisco locations like 7-Eleven, Walgreens, and CVS. Riders receive a PayNearMe code from Lime, present the code to a clerk at participating locations, pay with cash, and use the receipt as proof of payment in the Lime account. Lime provides these instructions on our website and below.

PayPal: Riders can add credit to their Lime account balance using PayPal. Since 2021, over 300,000 payment transactions for Lime rides have been via PayPal. Globally, Lime riders have taken 15 million trips using PayPal.

Prepaid Debit Cards: Research shows that people who are un- or underbanked are increasingly using prepaid credit or debit cards for their transactions. All riders can use prepaid cards just like a credit card.

Lime Exclusive Uber Gift Cards: Riders can purchase Uber gift cards at thousands of retailers for cash, then use the cards to reserve and pay for Lime vehicles through our exclusive Uber integration. Riders who book through Uber are prompted with a Lime e-scooter when riders request a journey within our service area, and payment takes place through their Uber account.

Enrollment process and mechanics of cash payment

To pay with cash, riders use Lime's Access Cash Order Form, available at web.lime.bike/limeaccess. Riders then enter their phone number into the form, and choose whether they would like to print the PayNearMe PaySlip or have it sent to their phone. The rider then locates a PayNearMe store (locations can be found on the printed PaySlip or at the link sent to their phone). When the rider brings the PaySlip to a PayNearMe store, the cashier will follow the process for their store. The

rider can then load their account in increments of \$5 by using the barcodes that the cashier prints during the transaction. The rider is then ready to ride!

B.2. Any other discounted customer plans, along with corresponding participant qualification requirements.

- Lime offers monthly memberships to reduce riders' transportation costs and encourage riders to shift away from cars for everyday trips, helping to achieve the sustainability, equity, and mobility goals of the program and of the City's ConnectSF framework.

All passes include free vehicle reservations up to a maximum of 30 minutes (instead of 10 minutes with our standard pricing), ideal for making sure a vehicle will be available when getting off the train/metro/bus, thus encouraging multimodality. Our passes are also perfect for tourists, with several per-minute offers tailored to the size of San Francisco, incentivizing them to take sustainable transportation to tour locally. Lime currently offers the following passes in San Francisco:

- **LimePrime** free unlocks, \$5.99/month
- 30-min pass for \$7.99 (54% discount)
- 60-min pass for \$14.99 (76% discount)
- 200-min pass for \$41.99 (75% discount)
- 300-min pass for \$58.99 (83% discount)

Qualification: Lime's passes are available to all riders.

B.3. Plan for promoting the low-income user plan, and strategy for achieving the goal of one low-income plan member for every two scooters authorized.

- Lime implements a comprehensive outreach strategy that includes in-app and in-person outreach to promote our **Lime Access** low-income pricing program. [Lime is pleased to report that we have **already exceeded the target** to sign up one low-income plan member for every two scooters authorized—to date, Lime has **4,387 Lime Access signups in San Francisco for our permitted fleet of 2,750 vehicles.**]

Lime publicizes and promotes our **Lime Access** program through the following channels:

- In-app messages and rider emails with a **Lime Access** signup link
- Social media post about **Lime Access**
- Through our community partners, the **SE Vision Project** and the **Tenderloin Merchants and Property Owners Association**.
- **Direct enrollment through Sheer ID:** See above for information on Sheer ID.
- **New for SF Multilingual Flier Distribution:** Lime will distribute informational fliers at events, through our partnership with the **SE Vision Project**, and (with permission) at community centers and libraries. We will also provide the City with copies for distribution as the City sees fit. Our

informational fliers include **Lime Access** enrollment information, San Francisco Program rules, and Lime ride pricing.

B.4. Proposed rates that comply with the San Francisco Transportation Code §916(d)(5)(B).

- [Lime proposes continuing to charge a base rate of **\$1 to unlock and \$0.55 per minute** to ride in San Francisco in order to make riding with Lime accessible to as many people as possible.] With our years of experience in San Francisco, **we know how to price a program that works**—one that strikes a balance between rider affordability and program stability. We also offer "**Try Lime**"—the first 10 minutes free on your first ride—as well as our **Lime Access** discount program (see above). We look forward to periodically revisiting our pricing with the City.

B.5. Plan for offering service to users without a smartphone.

- **Locating vehicles without a smartphone:** To ensure that riders without smart phones are able to locate vehicles, we strategically distribute our fleet so that from any point in the service area, a person is only a short walk from a Lime ride.

Renting Without a Smartphone: Through our text-to-unlock program, riders can pay using our website to load money onto their Lime account. This website is accessible via any browser, including through library computers. The rider then texts "Unlock vehicle #####" to our custom Text-to-Ride number and the vehicle unlocks. The rider can also text commands such as "Help" or "Account" to get customer service information or get their account balance. The first time a rider uses text-to-unlock, they are prompted to agree to our user agreement and privacy policy. We promote our text-to-unlock option alongside **Lime Access**.

B.6. Other pricing incentives or variable rates proposed

- **Rebalancing Incentive:** Lime can incentivize riders to rebalance vehicles by parking them to corrals of lower use, to help distribute vehicles and educate riders. Riders who rebalance to prompted locations are rewarded with ride credits.

B.7. Billing and customer service business rules for lost scooters.

- Lime understands that lost scooters are often not the result of actions taken by the last rider, who may have parked their vehicle safely and appropriately. As such, Lime does not require a hold on a rider's credit card to cover the cost of a lost e-scooter. However, in the event that Lime uncovers patterns of improper rider behavior, Lime deploys our Progressive Discipline Policy (see **Section E.8, pg. 42**).

In the event that an e-scooter is abandoned or lost, Lime uses our state of the art GPS and proprietary Fleet Management Platform locational technologies (see **Section C.5, pg. 33**).

C. Operations Plan

C.1. Hours of operation. • Lime’s service is available 24 hours a day, seven days a week, 365 days a year. Lime provides a service in San Francisco that serves all residents, at all times of day—from the early morning coffee run to the third shift’s commute home.

Voices in Support

“Lime...did a great job in terms of service. Great pricing as well as keeping us updated consistently. Less qualified companies can not replace the power of the Lime.”

- Rain S., SF Lime rider

C.2. Describe plan to ensure that at least 5% of applicant’s on-street fleet includes seated devices. • [Lime will deploy 5% of our fleet as seated Gen4 e-scooters, available in the right-of-way. See **Section A.5.a, pg. 24** for our seated Gen4 specs.]

Lime’s Fleet Available in the Right-of-Way		
Device Type	Number	Percent
Standing e-scooters	2,750	95%
Seated Gen4	140	5%

C.3. Storage location(s) (including address(es)) of scooters during non-operational hours. • [Our San Francisco warehouse, located at **701 Cesar Chavez Street in San Francisco**, is a 17,000-square foot warehouse powered 100% by renewable energy. Our warehouse operations are ISO 14000- and 45001-aligned, and we are actively pursuing the ISO 14000 certification for our San Francisco warehouse.] Lime’s warehouses primarily serve to store, maintain, and repair our devices and to charge device batteries, and serve as offices for our team.

[Lime has an **OSHA-** and **ISO 14000-compliant Environmental Health & Safety program** in place in our warehouses, with standard operating processes on maintaining, charging, storing, and disposing of batteries. Lime continuously uplevels our battery safety protocols and our in-person battery safety training for all Lime staff through external consultants LMS Environmental Inc (LMS) and [Hazmat Safety Consulting](#) (HSC). Lime’s battery program in San Francisco has had zero safety incidents since the inception of our program, and we have detailed in-warehouse SOPs in place in the event of an accident

or incident.

Device Storage: Lime’s devices are stored in our San Francisco warehouse when they are not deployed to the right-of-way for rider use. Lime brings devices into the warehouse for maintenance and in cases of inclement weather, and we also target a 10% surplus of devices in the warehouse.]

Did you know? Lime’s local San Francisco Team conducted a successful warehouse tour with the San Francisco Fire Department Chief following the passage of a Fire Code ordinance earlier in the year. The Chief noted appreciation for Lime’s diligence regarding compliance and operational safety. We will now work with internal stakeholders to provide the Fire Department with a comprehensive plan and timeline for meeting San Francisco’s new enhanced Fire Code requirements.



Battery Charging: Lime’s batteries are charged in secure battery charging racks in Lime’s warehouse. Batteries are stored in 4’ tall charging racks that are shorter for a lower center of gravity to prevent tipping. These racks are 900 lbs each, further ensuring that they will not tip over. They have the following anti-flammability specifications: 0.5” thick Class A/1 per ASTM E84 fireboard to separate battery compartments with no gaps greater than 2 mm. Aqueous Vermiculite Dispersion (AVD) Fire extinguishers are placed next to the racks. The rack is connected to the WiFi network and updates the battery firmware when necessary.

Lime monitors battery levels through our proprietary battery management system, which constantly monitors device charge and health. Designed by Lime, the battery management system and its algorithm ensure safe and efficient operation of the battery, monitor the battery’s state, calculate and communicate data on the battery, and balance the battery cells (ensuring individual cells are in balance with each other for more efficient charging and discharging). This system ensures batteries are both charged and discharged safely, preventing thermal events or overcharging/discharging.

Lime has new atmospheric sensors available that

monitor temperature fluctuations, fire, CO₂, heat, etc. The sensors are remotely monitored and will call the Operations Manager and the fire department upon detecting an anomaly. Lime also has Aqueous Vermiculite Dispersion (AVD) Fire extinguishers for lithium-ion batteries available in our warehouses.]

Offices: Our local San Francisco team, led by Madison Jeha, Joey Mclachlan, and Charlie Mastoloni, works from our San Francisco warehouse. Our staff use the offices in our warehouse for operations management tasks and to meet with our Small Business Logistics Providers (see **Section G.2, pg. 49**).

C.4. Describe operational plan to meet the SFMTA’s Distribution Guidelines and Requirements (Appendix 4), including the Fleet Deployment Threshold, the Key Neighborhood Service Coverage, and the Downtown Cap.

SFMTA’s Distribution Guidelines and Requirements		
Category	Requirements	Compliance
Fleet Deployment Threshold	Constantly maintain 50% or greater deployment of their total permitted fleet	Affirmed. Lime deploys a daily minimum of 70% of our permitted fleet.
Key Neighborhood Service Coverage	Scooters are distributed to most of the City (percent area) with easy access (~5-min walk) to a scooter for most of the day (percent time)	Affirmed. Lime presently and will continue to provide key neighborhood coverage per the regulations.
Downtown Cap	Max 40% in Downtown core	Affirmed. Lime presently and will continue to deploy a maximum of 40% of our fleet to the Downtown core.

Did you know? Lime provides more than 60% of the rides in San Francisco, despite being one of two operators.



C.5. Methods for deploying and redistributing scooters consistent with the Distribution Guidelines and Requirements (Appendix 4).

Lime will continue to deploy e-scooters throughout the entire San Francisco service zone to help residents, commuters, and visitors reduce their dependence on automobiles. Lime brings the most experience of any operator in deploying and rebalancing vehicles daily to meet the needs of commuters, neighborhoods, residents, and tourists—all to help reduce dependency on cars. [Lime currently has deployment and rebalancing hotspots set at San Francisco Transit Center and at BART bus stations around San Francisco. In addition to ensuring that a minimum of 70% of our fleet is deployed daily, Lime ensures that our deployment:

- Meets the key neighborhood service coverage by distributing e-scooters to most of the City with easy access (within approximately a five-minute walk).
- Maintains a 40% fleet cap for the City’s Downtown core.]

Lime’s technology constantly monitors our vehicle fleet and deployment locations/parking corrals to ensure a well-distributed and tidy fleet that meets the City’s Distribution Guidelines and Requirements.

Did you know? In the Bay Area, Lime is partnering with BART, piloting a charging hub at a BART station in the East Bay, and working to integrate with BART’s Trip Planner so residents can incorporate Lime micromobility trips into their multimodal trip planning.

Fleet Management Platform: Lime’s proprietary Fleet Management Platform reports Lime’s fleet locations in real time. Our FMP allows us to track and maintain the optimal fleet size, parking corral capacity, and vehicle usage. If any issues arise with the overall fleet size, vehicle distribution, or with an individual vehicle’s status, the FMP immediately creates a task for our Operations Team to retrieve the vehicle.

Hotspot Optimizer: Lime’s proprietary Hotspot Optimizer is a tool in our Fleet Management Platform that guides our Operations Team’s daily vehicle deployment strategy and schedule. The Hotspot Optimizer calibrates our deployment using historical rider demand, identifying areas and times of high use.

We use this data to pre-plan our deployment and rebalancing schedules, assign additional personnel, and monitor areas that might become overcrowded using our overcrowding dashboard.

- **Setting Zone Minimums and Maximums:** The Hotspot Optimizer allows us to set and enforce zone maximums and minimums, to ensure that defined geographic areas maintain a certain count or threshold of e-vehicles. Lime can create these minimums and maximums across San Francisco. Should enough riders end their trips in a defined geographic area, such as San Francisco's Downtown, and create a situation where fleet count approaches the defined maximum of 40%, our FMP immediately creates a task, and an Operations Team member is dispatched to rebalance vehicles—within 40 minutes on average, but in no more than two hours.
- **Preventing Overcrowded Parking Corrals During Vehicle Deployment:** This technology also tracks overcrowding trends to improve our future vehicle deployment and rebalancing schedules. Each deployment location/parking corral has a maximum number of vehicles that can be deployed to it, based on fleet size, number of operators, number of vehicles, and the geographic context. If the maximum number of vehicles is reached, the system removes the hotspot as an available deployment location and prevents any additional vehicles from being deployed there. Unlike other operators, Lime never oversaturates parking corrals during deployment, even in busy areas where demand is high. In San Francisco, our team limits vehicle deployments at bike racks to 50% capacity, to ensure space for riders who are ending their trips.]

Rebalancing Strategy

[Lime's Operations Specialists circulate the service zone daily around the clock to deploy and rebalance e-scooters based on our ridership data that predicts demand and need. They are assisted in this task by Lime's proprietary Fleet Management Platform (FMP) and Hotspot Optimizer. Using data from our FMP and input from our community partners, we employ predictive analytics to identify areas with the highest rebalancing needs. Our proprietary Hotspot Optimizer calibrates our deployment using historical rider demand, identifying areas and times of high use. We use this data to pre-plan our deployment and rebalancing schedules, assign additional personnel,

and monitor areas that might become overcrowded using our Overcrowding Dashboard. This technology also tracks overcrowding trends to improve our future vehicle deployment and rebalancing schedules. Each deployment location has a maximum number of vehicles that can be deployed. If the maximum number of vehicles is reached, the system removes the hotspot as an available deployment location and prevents any additional vehicles from being deployed or rebalanced there. Our Operations Team maintains a daily rebalancing schedule based on this data.]

Frequency of Rebalancing

[Lime's Operations Team redistributes vehicles throughout business hours to ensure vehicle availability Downtown, through the Embarcadero, the Mission, Golden Gate Park, SoMA, and Dogpatch. Throughout the day, our team monitors the FMP for idle vehicle tasks and for clusters of vehicles in neighborhoods to rebalance those vehicles to areas of higher use. Our San Francisco team focuses on rebalancing the Embarcadero nightly to ensure tidiness and to prevent overconcentration of vehicles. We complete over 100 move tasks daily in this effort.]

C.6. Describe procedures for responding to an identified problem of consistent over-concentration of scooters at a specific location or in a high-demand area (e.g. where the number of scooters exceeds available parking). Higher scores will be given to applicants that commit to methods to respond to this issue, such as staffed scooter valet services at high-demand locations like transit stations, Fisherman's Wharf, etc., as well as to other proposed methods that the SFMTA concludes will address this issue. • [Lime uses our proprietary Fleet Management Platform's Overcrowding Dashboard and our in-field Lime Patrol to prevent overconcentration of vehicles in high-demand areas of the City, especially the Downtown core.]

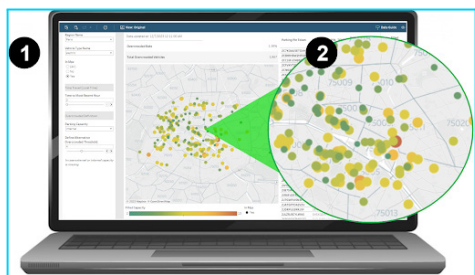
Overcrowding Dashboard

[Our Overcrowding Dashboard tracks parking corral availability and notifies our Operations Team—and now riders, as well—when a location becomes full. Though overcrowding is rare due to our in-app parking guidance, should an overcrowded corral occur, the Overcrowding Dashboard on the Platform immediately creates a task, and an Operations Team member is dispatched to rebalance vehicles from the parking corral—within 40 minutes on average, but in no more than two hours.

[New for SF] The Overcrowding Dashboard will also communicate with riders via the app to suggest different parking locations if they are attempting to park at overcrowded parking pins, and will even prevent riders from parking at those overcrowded pins. Lime is the only operator to successfully roll out this feature at scale, and we are happy to demo the technology in San Francisco.

Should a rider ignore the overcrowded parking corral warning in the app and abandon their vehicle in an at-capacity parking corral, Lime's fleet management system marks that vehicle as abandoned and creates a high-priority task for our nearest **Lime Patroller** to move that vehicle and park it correctly in another parking corral. Riders receive a warning notification and an email with instructions on how to improve their parking on their next trip, then a financial penalty if they continue to violate the rules.

We use data-driven insights from this dashboard to identify areas for increased **Lime Patrol** monitoring and attention.]



[Lime's in-house fleet monitoring system includes a dashboard that monitors and sets in real-time the capacity of each bike rack. Each hotspot is color-graded from green (within limits) to orange (approaching maximum capacity) to red (at capacity).]

Lime Patrol in San Francisco

Our **Lime Patrol** monitors the service zone and task alerts from our proprietary Fleet Management Platform to address over-concentration of vehicles in high-demand areas, especially San Francisco's Downtown core.

- **[Rebalancing in the Embarcadero:** Our San Francisco team focuses on rebalancing in the Embarcadero nightly to ensure tidiness and to prevent overconcentration of vehicles. We complete over 100 move tasks daily in this effort.
- **Monitoring the Downtown zone maximums using Fleet Management Platform:** Should enough riders end their trips in a defined geographic area, such as San Francisco's

Downtown, and create a situation where fleet count approaches the defined maximum of 40%, our FMP immediately creates a task, and an Operations Team member is dispatched to rebalance vehicles—typically within 40 minutes on average, but in no more than two hours.]

- **Monitoring vehicle concentrations at special City events:** Lime works with organizers of major City events, like the Outside Lands Music Festival, Hardly Strictly Bluegrass, Portola Festival, neighborhood farmers markets such as Clement Street and Fort Mason Farmers Markets, Lunar New Year Parade, SF Pride Parade, and Bay to Breakers to prevent overcrowding at event parking corrals.

D. Adaptive Scooter Program

D.1. Applicants shall describe operational plan to meet the SFMTA’s Adaptive Scooter Program requirements as detailed in Appendix A, including the following elements:

• Lime provides adaptive devices for San Francisco through our **Lime Assist** on-demand delivery program, **free of charge**. Lime understands that the combination of disability, income, transportation, and housing can be factors affecting one person’s daily life, and developed our **Lime Assist** program in consultation with accessibility groups around the globe. Lime will continue to work with the **Lighthouse for the Blind**, **Access SFUSD**, and **The Mayor’s Disability Council** to integrate feedback from the community and to develop tailored programming and outreach for **Lime Assist**.

D.1.a. Applicants are required to offer at least two separate device models and at least ten total devices. Describe and include images of the two proposed Adaptive Scooter models.

• [Lime will provide two adaptive e-scooter models for delivery on-demand, totaling 10 devices:

- (1) 4-wheeled seated e-scooter
- (9) Seated Gen4 e-scooters]


Seated Gen4 E-Scooter

We developed this device completely in-house specifically to ensure people with a wide range of abilities are able to access micromobility in the right-of-way. Our Gen4 seated e-scooter shares all specifications, safety credentials, and hardware with our Gen4 standing e-scooter (see above), with the addition of a seat and a basket. The ergonomic, comfortable seat is optimized for one- to three-mile trips, and the basket is positioned to keep items secure and safe from damage while in transit or parked. See **Section A.5, pg. 24** for a detailed description and image of the Gen4 seated e-scooter.

Seated 4-Wheel Vehicle

Lime also provides adaptive seated 4-wheel e-scooters to help meet the diverse needs of San Francisco riders. See below for a description and image.

PRIDE MOBILITY
ELITE TRAVELER 2



Dimensions: 43" L x 22" W x 36" H (109 cm L x 56 cm W x 91 cm H)
Curb weight: 94 lbs (43 kg)

Our self-balancing scooter, available for delivery on demand via Lime Assist

- 1 Four-wheel design for maximum stability
- 2 Front and rear fenders for protection from road debris and grime
- 3 Unique ID, customer service info, and braille identifier
- 4 Up to a 15-mile range for longer trips
- 5 Adjustable-height swivel seat for comfort
- 6 Padded armrests with variable height and angle
- 7 Rechargeable battery that blinks when charge is required
- 8 Wraparound steer handle for driving with limited dexterity
- 9 Wide footboard for stability while in motion
- 10 Supports up to 300 pounds

D.1.b. Plan to provide pick-up and drop-off service for Adaptive Scooters within the allowable one-hour pick-up window from 6AM to 10PM. • As part of **Lime Assist**, we offer free adaptive vehicle rides in San Francisco through on-demand delivery. Interested riders use our online form to make a vehicle reservation. We drop off an adaptive vehicle at the rider's chosen date, time, and location and pick it up 24 hours later, free of charge. Lime affirms that we provide delivery within the allowable one-hour pick-up window from 6 a.m. to 10 p.m.

D.1.c. Price structure for Adaptive Scooters: higher scores will be given to applicants that commit to offering free rentals for Adaptive Scooters. • Lime provides **free rentals** for adaptive scooters.

D.1.d. Describe how applicant will accept rental requests on-line. • Riders can **register directly** for **Lime Assist** on our website: <https://www.li.me/en-gb/why/community/lime-assist>. Support is provided via email at help-san-francisco@li.me.

D.1.e. Describe plan to ensure that rental requests are responded to within 24-hours • Lime's Operations Team monitors our online **Lime Assist** reservation system, and we affirm rental requests are responded to within 24 hours.

D.1.f. Plan for outreach and marketing of the Adaptive Scooter Program during the permit term, including how the feedback and perspectives of members of the disability community will continuously be incorporated into the Adaptive Scooter Program.

Outreach and Marketing

Lime publicizes and promotes our **Lime Assist** program through:

- Informational flier distribution at Lime's tabling and First Ride Academies at City events
- In-app messages and rider emails that include a link to our **Lime Assist** reservation form
- Social media posts about **Lime Assist**
- Program description and instructions on Lime's website, in addition to the link to our **Lime Assist** reservation form: <https://www.li.me/why/community/lime-assist>



Voices in Support

"I have not felt freedom to get around the city like I felt the first time I rode a Lime e-scooter. I am a little older than a lot of riders and have some minor mobility issues, so they were a godsend to me."

- Laura H., SF Lime rider

Receiving Feedback through Community Partnerships

Lime collaborates closely with hundreds of cities, community groups, and nonprofits around the globe every day to continuously improve our adaptive programming, accessibility in the ROW, and user parking of our vehicles. In San Francisco, Lime works closely with **AccessSFUSD**, **Lighthouse for the Blind and Visually Impaired**, and the City's **Mayor's Disability Council** to collect feedback on these topics.

AccessSFUSD and Mayor's Disability Council: Lime met with members of the Mayor's Disability Council and **AccessSFUSD** to hear their concerns about e-scooter parking and how Lime can ensure our vehicles are parked properly in the right-of-way. We commit to continuing to work with these organizations to receive and act upon their concerns and feedback.

Lighthouse for the Blind and Visually Impaired: Lime has established a partnership with **Lighthouse for the Blind and Visually Impaired** to make public spaces in San Francisco more accessible. We sponsored the organization's gala in 2023, which raised funds to rebuild a summer camp for persons with visual disabilities. We have additionally worked with **LBVI** about the design of braille stickers for Lime vehicles and Lime's strategies to ensure that our vehicles are parked tightly to bike racks.

D.1.g. Plan for reporting data monthly to the SFMTA, pursuant to Data Reporting Guidelines and Requirements (Appendix 3). • Lime will continue to provide San Francisco with a suite of reporting options and data feeds to seamlessly keep the City updated in real time about program performance, including vehicle usage, functionality, and safety. We commit to providing access to data on demand, supplemented with specialized safety and program opportunities reports on a monthly, quarterly, and annual basis.

Real-Time Reports

MDS and GBFS APIs: Lime provides a Mobility Data Specification (MDS) API for continuous, accurate data monitoring and compliance, as well as a General

Bikeshare Feed Specification (GBFS) API to provide real-time location and availability information. This data is the same that powers all of our internal applications and provides the City with a full view of its micromobility program.

[Insights Dashboard: Lime will continue to grant access to this data dashboard in the new permit period. City officials can log in with their email address and password whenever they choose through a specific website. Appointed representatives will have access to the dashboard at any time, without having to request a specific dataset from Lime. The data is also downloadable in .csv format. Metrics provided can include: number of active users; Trip lengths; Heat map of the routes taken by riders; and mode shift, such as the number of motor vehicle trips avoided.]

Monthly Reports

[Program Usage Report: Every month, Lime runs an automated data-pulling script to generate a monthly data report in San Francisco's required format. At a

minimum, this report contains Lime's ridership performance and vehicle usage.]

Quarterly Reports

[New for SF Quarterly Program Impact Reports: Lime will provide quarterly reports to the City showcasing our program performance features like parking compliance metrics, hardware updates, rider survey results, and safety campaigns and messaging. Lime updates these Impact Reports with additional metrics as new data points arise, and we are happy to work with San Francisco to include useful new metrics.]

Annual Reports

[Comprehensive Safety Report: Lime is able to generate a tailored safety report with our Policy Research Team to help our cities track and achieve their Vision Zero goals. We provide our micromobility program safety data in a tailored safety report to support the City's urban planning initiatives. We are happy to provide a sample safety report upon request.]

E. Plan for Safe Scooter Riding & Parking

E.1. Describe all education and training that you commit to implementing to ensure legal operation of all scooters in the permitted fleet and the safety of users while riding and those around them. Applicants should take special measures that make customers aware that riding on the sidewalk is illegal and unsafe. • Lime

provides education and training to ensure legal operations of e-scooters through our **Ride Safe San Francisco** suite of strategies and technologies. We create engaging rider safety campaigns using targeted community outreach, incentives, and progressive discipline. **Ride Safe San Francisco** includes:

- Sidewalk riding detection technology (see below for more), in-app messages, rider emails, on-vehicle informative decals, outreach campaigns, and in-person safety demonstrations to educate riders that sidewalk riding is unsafe and not allowed. See below (this section, *pg. 39*) for more.
- Riders receive a pop-up message informing them that sidewalk riding is not permitted every time they take a ride in San Francisco
- Lime will post an educational video on our San Francisco [webpage](#) informing riders where they can and cannot ride
- Every Lime e-scooter is equipped with GPS technology to track the vehicle's position and control rider behavior by implementing zones Lime shares the this educational information as well as all of our Ride Safe San Francisco information at our community events, especially our First Ride Academies (see below)



Before the Ride

How to Ride Training & In-App Quiz: Lime was one of the first companies to implement an in-app rider education program, which we developed in partnership with the League of American Bicyclists. Every new rider must view the tutorial, which includes San Francisco's rules of the road, and take a quiz before they can ride. See **Section L, pg. 74** for images.

In-Person Education: Lime partners with organizations like **Access SFUSD** to host in-person training events like our signature First Ride events. First Ride events are recurring, interactive, hour-long safety sessions hosted by our local Operations Team to educate riders on best practices to safely ride and properly park an e-scooter. Riders who complete the First Ride training receive a free helmet.

Social and Traditional Media Messaging: Lime uses our social media platforms on Twitter, Facebook, Instagram, and our website to reinforce San Francisco-specific rules. In addition, Lime has a dedicated communications team that shares our messaging via traditional media. In San Francisco, our communications team targets local TV stations like KPIX.

Rules of the road, especially for visitors: Lime's presents the City's road rules through all available forms of media to increase visibility and likelihood of comprehension. We have created a visitor notification, so that when a rider with an account from outside San Francisco logs onto our app from within San Francisco, they receive a pop-up notification in the Lime app with the City's riding and parking rules. Additionally, **all riders receive an alert that sidewalk riding is prohibited—every time they take a ride in San Francisco.**

Preventing underage riding with ID scan: This feature requires all riders to upload a scan of their age-verification ID. Only riders that showed proof of meeting our minimum age requirement of 18 years were able to start a trip. See **Section E.12, pg. 44** for more.

Impaired Riding Alert: Lime has proactive systems to discourage drinking and riding. From 10 p.m. to 5 a.m. daily, riders can be required to respond to an informational alert in the app and see advisory messages before unlocking a device.



During the Ride

On-Vehicle Education: E-scooters display sticker decals with our customer service contact information and safety messaging on the stem of each vehicle.

Training Mode: Training Mode allows the rider to reduce their maximum speed to 10 mph while they become more confident riders. To turn the feature on, a rider can toggle it on through the app before or during their ride. Riders can choose to remain in Training Mode as long as they prefer, or to return to Training Mode at any time. Training Mode is mandatory for first-time riders in SF.

Sidewalk Riding Prevention: Lime deploys our sidewalk riding detection technology on every vehicle in San Francisco, in compliance with SFMTA sidewalk riding standards. When a rider strays onto a sidewalk, the vehicle emits an audible alert and the rider receives an in-app message informing them that sidewalk riding is prohibited.

Case Study: SF Sidewalk Riding

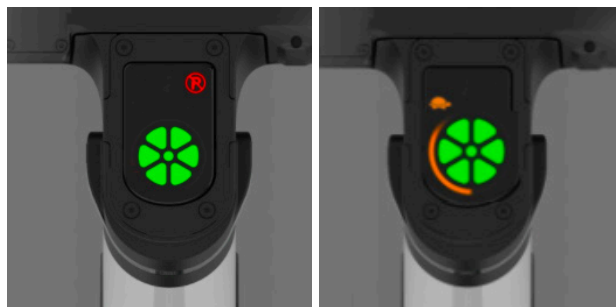
As a result of our efforts to reduce sidewalk riding in San Francisco, our data showed that sidewalk riding decreased from 6.54% to 4.78%. Lime will continue to deploy these tactics in SF.

- **On-street staffing** at high-traffic locations like the Embarcadero, Fisherman's Wharf, Aquatic Park, Union Square, and Soma.
- **Paid marketing** at 22 locations in the high-sidewalk riding areas reminding riders to use the bike lanes.
- **Educational Signage:** Lime partnered with the University of Oregon and Cornell to study different low-tech interventions. On-street rules decals significantly increase compliance. SF Dept. of Traffic & Parking found similar effectiveness with cycling rules. As a result, Lime uses sidewalk riding decals in key locations to remind riders of the rules.
- **Updated Uber Communication:** 13% of our San Francisco ridership comes from the Uber app. We are working with Uber to update our messages to remind riders not to ride on the sidewalk.
- **Influencer Partnership with the Bushman:** Lime partnered with San Francisco's iconic Bushman street performer, known to locals and tourists alike. The local Bushman agreed to be an "influencer" for Lime in San Francisco by filming memorable moments of himself following the rules of the road—riding in the bike lane—for Lime to use on social channels.
- **Billboard Messaging:** Lime's data showed Fisherman's Wharf was a hotspot for sidewalk riding. We purchased a billboard advertisement at Jefferson and Mason to encourage riders to utilize the bike lanes and not sidewalks. This unit alone gathers over 700,000 weekly impressions.



Audio and Visual Notifications: Lime is the only vendor to provide an on-vehicle LED screen on its Gen4 vehicles with geofenced zone notifications, battery level, and other data sets. The information is conveyed via an icon to accommodate non-English speakers. We also provide

riders with audible notifications and haptic feedback for violations such as sidewalk riding.



Our Gen4 vehicles include a large LED screen, enabling us to provide clear, hands-free notifications.

● ● ●
After the Ride

Automatic validation of proper parking: To validate proper parking, Lime's app automatically requires an end-trip photo for proper parking recognition, and we audit 100% of end-of-ride parking photos with our proprietary A.I. See [Section L, pg. 75](#) for images.

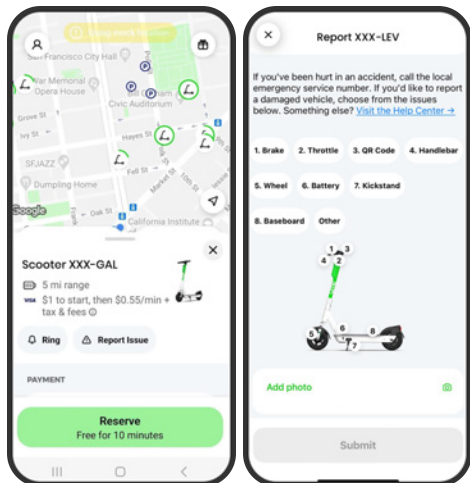
Safety Portal: Our safety portal website (safety.li.me) includes how-to-ride video tutorials, a customer service request form, a discounted safety equipment store, and a signup form for our Digital First Ride events. Every week more than 4,000 people visit our safety portal.

E.2. Describe your plan to limit speeds (for example, on a user's first ride to allow new users to learn to operate devices at a slower speed, in certain geographic areas or locations etc.). • Lime limits a rider's speeds during a user's first ride(s) using Training Mode (see above). We also limit speeds in specific geographic locations using geofenced slow zones.

Slow Zones: Every Lime e-scooter is equipped with global positioning system (GPS) technology to track the vehicle's position and control rider behavior by implementing zones like slow zones. In slow zones, a rider's speed is automatically and gradually reduced to meet the zone-specific speed limit. Any of these zone types can be created, adjusted, or removed by Lime's Operations Team within 24 hours of notification. Lime deploys a slow zone in San Francisco along the length of the Embarcadero.

E.3. Describe plan to educate users on how to report a collision or other safety incident to applicant and appropriate authorities. E.3.a. Describe plan to offer users the ability to report safety issues, including involvement in a collision, at the end of every ride.

In-App Rider Reports: At the end of each ride, riders are prompted to rate their rides. After a low-rated ride (one to two stars) or after being marked in the app as damaged, vehicles are immediately flagged for retrieval and repair.



Incident Response: Incidents can be discovered by our Operations Team, the City, riders, non-riders, or through our data analysis of maintenance and customer service records. Upon learning of an incident, we identify the rider and vehicle involved, gather necessary details, and devise a tailored response plan. We also engage with the customer to glean additional information. We immediately escalate the issue to our Trust and Safety Team, who are equipped to handle sensitive matters.]

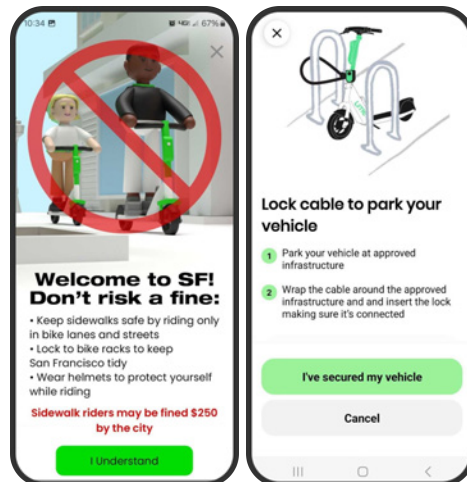
RADAR Detection: Lime’s Real-Time Accident Detection and Response (RADAR) system uses machine learning from over 500 million trips and onboard telemetry data to keep our team notified of unsafe riding behavior.

[New for SF] Lime is expanding the detection features of our RADAR tool to detect vibration trends that would indicate risky maneuvers such as jumps, skidding, and extreme swerving. We will use this data to tailor rider communications, safety programs, local operations, and the design of our hardware to improve safety.]

E.4. Describe plan to convey information about proper parking to users on the mobile application and/or on the scooters, including detailed educational tools and reminders. • Lime presents riders with proper parking education and San Francisco Rules of the Road through a comprehensive suite of in-person and digital means: in-person outreach events and First Ride Academies; social media; in-app messages; and rider emails. We engage with customers frequently—upwards of weekly through digital means—to reach all riders about proper parking and the program rules.

Conveying proper parking information on the app

Lime presents our Rules of the Road to San Francisco riders, which informs riders that they must park in an appropriate location and lock the vehicle to appropriate infrastructure.



Conveying proper parking information to users on e-scooters

Limes affixes sticker decals on all e-scooters displaying the Rules of the Road and Lime’s contact information. Lime also affixes our contact information on e-scooters in braille, seen at right.



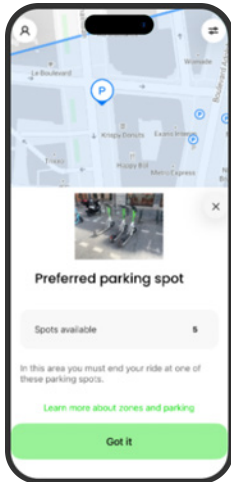
Detailed educational tools and reminders

Our Ride Safe San Francisco safety education campaign includes in-person and digital educational tools and reminders that are presented to the rider before, during, and after the ride to help them understand proper parking and safe riding behavior. See above for our full Ride Safe San Francisco campaign.

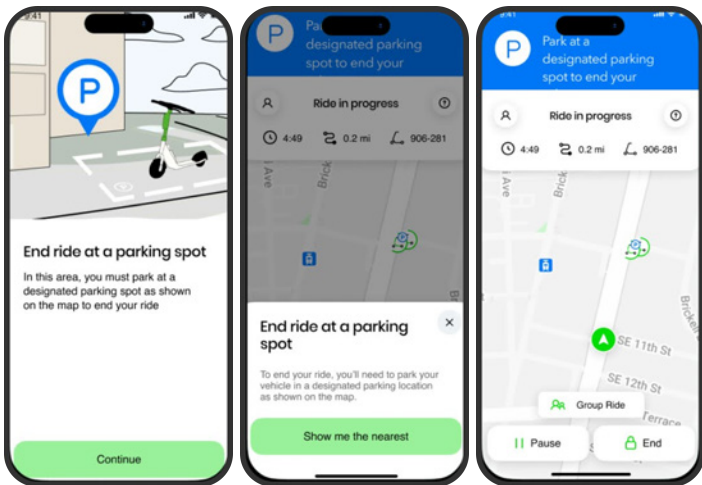
E.5. Describe any incentive programs applicant will implement to encourage riders to properly park scooters at bike racks or other locations specified in the SFMTA’s Mobility Device Parking Requirements and General Guidelines (Appendix 1), including review of photographic records of proper parking and rewards programs for consistent good parking behavior. • Lime incentivizes and encourages proper parking using our in-app parking guidance and our rebalancing incentive, and reviews rider parking using our end-trip photo review.

Rebalancing Incentive: Lime can incentivize riders to rebalance vehicles by parking them to bike racks of lower use, to help distribute devices and educate riders.

Riders who rebalance to prompted locations are rewarded with ride credits.



In-App Parking Guidance: Our app confirms the rider is in a designated parking spot and can end their ride.

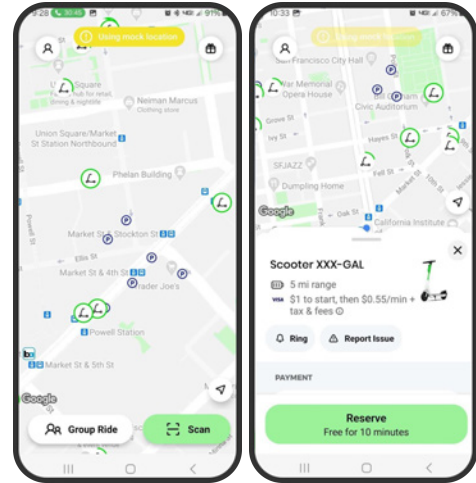


Advanced A.I. Review of End-Trip Photos: To further digitally track and ensure that riders correctly end their trip, Lime requires San Francisco riders to take an end-trip photo - 100% reviewed using A.I. algorithms developed by our custom machine learning model that is developed entirely in house. See **Section L, pg. 75**.

E.6. Describe the required locking mechanism(s) that allows scooters to be secured to fixed objects as specified in the Mobility Device Parking Requirements and General Guidelines (Appendix 1). • Our **Lime Lock** technology matches a traditional bike lock mechanism for securing e-scooters, making our locking technology intuitive and easy to use. When the rider scans the QR code on the vehicle with their mobile phone’s camera via the Lime app, the vehicle activates and sends a signal to unlock the lock. Once a trip is complete, riders are prompted to engage the lock. See **Section L, pg. 75** for images.

E.7. Describe plan to display bike rack locations in app.

• Parking symbols are displayed in-app to riders for all designated parking areas. Lime has demarcated bike racks in San Francisco as designated parking areas.



E.8. Describe rider accountability measures applicant commits to implementing, including commitment to monitor compliance with applicable laws and regulations. E.8.a Describe the mechanisms you will implement to hold riders accountable for repeated improper, unsafe and/or illegal parking or riding. •

Lime deploys our sidewalk riding detection technology on every vehicle in San Francisco, in compliance with SFMTA sidewalk riding standards. When a rider strays onto a sidewalk, the vehicle emits an audible alert and the rider receives an in-app message informing them that sidewalk riding is prohibited. Lime uses lock-to and end-trip photo review to ensure proper parking. Our additional technology innovations to monitor compliance with the applicable laws and regulations include our underage riding detection (see **Section E.12, pg. 44**).

Mechanisms to hold riders accountable for repeated improper, unsafe and/or illegal parking or riding, such as: an escalating penalty structure and a progressive disciplinary process

Progressive Discipline Policy

To encourage a culture of accountability, we have a progressive discipline structure that encourages proper riding/parking and reduces recidivism. Riders are assessed fines for violations of San Francisco rules and regulations. Lime provides a combination of email and in-app messaging at each stage of this process to inform riders of the infraction; provide safe riding tips; specify any disciplinary action (fines or suspensions); issue warnings for progressive disciplinary action upon the next infraction.

First Offense Warning: Email and in-app messages inform the rider of the infraction and provide safety tips and rules of the road.

Second Offense \$10 fine: Email and in-app messages inform the rider of the infraction, of the \$10 fine, and provide safety tips and rules.

Third Offense \$30 fine: Email and in-app messages inform the rider of the infraction, of the \$30 fine, and provide safety tips and City rules. Rider is also notified that the next infraction will incur a temporary account suspension.

Fourth Offense One-Week Suspension: Email messages inform the rider of their one week account suspension, and provide safety tips and City rules. Rider is also notified that the next infraction will incur an account deactivation.

Fifth Offense Account Deactivation: Email messages inform the rider of their account deactivation and emphasizes the importance of courteous and compliant riding and parking.

information sharing with other Permittees regarding riders with repeated problematic riding and/or parking behaviors.

Lime will collaborate with other operators in San Francisco to devise collective ways we can reduce improper riding in the City. See above for more on Lime's sidewalk riding prevention tactics in San Francisco.

E.9. Describe process for investigating and resolving complaints about improper, unsafe, or illegal riding/parking behavior. • Lime offers a 24/7 multilingual customer service network consisting of six main channels: phone, email, community reporting form, in-app, social media, and a safety portal on Lime's website. Our six customer service channels are staffed by our 250-person, multilingual customer service team trained to respond to all types of reports, including any billing disputes, problems with a vehicle rental, or reports of misparked or damaged vehicles. Lime responds to customer calls with immediacy so that the request is addressed within two hours.

[Investigating and Resolving Complaints about Unsafe Riding: Should Lime receive a complaint (from the City or from the public) about unsafe riding behavior, Lime can identify the rider account and take corrective action by using the vehicle ID and time of the unsafe behavior. In addition to our vehicle's live, on-board GPS feed, our vehicles' location history data is recorded every ten seconds, so we can use that data paired with the time

and vehicle ID to determine which rider was behaving inappropriately.]

RADAR Detection: See above for a description of our RADAR technology, which notifies our team of unsafe riding behavior.

E.10. Describe applicant's commitment to implementing any additional scooter modifications, notification systems, infrastructure, etc. not otherwise mentioned in this application that further promotes safe scooter riding and/or parking. • As the City's partner in providing a safe micromobility service, Lime commits to implementing additional scooter modifications, notification systems, infrastructure, etc., that further promotes safe scooter riding and parking. In just seven years, Lime has grown from providing pedal bikes with a GPS to providing some of the most advanced micromobility devices on the market, and our vision for the next two years continues this momentum to deliver the best for San Francisco.

E.11. Describe procedures for non-customers to notify the company through phone, app, website, or email, if there is an improperly parked scooter, along with how you will respond to and track these complaints. • Lime resolves complaints from non-riders quickly and efficiently through our customer service channels. Our San Francisco **Lime Patrol** team responds to vehicle issues **within two hours** of notification. Lime offers a 24/7 multilingual customer service network consisting of the following main channels:

- **Phone:** Customer service can be contacted at 1.888.LIME.345. Lime provides multilingual customer service over the phone in 16 languages, including English, Spanish, Arabic, French, Mandarin, Tagalog, and German, Italian, Polish, Czech, Swedish, Hebrew, Dutch, Hungarian, Portuguese, and Norwegian.
- **Email:** We can be reached via email at support@li.me. Our Customer Service Team provides written support in all languages. We also have a dedicated email for the City to contact us at help-San-Francisco@li.me.
- **App:** Both riders and non-riders alike can contact customer service within the app without taking a ride.
- **Self-Service Safety Portal:** Lime has a public online safety portal, safety.li.me, which includes a web form for customer service, riding and parking education, and discounts on safety gear such as helmets, and more.
- **Social Media:** Anyone can tag @ [LimeAid](https://twitter.com/LimeAid) on Twitter for customer service to review and route to the local Operations Team to address.

- **Website:** Self-help FAQs and a portal for customer service submissions.

Customer Tracking and Resolution

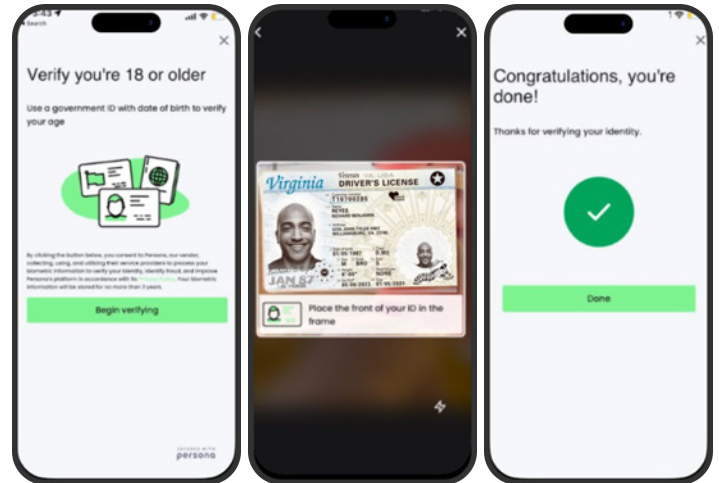
Customer service queries received through any of our channels are issued a “ticket” in our Zendesk customer support software suite for customer service request tracking. Our local Operations Team also has access to the Zendesk platform to view and address issues specific to the City. Customer service reports are ranked so that the most critical issues are attended to first. Accessibility and safety concerns are always assigned the highest priority. If a mechanical issue or other safety incident is reported, the vehicle is automatically placed in Maintenance Mode, which removes it from the rider app and disables it until it can be attended to by our Operations Team.

E.12. Describe commitment(s) to ensure customers have a valid driver’s license, including how applicant will address issues such as riders under the minimum legal age operating scooters. Higher scores will be given to applicants that provide examples of successful implementation of such strategies in San Francisco and/or other cities.

● Lime’s minimum age requirement (18) is displayed on each device, in the app upon signup, and in our User Agreement. Verified underage riding results in immediate account deactivation. Lime deploys our in-app ID scanning technology in San Francisco to check for a valid ID and reinforce our rider education strategies.

This feature requires all riders to upload a scan of their age-verification ID. Only riders that showed proof of meeting our minimum age requirement of 18 years are able to start a trip. While the process runs through the

Lime app, we partner with a third-party processor, Persona, to ensure that all riders are of age. In order to ensure rider privacy, following verification we do not store the identification or the rider’s date of birth on our servers.



F. Recharging, Maintenance, Cleaning, and Sustainability Plan

F.1. Describe how scooters will be recharged. • [With the support of our global Environmental Health & Safety (EHS) team, Lime has implemented an ISO 14001-compliant Environmental Management System that governs battery handling and charging. We enhance our battery safety protocols and staff training continually, utilizing external consultants like LMS Environmental Inc and Hazmat Safety Consulting.]

F.1.a. location(s)/building(s) and specific room(s) where scooters will be charged, including Addresses, Power sources, compliance with San Francisco Fire Code §325. • [Lime charges our e-scooter batteries at 701 Cesar Chavez, San Francisco in the Battery Charging and Storage Room in the Main Vehicle Maintenance Hall. Electric is provided by PG&E. Our location is compliant with SF Fire Code §325, evidenced during our recent successful warehouse tour with the SF Fire Department (see below for more).]

Battery charging: [Batteries are charged in tip-proof charging racks have the following anti-flammability specifications: 0.5” thick Class A/1 per ASTM E84 fireboard to separate battery compartments with no gaps greater than 2 millimeters. Fire extinguishers are placed next to each cabinet. The MBS triggers an alarm in the event of damage. This system will automatically stop power supply to a battery once the battery is completely charged, to prevent potential overcharging, overheating and thus thermal events.]

Did you know? Lime’s local San Francisco Team conducted a successful warehouse tour with the San Francisco Fire Department Chief following the passage of a Fire Code ordinance earlier in the year. The Chief appreciated our efforts to ensure compliance and operational safety. We will now work with internal stakeholders to provide the Fire Department with a comprehensive plan and timeline for meeting San Francisco’s new Fire Code requirements.



F.1.b how your staff, including company employees, staff from staffing agencies, and/or independent contractors, will know when a scooter needs to be recharged. Information and training you will provide to

any staff and/or independent contractors handling recharging concerning safe charging practices. •

[Battery safety training: In order to work with and around batteries outside of the e-scooter, all workers need to complete mandatory safety training every six months via an online course that includes best practices for safe charging, pass several knowledge checks with 100% accuracy, follow the proper safety procedures (covered in the course), and wear the correct personal protective equipment (PPE), which is provided by Lime and is readily available for each employee. Any workers tasked with lithium-ion battery handling and storage must also be currently trained in Dangerous Goods Battery Safety.

Battery transportation: Lime’s ISO 14000-aligned safety protocols for battery transportation are implemented at every point of contact. Batteries are stored in UN 3480-compliant polyethylene bags and barrels with CellblockEX, spaced to prevent contact and thermal incidents. This arrangement also shields them from environmental exposure.]

F.1.c. Describe how you will educate and train all staff handling recharging, including employees, staff from staffing agencies, and/or independent contractors, on how to safely and legally park when retrieving scooters for recharging, rebalancing, or maintenance. • Lime provides city-specific parking training to all staff handling recharging, including employees and Lime’s SBLP independent contractors. Staff must pass Lime’s certification tests before being certified to operate Lime’s operations vehicles unsupervised. Lime requires Operations Team members to have a valid driver’s license and a clean driving record.

F.1.d Describe your commitments to minimize potential negative impacts (e.g. congestion, double parking, excessive vehicle-miles traveled) associated with practices related to collecting, redistributing, and recharging scooters. • Lime minimizes carbon emissions during field operations by using zero-emission vehicles. We have eight electric operations vans in San Francisco.

[Additionally, Lime has developed a proprietary Advanced Assignment Algorithm (AAA) which optimizes field tasks according to route and task importance, minimizing wasted trips and inefficient routes. Since deploying AAA, we have saved on fuel, Vehicle Maintenance Trips (VMTs), and reduced congestion. Telematic equipment is installed in all of Lime’s vehicles to track and reduce vehicle miles traveled. We use robust fleet management services, EMKAY and Samsara, and are able to track VMT, idle time, MPG, GPS locations/routes, driver’s activities and driving actions,

F.1.e. Describe how you will document and report to the SFMTA, upon request, on non-revenue vehicle miles traveled (VMT), and the number and length of trips generated by collecting, redistributing, and charging activities. • Lime can provide to SFMTA a VMT report including current vehicle count, fuel type, mileage for each vehicle, mileage per operations task type, trips during peak hours, and total mileage. Lime's operations fleet is now 100% electric.

F.2. Describe the applicant's approach to maintenance, cleaning, repair of scooters, safety check protocols, and minimum standards for repair and cleaning, subject to approval by the SFMTA and Public Works. Include a description of how you will train staff, including employees, staff from staffing agencies, and/or independent contractors, to execute applicant's approach. • [Lime's vehicles are evaluated for maintenance needs every time they are rebalanced or charged, and each vehicle receives a full, routine preventive maintenance after 200–300 miles. This value is calibrated to reflect the typical rate of vehicle wear on streets. Once a vehicle reaches the threshold for preventive maintenance, a notification is generated in our FMP, and our local Operations Team brings the vehicle back to the warehouse for a full 65-point inspection. The new control procedures help keep our deployed fleet in operating condition, and reduce the number of deployed vehicles that require maintenance.]

Cleaning

[Lime vehicles are evaluated for maintenance needs—including cleaning needs—every time vehicles are rebalanced or charged. Our Operations Specialists are equipped with cleaning supplies and personal protective equipment to clean e-scooters.]

repair of scooters and minimum standards for repair and cleaning

[Lime employs a rigorous repair process that includes standardized diagnoses, corrective actions, and two-step quality control, ensuring that repairs are carried out consistently and correctly. Unlike other operators, Lime's in-warehouse fleet inspections, maintenance, and repairs are conducted exclusively by Lime's certified, full-time, in-house mechanics. Unlike other operators, Lime never uses subcontractors to oversee the safety of our vehicles.

- **Standard Repairs:** Over 95% of overall general repairs in our warehouses are maintenance and minor repairs. The modular design of our vehicles

and our completely in-house supply chain allows us to ensure we have an optimal supply of spare parts for our repairs, to quickly return vehicles to the right-of-way.

- **Advanced Repairs:** Advanced vehicle repairs typically concern the frame or the electronic components such as the vehicle motor or the control unit which is essential for the operation of all vehicle components. For this reason, only senior qualified mechanics are assigned to solve these problems.]

Safety check protocols

[Once repaired, every vehicle must pass through five individual ISO 9001-aligned QA/QC checkpoints by two Mechanic Leads. The Mechanics Leads carry out at least three specific procedures: emergency braking check, a massive stress on the suspension, a road test of the vehicle, and a test of any vehicle parts that have been repaired. If one of the mechanics fails the vehicle on one of the tests, the vehicle is sent back to the queue to repeat the diagnosis and maintenance process.

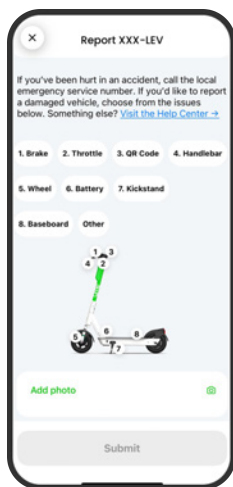
In-Field Safety Checks: Lime's Operations Specialists perform safety checks on vehicles during their in-field patrols, checking the condition and safety of each vehicle they encounter through tasks like vehicle deployments and battery swaps.]

How you will train staff

See **Section G.4, pg. 50** for information on our staff training.

F.3. Describe procedures for customers to notify the company that there is a safety or maintenance issue with a scooter, and procedures for removing that scooter from service until it is inspected. See also: A.3 above. • [As detailed in **Section A.3, pg. 22**, Lime provides the following technologies and procedures for customers to notify us of a safety or maintenance issue: Self-Diagnostics, Status Notifications, Customer Service Reports, and In-App Rider Reports.

Upon any trigger of a safety or maintenance issue, our FMP puts the vehicle in Maintenance Mode, making it unrentable and dispatching an Operations Team member to collect it for inspection. Once repaired, every vehicle must pass through five individual ISO 9001-aligned quality control checkpoints by a Mechanic Lead, who has been put through additional in-house training to identify quality issues, before being redeployed.]



Screenshot of in-app rider report form

F.4. Describe how you will comply with the City's Zero Waste and Producer Responsibility policies and San Francisco Fire Code §325. • Lime complies with the City's Zero Waste and Producer Responsibility policies and San Francisco Fire Code §325 through our 100% waste diversion operations; Lime's vehicles are modular—every part can be reused or recycled. Lime's vehicles are 96% recyclable at end of life, and have a lifespan of 6+ years; Lime battery storage and charging are UL 2272-compliant.

Taking responsibility for the scooters throughout their life cycles by properly managing hazardous components including batteries

For batteries that are no longer sufficient to power our devices, but still have useful life remaining, we have partnered with companies like Gomi, Cobat, and Innov8 to provide innovative second-life uses in consumer products like speakers, marine electronics, e-trikes, and portable battery packs.

storage of defective/old batteries

[Our local Operations Team oversees battery charging to the highest levels of quality control and safety, ensuring that only healthy and fully-charged batteries return to the fleet. Before charging, the battery undergoes a diagnostic inspection process to ensure it is free of damage, i.e., dents, cracks, or damage to the contact terminals. Any battery with evidence of damage is immediately removed from service and slated for recycling. End-of-life, damaged, defective, or recalled batteries are recycled with our global recycling partner Sprout, an R2v3-certified recycler.]

reducing the need for new scooters through repair, reuse, and recycling or proper disposal consistent with the Sustainability Guidelines and Requirements

Lime balances the benefits of our upgrade schedule with the end-of-life impact of our fleet, in alignment with the City's Sustainability Guidelines and Requirements. To provide the most advanced and up-to-date technology, Lime's vehicles are built with modularity in mind, so that we can upgrade individual components without having to replace the entire scooter. This also means that upgrades are easier to implement across our fleet while minimizing waste.

We also take into account the fact that we have a reuse and recycling plan for every e-scooter part (and even entire e-scooters, when we redeploy them to a different city). Our newest model e-scooter, the Gen4, is made from 96% recycled material and is anticipated to last more than six years. Our batteries have a lifespan of nearly three years. Peripherals, such as bells, have a lifespan of two years. By having a longer lifespan, we are able to ensure that our vehicles do not need to be disposed of entirely while still providing San Francisco with our latest technology.

F.5. Describe your commitments to ensure scooters do not defoul the environment. This includes, but is not limited to, your commitments to respond to reports that scooters are found in the bay or another body of water.

• [Lime's battery pack is rated IP68, making it possible to withstand torrential rain or flooding. Our batteries also comply with UN38.3, an international safety standard that addresses the quality and safety of lithium-ion batteries. One of the criteria of this safety standard is rigorous testing for battery leakage in various situations, including testing to ensure integrity when submerged. Also, Lime has developed and deployed a new calibration algorithm that improves GPS accuracy of stationary vehicles for Operations staff. It is designed to filter out GPS drift by an average of 72% and provide consistent GPS location updates for local operations. This has allowed our Operations Team to locate vehicles that are removed from the service zone quickly and with accuracy.]

Lime's FMP is programmed to send real-time alerts when a vehicle is abandoned, leaves the service zone, or goes offline near a nature area or body of water.]

Recovering vehicles abandoned in waterways

Lime's local Operations Team is trained to safely identify water conditions and speeds to access waterways and retrieve submerged vehicles using magnets, ropes, and a specialized hook tool. In San Francisco, we have worked with the San Francisco Port Authority to retrieve vehicles. All recoveries are conducted in accordance with regulations and notifying proper authorities.

G. Hiring and Labor Plan

G.1. Describe your staffing plan, including staff who are employees, staff from staffing agencies and/or independent contractors, for operation and maintenance of your Powered Scooter Share program. •

San Francisco is home for Lime. We have our headquarters on Second Street and our Bay Area warehouse and R&D center in Dogpatch.

[Our Lime-trained and certified San Francisco team—full-time employees and Small Business Logistics Providers—facilitate our program’s operational excellence, our reliable vehicle availability for riders, and a 99.98% incident-free safety rate.]

Staff Who Are Employees

[For the San Francisco program, Lime employs 30 full-time staff—meaning a ratio of one team member for every 70 scooters. For our program operations, this includes a Regional General Manager, General Manager, Senior Operations Manager, Operations Coordinator, 16 Operations Specialists, and 9 Mechanics. We also have a team member based in San Francisco in charge of all Government Relations with the city.

Lime’s Operations Coordinators and Specialists are responsible for driving our vans, deploying and retrieving our vehicles, ensuring compliance with fleet numbers and parking, completing in-field maintenance checks, sanitization, and reparking any misparked vehicles. Our Mechanics are responsible for keeping the fleet in top condition, including all maintenance and repairs on Lime e-scooters.]

Staff from staffing agencies

[Lime does not employ any staff from staffing agencies for the San Francisco program.]

Independent contractors

[Lime currently has four SBLPs in San Francisco, and we are onboarding two additional new SBLPs.] We have worked and will continue to work with the City to verify the credentials of SBLPs, a process that has worked well for Lime and the City.

See **Section G.2, pg. 49** for more on our SBLPs.

San Francisco Leadership Team

Team Member	Responsibilities
Operations Team	
Madison Jeha Senior Operations Manager	Lives in SF Madison joined Lime in 2022 as the Sr. Operations Manager of San Francisco and Oakland. In this role Madison is in charge of the local operations, vehicle distribution, warehouse flow, city engagement and regulations, along with managing our full time staff. Madison was born and raised in the Bay Area. She has excelled at her role with her thorough knowledge of the city streets and care for the area she grew up in.
Joey McLachlan General Manager	Lives in SF Joey joined Lime in 2022 as the General Manager of Northern California. In this capacity, he is accountable for the Bay Area’s financial performance and ensuring operations are designed to meet each city’s regulatory and safety requirements. Joey is based in the Bay Area where he has called home for the last 12 years.
Alyssa Edelen Regional General Manager	Alyssa joined Lime in 2019 and was promoted from Senior Operations Manager to General Manager in January 2022, and now is the Regional General Manager for the Western U.S. at Lime. In this capacity, she is accountable for the San Francisco program’s financial performance and ensuring operations are designed to meet San Francisco’s regulatory and safety requirements. Alyssa is based in California.
Government Relations Team	
Charlie Masoloni Senior Manager, Government Relations	Lives in SF Charlie heads up government and community partnerships in California for Lime. He brings over six years of experience leading public engagement on the West Coast. Charlie is responsible for leading Lime’s local community engagement and partnerships in San Francisco, and works closely with Joey, Alyssa, and Madison to ensure programmatic success on the ground. Charlie has lived in San Francisco for 7 years and is an avid cyclist who spends his weekends biking around San Francisco and throughout Marin.

<p>Karla Owunwanne Senior Director of Government Relations, US West</p>	<p>Karla leads community and government relations for the Western U.S. region, has been with Lime since October 2018, and is the Founder of our Los Limes (Latinx) Employee Resource Group. Karla sets the policy strategy and objectives in San Francisco and has played an instrumental role in charting Lime’s strategic growth across California. She has over ten years experience managing government relations and building key contacts to foster major policy projects on critical community issues. Karla is based in California.</p>
------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

G.2. Describe employment types, whether independent contractors, staffing agency staff, or employees, for staff responsible for operation and maintenance of your Powered Scooter Share program as described in G1. If staffing agencies and independent contractors are included in the plan, provide the name of the staffing agencies.

[Employment types: Our San Francisco team consists entirely of full-time employees and Small Business Logistics Providers to assist with rebalancing and recharging vehicles.

Employees: For the San Francisco program, Lime employs 30 full-time staff. For our program operations, this includes a Regional General Manager, General Manager, Senior Operations Manager, Operations Coordinator, 16 Operations Specialists, and 9 Mechanics.

Lime pays living wages plus bonuses based on performance. Our local operations leadership positions are salaried, and all other operations employees are paid hourly. In addition, all workers have access to the following benefits in the U.S.: Affordable health insurance, 401K, Employee Resource Groups (ERGs), and memberships for mental and physical health.]

Independent contractors

[Small Business Logistics Providers: As in our markets across the United States and California, our San Francisco Operations Team is supported by our Small Business Logistics Providers (SBLPs) that help rebalance, recharge, and repark vehicles in the field. SBLPs are local small business owners who specialize in basic field operations tasks. SBLPs do not perform any maintenance tasks. Fleet management, maintenance, inspection, and quality assurance are handled by our full-time Operations Team only. Lime’s SBLPs are paid per task.]

Staffing agency staff

Lime does not employ any staff from staffing agencies for the San Francisco program.

For staffing agencies and independent contractors, provide: the name of the staffing agencies you use or

plan to use to hire these types of staff.]

[Lime currently has four SBLPs in San Francisco, and we are onboarding two additional new SBLPs. We have worked and will continue to work with the City to verify the credentials of SBLPs—a process that has worked well for Lime and the City. All SBLPs Lime partners with are LLCs who hire W-2 employees.]

G.2.a. If field/operations staff will be compensated using a means other than hourly wage or salary, describe the incentive structure you will implement for staff who will charge scooters and/or perform other operations duties. • [Lime’s SBLPs are compensated per task completed.]

G.3. Describe how applicant’s hiring plan will comply with state and local laws, and best practices regarding equal opportunity, local hiring, and fair wages. • Lime complies with all national, state and local laws and best practices regarding equal opportunity, local hiring, and fair wages. [Lime’s San Francisco team earns between \$21 and \$26 per hour, above San Francisco’s minimum wage and above the wage given for comparative roles by other micromobility companies.] We commit to working with the City’s **First Source Hiring Program** and community-based organizations to hire new staff.

Best practices regarding: equal opportunity

We are an equal opportunity employer and do not discriminate against employees or applicants for employment. Lime’s Supplier Code of Conduct emphasizes partnering with companies owned by People with Disabilities (BEPD), Disadvantaged Business Enterprises (DBE), Minority Business Enterprises (MBE), Veteran Business Enterprises (VBE), Women Business Enterprises (WBE), and LGBTQ Business Enterprises. Our commitment to being an equal-opportunity employer is articulated in our Lime Employee Handbook.

local hiring

Lime’s San Francisco team is hired from within San Francisco. We use a combination of traditional job boards and open position postings with our community partners to hire within the City. For this new permit

period, we commit to utilizing the City's First Source Hiring Program and coordinating with community-based organizations and City sponsored programs, such as CityDrive, to post our open positions.

Fair wages

[Lime's San Francisco team earns between \$21 and \$28 per hour, above San Francisco's minimum wage of \$18 per hour and above the wage given for comparative roles by other micromobility companies.]

G.4. Describe the skills and training procedures for field/operations staff and independent contractors.

[All of Lime's Operations Team members receive market-specific training from Lime upon hire and throughout onboarding.]

Training for All Operations Team Members: Every single Operations Team member receives extensive continuous training covering vehicle safety, battery safety, environmental health & safety, warehouse and workplace code of conduct. Staff must pass Lime's certification tests on these subjects before being certified to work on Lime vehicles unsupervised. Lime requires Operations Team members to have a valid driver's license and a clean driving record.

New hires are given an hour-long, in-person training by Mechanic and Operations Specialist Leads that not only provides the San Francisco road rules but also explains the importance and safety implications behind these rules. This training is bolstered by weekly 1:1 check-in sessions between the Leads and staff.

Deployment Training for Operations Specialists: In order to maintain good standing at Lime, all Operations Team staff are required to pass the initial and monthly Rules of the Road training that specifies procedures for proper vehicle deployment and retrieval procedures, ADA access requirements, and rebalancing of improper parking and reducing oversaturated areas.

Disability Awareness Training: As part of our annual training on December 3, the United Nations' International Day of Persons with Disabilities, we hold educational training at Lime offices and warehouses for staff to learn about the mobility concerns of people with disabilities and how to deploy our fleets in a safe and considerate way.

Mechanics Training: Lime's fleet is **exclusively maintained by our full-time in-house W-2 Lime-certified mechanics.** Unlike other operators, **Lime never uses subcontractors to perform maintenance on our vehicles.**

Our training program includes a minimum of 40 hours of specific training on our vehicles and our repair processes and related ISO-certified processes, and only once mechanics have successfully completed the training course are they scheduled for live shifts. Our staff includes experienced mechanic shift leads, on-hand to mentor newer staff and oversee repair activities.

SBLP Training: Lime's SBLP companies are trained by Lime to uphold the highest possible operational standards with localized training for the San Francisco market. SBLPs are given in-person training and check-ins by Lime that provides the road rules and explains the importance and safety implications behind these rules. This training covers vehicle retrieval, rebalancing, City regulations, and correcting misparked vehicles.

SBLPs are also required to complete mandatory battery safety training every six months via an online course that includes best practices for safe charging; pass several knowledge checks with 100% accuracy; and follow proper safety procedures during all tasks.]

G.5. Provide a labor harmony plan including the means by which labor and labor harmony has been considered in your operations, specifically as it relates to consistent distribution, operations, and maintenance (including steps taken to avoid potential service disruptions), and information regarding employee work hours, working conditions, and wages.

• Lime has a labor harmony plan that has been submitted to and accepted by SFMTA. Lime has never had a labor or service disruption in any program due to our strong relationship with our team members. We recognize the rights of workers to organize and join unions pursuant to the National Labor Relations Act. Lime acknowledges the City's commitment to ensure that permitted businesses maintain labor harmony with Lime's workforce and related unions so that transportation services and the general public are not disrupted. We will accomplish this goal through our commitment to act in a good faith manner, meet with representatives to resolve issues, and, conform to law, to ensure any actions taken do not disrupt the general public. Lime is also committed to a diverse supplier base and extending our corporate values through our supply chain.

[Lime's SBLPs are required to sign a contract with Lime that commits them to paying a fair wage to their employees, providing a safe and healthy workplace, and adhering to our environmental management standards.]

H. Community Engagement Plan

Provide a plan that complies with the accompanying Community Engagement Guidelines and Requirements, (Appendix 2), and specifically include the following components and commitments, which are described in therein:

H.1 Equitable community engagement • Lime provides equitable outreach and engagement to reach all San Francisco residents and visitors—especially low-income communities and those interested in Lime’s payment and discount options.

Lime Access and Discount Outreach

- Outreach through Community Partners: **Tenderloin Merchants and Property Owners Association** and **SE Vision Project**
- In-app messages and rider emails with a **Lime Access** signup link
- Social media post about **Lime Access**
- Multilingual fliers distributed to community centers and community organizations across the service zone
- **New for SF Direct enrollment through Sheer ID:** Lime will use Sheer ID to automatically enroll the system’s users into **Lime Access**. Sheer ID is an app that serves as a one-stop shop of services for persons who are eligible for subsidies and social programs. A user’s eligibility for Sheer ID signifies to Lime that they are also eligible for **Lime Access**.

Lime Hero: **Lime Hero** is our community empowerment program that allows riders to round up their fare to contribute to supporting a community organization in their city. Our San Francisco **Lime Hero** Partner is **Our Trans Home**, a coalition campaign working to address & raise visibility of trans homelessness & housing instability.

H.2. Communications strategy • Lime starts and ends with our riders. We pride ourselves on our comprehensive outreach programming designed to reach those who most need a ride—especially those who are historically underserved by transit. Lime’s strategy in San Francisco has been to present the San Francisco Rules of the Road and engage with riders through all available forms of media and in person events to increase ridership and compliance with local rules. We use in-app messages, rider emails, in-person outreach, traditional journalism, and social media.

Marketing Assistance

Lime deploys a comprehensive suite of media outreach through social media, in-app messages, rider emails, print media, and bus shelter advertisements. We engage with customers frequently—upwards of weekly through digital means—and through a comprehensive suite of platforms to reach all riders about the program rules, especially on topics that San Francisco cares about most: preventing noncompliant riding like sidewalk, tandem, and underage riding, and encouraging proper parking and helmet use. Lime will continue to invest over the permit period in our San Francisco marketing campaigns.



Voices in Support

“With Lime, I was able to sell my car to help reduce my carbon emission and take another car off the busy roads.”

- Dan S., SF Lime rider

In-App Messages

We send riders in-app messaging and reminders advertising City events, special promotions, and campaigns. We can send these messages based on specific triggers, like geographic area (notifying a rider of entering or leaving a special event geofence zone), time of day, special events, and more.

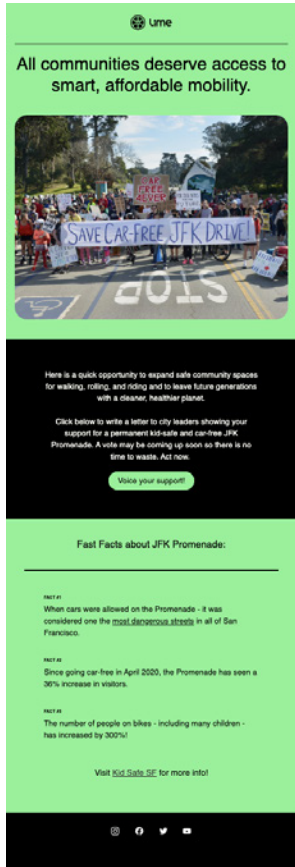
In-App Surveys to Measure Engagement and Customer Satisfaction: Additionally, Lime implements continuous rider surveys during our programs, which we deliver to riders in-app and through email. The results of these surveys are used to gauge rider and customer satisfaction and areas for program upgrades. The results of the San Francisco surveys we have conducted to date during the program have been interspersed throughout this proposal as evidence of rider feedback about Lime.

Rider Emails

We send rider emails one or two times per month, alerting riders of safety campaigns—like riding in bike paths instead of sidewalk riding—and new program features, city events, and **Lime Access** eligibility. Lime sent the following San Francisco specific rider emails, one to support the measure for Car-Free JFK Drive (which passed) and one detailing Lime’s support for Next SF Small Business community. See excerpts of the emails below.



Rider emails detailing Lime's support for Next SF Small Business community



Rider emails for supporting the measure for Car-Free JFK Drive



Example of Lime's Time to Lime campaign in Los Angeles

Social Media: Lime is on Twitter, Instagram, and even TikTok, to reach our social media wielding users. We create posts on just about every topic — encouragement to **Try Lime**, safety, helmet usage, and local San Francisco events with a Lime presence. We post our San Francisco road rules to each of our social media accounts at least three times per month. Lime advertises proper parking and proper riding campaigns using Instagram reels and YouTube videos.

Public Campaigns

Lime's advertisement campaigns—like the ads shown here—not only educate the public on riding etiquette but also include Lime's contact information, to provide non-customers with an avenue for reporting misparked devices. Lime's public campaigns can include bus shelter advertisements and bus wraps, as shown below, or our e-scooter wraps, such as our Pride Month e-scooter wraps for San Francisco in 2023.

Lime's latest public engagement campaign is our **Time to Lime**. This campaign includes advertisements across social media, train and rail stops, and bus shelters.

Community Engagement

Lime is involved in the San Francisco community and attends and supports local business events to collect feedback about micromobility in the community.

Lime provides a variety of in-person outreach and safety events. We emphasize in-person outreach to give interested riders an opportunity to experience Lime in a welcoming and understanding environment; reach those who may not have access to smartphones or who may not realize that Lime is accessible to them; and give Lime the chance to hear from San Francisco's community about their concerns, questions, and experiences—to ensure we stay at the forefront of our audience's needs. Lime's in-person outreach includes **live demos, event tabling, classes, and free giveaways—especially helmets.**

First Ride Academies and In-Person Outreach

Lime's signature First Ride curriculum shows new riders how to ride safely, park properly, and enjoy the mobility of an e-scooter. Our local Operations Team guides attendees as they try out our vehicles on a closed course and learn about the hardware and technology. Attendees have the opportunity to sign up for **Lime Access**, and they receive a free helmet and a promo code for a Lime ride. These events are designed

CONFIDENTIAL/TRADE SECRET INFORMATION DESIGNATED WITH [] OR [] to be **encouraging and inviting—to create excitement and enthusiasm for micromobility.**

We will continue to host quarterly First Ride Academies during the upcoming program. Lime diversifies the dates and times of the events—weekends, evenings, afternoons, etc.—to accommodate interested riders schedules. We will work with our community partners in organizing each event, to maximize reach, attendance, and impact.

Lime to the Polls

Lime provides free rides to and from the polls on election day to reduce transportation barriers such as cost, lack of car ownership, and COVID-19-related concerns. In 2022, we activated **Lime to the Polls** program in over 20 markets, supported over 20,000 rides to the polls, and were featured in over 30 press articles worldwide on our program's local impact.

H.3 Multilingual communications services •

Multilingual Flier Distribution: Lime uses multilingual outreach to promote **Lime Access** enrollment, distributing handouts in Spanish and Cantonese to San Francisco communities.

Multilingual Customer Service Capabilities

Phone: Customer service can be contacted at 1.888.LIME.345. Lime provides multilingual customer service over the phone in 16 languages, including English, Spanish, Arabic, French, Mandarin, Tagalog, and German, Italian, Polish, Czech, Swedish, Hebrew, Dutch, Hungarian, Portuguese, and Norwegian.

Email: We can be reached via email at help-san-francisco@li.me and support@li.me. Our Customer Service Team provides written support in all languages.

H.4 Accessibility and disability community needs •

Lime has established a partnership with **Lighthouse for the Blind and Visually Impaired** to make public spaces in San Francisco more accessible. We sponsored the organization's gala in 2023, which raised funds to rebuild a summer camp for persons with visual disabilities. We have additionally worked with **LBVI** about the design of braille stickers for Lime vehicles and Lime's strategies to ensure that Lime vehicles are parked tightly to bike racks.

H.5 Community engagement record • In addition to hosting First Ride Academies in San Francisco, Lime has also participated in and attended a myriad of community and small business events.



Lime's First Ride Academy in Golden Gate Park featuring an adaptive e-scooter demo, hosted with SFMTA and AccessSFUSD.



Left, Lime at Lighthouse for the Blind's CEO welcome reception. In 2023, Lime sponsored the organization's gala and made a \$5,000 donation. Right, Lime sponsored and participated in the NextSF Panel Discussion.



Lime participated in North Beach Lighting Project with North Beach Business Association



Firefighters Toy Drive: Lime has sponsored this toy drive—the oldest in the nation—for two years in a row.

H.6 Scooter safety training • As detailed above in **Section E.1, pg. 39**, Lime provides in person and digital safety training and outreach.

I. Experience and Qualifications

I.1. Is the applicant a subsidiary of a third party or does a third party own or control at least 50% of the applicant's business? If yes, state the name and address of the third party. If no, state N/A.

Lime is not a subsidiary of a third party. Lime is not owned or controlled by a third party by more than 50%.

I.2 Provide a list of cities, including San Francisco and/or similarly dense, urban North American cities, where you have operated a shared scooter service with at least 500 permitted scooters (list at least 3 and no more than 10 cities).

Lime operates in San Francisco and in the following additional 9 North American cities similar to San Francisco. In each city, Lime operates a shared scooter service with at least 500 permitted scooters.

- San Jose
- Los Angeles
- Long Beach
- Seattle
- Spokane
- Portland
- Chicago
- Minneapolis
- Washington, DC

I.3 Describe how you complied with applicable laws and share the following for each city listed in I2 (if you are a wholly owned subsidiary, include experience of your parent company, as applicable). Note that applicants who are found to have misrepresented any of this information will be disqualified from consideration for a permit.

See the following page for information on each of our cities listed above.

Profile of Lime's North America Operations

	<i>I.3.a. Population</i>	<i>I.3.a. Pop. Den.</i>	<i>I.3.b.Dates of Operation</i>	<i>I.3.c. Avg. Daily Active Fleet²</i>	<i>I.3.d.Dates with 500+ scoot.</i>	<i>I.3.e.Lock-To</i>	<i>I.3.f.Fees on Time</i>
San Francisco	808,000	17,239/mi ²	2019–present	1,770	2019–present	Yes	Yes
San Jose	971,000	5,395/mi ²	2018–present	1,141	2018–present	No	Yes
Los Angeles	3.822 million	7,603/mi ²	2017–present	7,155	2018–present	No	Yes
Long Beach	451,000	5,613/mi ²	2018–present	951	2018–present	No	Yes
Seattle	749,000	8,940/mi ²	2017–present	4,069	2019–present	No	Yes
Spokane	230,000	3,309/mi ²	2018–present	567 ³	2018–present	No	Yes
Portland	635,000	4,377/mi ²	2018–present	1,361	2018–present	Yes	Yes
Chicago	2.665 million	11,702/mi ²	2018–present	2,310	2020–present	Yes	Yes
Minneapolis	425,000	7,390/mi ²	2018–present	41,453 ⁴	2018–present	No	Yes
D.C.	672,000	9,832/mi ²	2017–present	6,507	2018–present	Yes	Yes

² In the past 6 months

³ Lime ceases operations for winter in this market. Number represents the average fleet during active months in the past 6 month period.

⁴ Ditto.

I.3.g. Describe the five most recent, serious suspensions, penalties, citations and/or warnings you received from a local authority in which you operated, even if the city is not one of the cities listed in I2.

Include what the alleged violation was for, when you received it, in which city it was received, and whether or how the alleged violation was resolved. Higher scores will be given proportionally to applicants with a smaller number of serious violations, i.e. less or no suspensions and/or minor violations.

[Lime's five most recent, serious suspensions, penalties, citations and/or warnings from a local authority are as follows:

- **Denver**, received March 28, 2024, warning about compliance with equity regulations. Resolved by updating equity zone shape files and pricing within 24 hours of receiving warning.
- **New York City**, received April 2, 2024 for parking compliance. Resolved with in-app parking reminders, implementing warnings, and implementing mandatory parking zones.
- **Los Angeles**, received April 17, 2024 for improper parking. Resolved with attention by Operations Specialists. (Lime is the only longstanding operator in the market that has not been suspended as a result of violations.)
- **San Francisco**, received April 16, 2024, penalty citation for improper parking. Resolved with attention by Operations Specialists.
- **Sacramento**, received April 18, 2024 for improper parking. Resolved with warnings to riders and increased **Lime Patrol.**]

I.3.h. One reference/point of contact. Please provide a valid email address and phone number, per city, for the SFMTA to contact to verify the accuracy of this information.

- **[San Francisco:** Danny Yeung, Danny.Yeung@sfmta.com, 415.579.9705
- **San Jose:** Craig Dittmann, craig.dittmann@sanjoseca.gov, 510.410.4385
- **Los Angeles:** Jose Elias, jose.elias@lacity.org, 213.202.5437
- **Long Beach:** Tony Cruz, Tony.Cruz@longbeach.gov, 562.570.6384
- **Seattle:** Becky Edmonds, becky.edmonds@seattle.gov, 206.684.5104
- **Spokane:** Ryan Shea, rshea@spokanecity.org, 509.625.6087; Colin Quinn-Hurst, cquinnhurst@spokanecity.org, 509.625.6804
- **Portland:** Bryan Nguyen, bryan.nguyen@portlandoregon.gov, 503.865.2497; Jacob Sherman, jacob.sherman@portlandoregon.gov, 503.865.6062
- **Chicago:** Sean Wiedel, sean.wiedel@cityofchicago.org, 312.744.8182
- **Minneapolis:** Dillon Fried, dillon.fried@minneapolismn.gov, 612.673.5862
- **D.C.:** Ted Randell, ted.randell@dc.gov, 202.494.4944]

J. Mobility Data Specification (MDS) and General Bikeshare Feed Specification (GBFS) Endpoints

Provide test data for the MDS and GBFS endpoints as required in Data Reporting Guidelines and Requirements (Appendix 3). Data provided via these endpoints will be used to verify that all data-sharing protocols are in place prior to application review.

Please see our submission email, in which we have provided the required links to scootershare@sfmta.com. Lime has provided data as required by SFMTA and will continue to provide compliant data in the new permit period.

K. Privacy Policy, User Agreements, and Terms of Service

K.1 Provide any privacy policies, user agreements, and/or terms of service in plain text (and a searchable electronic format) for review.

Privacy Policy (Plain Text)

Effective: January 2, 2024

Neutron Holdings, Inc. dba Lime and its affiliates (collectively "Lime," "we," "us," or "our") are strongly committed to transparency, and we want you ("you" or "your") to understand how we collect, use, share and protect your information. This Privacy Notice ("Privacy Notice") describes how Lime handles information in connection with Lime's websites, Lime-owned vehicles, and related mobile applications and services (collectively, the "Services"), and when you otherwise interact with us. When specified, this policy also describes our data practices related to Logistics Providers or the personnel of Logistics Providers.

We may change this Privacy Notice from time to time. We will inform you about any material changes in advance.

The Types of Information We Collect

The types of information we collect or receive depends on how you use and interact with our Services. In many cases, you can choose the information you provide to us, although if you choose not to provide certain information (such as account information), we will not be able to provide the Services. We use and disclose this information for the purposes described further below. The types of information we collect include:

- Account Information such as your name, e-mail address, telephone number, date of birth, gender, address details, and payment information such as your credit card details. In order to use certain products, we may also require you to provide photos of your government issued identification (such as your driver's license), from which we collect data including the ID number, date of birth, gender, city, and zip code. As part of [Lime Access](#), we also collect government-issued ID and proof of low-income status for verification purposes.
- We collect and process location data when you sign up and use the Services. For example, to

accurately show Lime vehicles near you, it is necessary to collect and record the location of your mobile device. Lime also collects location data directly from Lime vehicles including when a Lime user is riding.

- When you use certain products that require a government-issued driver's license, age verification, or the use of a helmet or other legally required protective gear, we may ask you (and your guest(s), if applicable) to take a selfie which we collect.
- If you link, connect, or login to Lime with a third-party service (e.g. Facebook), the third-party service may send us information such as your profile information from that service.
- When you ask for customer service, support or other assistance, you can choose to provide us with your contact information so we can better respond to your requests and we may keep information about your engagement with our support services.
- Lime and third parties (such as Facebook) collect information from your browser, computer, or mobile device, which provide us with technical information such as your device's IP address and device token when you access or use the Services. We use cookies and similar tracking technologies (like pixels and tags) to provide our Services, including to protect the security of the Service, remember your settings and to gather analytics information about you. Third parties may use the technical information to provide measurement services and targeted ads. You can learn more about how we (and third parties) use cookies and similar technologies and how you can opt-out of the information being used for advertising purposes in our [Cookies Policy](#).
- We collect information you share on the Services such as when you participate in communities or other forums, or comment on our social media accounts or blog entries.
- We receive information about you when we use third-party partners such as marketing and advertising partners, such as social media networks.

If you are a logistics provider, we collect the following types of information:

- Information submitted as part of your application to engage with Lime as a Logistics Provider, such as contact information and government issued identification;

- Business operation information, such as business license, tax registration and insurance information; your bank account details.

If you are personnel of a Logistics Provider, we collect the following types of additional information:

- Contact information
- Details of the work you carry out such as information about the vehicles you charge and deploy and other services provided for Lime.

How We Use Information

We use your information, including information about your location, to:

- Provide the Services to you at your request including to manage your account and ride history. This includes where you access the Services via Integrated Partner services, such as Uber. Lime is the controller for this processing; for more information on the division of responsibility between Lime and Uber, you can contact Lime [here](#).
- Confirm your government-issued driver's license (if provided) is valid, not currently linked to any other Lime account, and has not expired.
- Confirm you are old enough to use our products by verifying your selfie matches your government issued identification (e.g., driver's license) such as by using facial recognition technology.
- Monitor, track, and service the Lime vehicles, including when they are in use by you. Where applicable, this includes collecting images and/or video footage of your ride.
- Confirm riders are wearing a helmet and other legally required protective gear, where required.
- Process payments, subscriptions or [donations](#) and any discounts or special offers such as free unlocks.
- Communicate with you about your account, interactions or transactions including service-related announcements such as changes to our policies. As allowed by local law, we may also send you surveys or marketing communications on behalf of Lime and/or third parties, including information about features and enhancements to our Services.
- Personalize advertisements to you (for more information, see the "Advertising and Analytics" section below).

- Optimize, develop and improve our Services, including via the creation and training of machine learning models. To do this we may use third-party analytics providers to understand how the Service is being used and to help us to improve the Services.
- Where necessary, comply with our legal obligations including to meet regulatory or local law requirements.
- Detect, investigate, and prevent activities that may violate Lime's policies or [terms](#) or be illegal, including in cases of traffic violations or accidents, which may include sharing information with government agencies, such as law enforcement agencies and municipal authorities, which may be located outside of your home country.
- Share and collaborate with third parties such as universities, local government authorities, and other third parties to build or improve transportation infrastructure, as described in the "Who Do We Share Your Information With?" section below.

In addition, if you are a Logistics Provider or personnel of a Logistics Provider, we use your information to: allow you to provide your services for us; have visibility into and compensate you for the services you provide to Lime; track Lime vehicles.

Who Do We Share Your Information With?

We share your information with:

- Our service providers and partners: We share your information with our trusted service providers, partners, and their personnel who provide services to Lime such as hosting data and our infrastructure, providing ID verification services, processing payments and donations, supporting and improving the Services, performing customer service, or providing marketing and advertising services. For example, we share information with credit card issuers in order to process your payments and refunds.
- Collaborations with third parties: After removing certain identifiers, such as your name, phone, and e-mail address (where provided), and combining the resulting information with similar information from other users, Lime may share your information, including individual trip records and trip location (journey) history, with third parties for research, business, or other purposes. For example, Lime partners with universities to

collaborate on research projects such as understanding traffic and travel patterns in a city. Learn more about these collaborations [here](#).

- Government, municipal, regulatory and law enforcement agencies: We may share your information with government, municipal, regulatory, and law enforcement agencies to meet federal, state, regulatory or local law requirements, as part of a judicial process, to detect, investigate, prevent, and address fraud and other illegal activity, to address security or technical issues, or to prevent harm or injury to you, members of the public, our staff, other third parties, or ourselves; or if we need to do so to defend our legal rights or property, to take action regarding illegal activities or traffic offenses, or to enforce our contracts, such as our [User Agreement](#).
- Integrated Partners: We share your information with third-party services which integrate or provide access to Lime vehicles and/or the Services on their platforms or that make their products available on our Services. For example, Lime has partnered with Uber so users can rent a Lime scooter through the Uber app.
- Cities, local authorities, and public transport operators: We share your information with these recipients where necessary to fulfill conditions of our license or where necessary to operate in a particular city or location or for the purposes of city planning and understanding mobility insights. This may include the recipients contacting riders to request participation in surveys and integration into public transport operators' apps and journey planning apps. For example, in the UK, Lime partners with the Department for Transport ("DfT") to assist the DfT to understand and build a picture of vehicle demand and to assess the safety of vehicles in the UK.
- Lime affiliates: We may share your information with Lime affiliate companies to help provide, maintain, and improve the Services.
- Business reorganization: We may also share your information as part of a sale, merger, change in control, or business restructuring.

Advertising and Analytics

We allow others to provide analytics services and serve advertisements on our Services and on our behalf across the web and in mobile apps. These entities may use cookies, web beacons, device identifiers, and other technologies to collect

information about your use of our Services and other websites and applications, including your IP address, web browser, mobile network information, pages viewed, time spent on pages or in mobile apps, links clicked, and conversion information. This information may be used by Lime and others to, among other things, analyze and track data, determine the popularity of certain content, deliver advertising and content targeted to your interests on our Services and other websites, measure the effectiveness of our advertising, and better understand your online activity. You can find more information about why we use cookies and similar technologies in our [Cookies Policy](#).

Where Lime uses the Meta pixel (a type of cookie) to provide advertising to you, Lime and Meta Ireland are joint controllers for this processing. Lime and Meta Ireland have entered into a Controller Addendum to divide their respective responsibilities under the General Data Protection Regulation in respect of this joint processing, for example, Lime is responsible for providing this notice to you and Meta Ireland is responsible for managing your individual rights relating to the joint processing. For information on how to exercise your rights with Meta Ireland in relation to the joint processing, and for information on how Meta Ireland subsequently processes your personal information as independent data controller, please see the [Meta Ireland's Privacy Policy](#).

We also work with third parties to serve ads to you as part of customized campaigns on third-party platforms (such as Facebook and Instagram). As part of these ad campaigns, we or the third-party platforms may convert information about you, such as your email address and phone number, into a unique value that can be matched with a user account on these platforms to allow us to learn about your interests and serve you advertising that is customized to your interests. Note that the third-party platforms may offer you choices about whether you see these types of customized ads.

We do not sell your personal information with third parties for their direct marketing purposes.

Our Legal Basis for Using Your Information

Lime relies on a number of [legal bases](#) to collect, use, share, and otherwise process your information for the purposes described in this Privacy Notice, including where:

- It is necessary to provide the Services and perform our obligations in accordance with our terms. For example, we cannot provide the

Services unless we collect and process information about you and your location.

- You have consented to us processing your information (in which case you may revoke your consent at any time).
- Necessary to comply with a legal obligation, including, for example, responding to government agency or law enforcement information requests or to establish, exercise or defend legal claims.
- It is necessary to protect vital interests of our users, Logistics Providers and personnel of Logistics Providers, staff, and members of the public both on and off the Services, and/or
- The processing is necessary for the purposes of Lime's or a third party's [legitimate](#) interests, provided that we have balanced these against your fundamental rights and interests.

More information on our lawful basis for processing your personal information is available [here](#).

How We Transfer Your Information

As we offer our Services in many locations globally, we may transfer your information to or from these locations for the purposes of providing you Services.

For Residents of the European Economic Area ("EEA"), Switzerland, or the United Kingdom: please be aware that certain countries outside the EEA, Switzerland, or the United Kingdom may not offer the same level of data protection as in your home country. Where the European Commission has recognized a country as providing an adequate level of data protection, Lime may rely on the Commission's adequacy decision, as applicable, to transfer data.

Lime also relies on Standard Contractual Clauses approved by the European Commission or other appropriate transfer mechanism(s) to transfer data from the EEA, Switzerland and the United Kingdom to the United States and other countries outside of where you live. You may request a copy of Standard Contractual Clauses by contacting us at dpo@li.me.

In certain limited circumstances, we may use derogations where appropriate to process personal information, when there are no other data transfer mechanisms applicable.

How Long We Keep Information

We keep your information for as long as is reasonably necessary to provide the Services to you or until your account is deleted, whichever is longer, subject to any

longer period as may be required by applicable law or notified to you. For example:

- We retain account information, such as your email address and your date of birth, for the lifetime of the account. Certain information relating to transactions relating to an account are retained for 7 years in line with Lime's accounting obligations.
- We retain information related to customer support queries for the lifetime of the account.

When you delete your account, it may take us additional time to fully delete your information from our databases and system logs. We may also retain information from deleted accounts to prevent fraud, collect fees, enforce the [User Agreement](#), to comply with our legal obligations or enforce our legal rights. In addition, if you are a logistics provider or personnel of a logistics provider, Lime retains certain information to the extent necessary to comply with our legal obligations. For example, Lime may keep some of your information in order to comply with applicable tax, legal, reporting and auditing obligations and other requirements in the countries in which we operate.

Your Rights

Depending on where you live, you may benefit from a number of rights in relation to your information, including:

- Right to object (marketing) – You have the right to object to processing for direct marketing purposes at any time.
- Right to object (legitimate interest) – Where we process your information based on legitimate interests, you can object to this processing in certain circumstances. Unless we have compelling legitimate grounds or where it is needed for legal reasons, we will cease processing your information when you object.
- Right of access – You can access much of your information by logging into your account. You can also request a copy of the information we have about you and information explaining how the information is used.
- Right of rectification – You have the right to request that we rectify inaccurate information about you. You may be able to edit this information in the Settings of the Lime app.
- Right of erasure – You have the right to request that we delete your information.
- Right to restrict processing – You have the right, in certain cases, to temporarily restrict

the processing of your information by us, provided there are valid grounds for doing so.

- Right to data portability – You may have the right to receive certain of your information in a structured, commonly used, and machine-readable format and to transmit such information to another controller.
- Right to withdraw consent – Where you have previously provided your consent, such as to send you direct marketing, you have the right to withdraw consent at any time. However, this will not affect the lawfulness of the processing based on consent before its withdrawal. Furthermore, even in case of a withdrawal, we may continue to use your information as permitted or required by law.

Please get in touch with us as set out in the "Who Is Responsible for My Information?" section below if you would like to exercise any of these rights or in case you should have any concerns about how we process your information. For security purposes, we may require that you follow certain steps in order to verify that you are the owner of a Lime account. For example, we may require that you have a verified email associated with your Lime account and that you get in touch with us using the verified email associated with your Lime account. You also have the right to lodge a complaint with your local supervisory authority for data protection. You can access a list of EU supervisory authorities [here](#). You can also contact Lime's Data Protection Officer at dpo@li.me.

California Privacy Rights: If you are a California resident, you are entitled to certain rights over your personal information. For more information about those rights and how to exercise them, please see our [California Privacy Notice](#), which is incorporated by reference into this policy.

Your Choices and How You Can Manage Your Information: We believe you should have choices about the collection, use and sharing of your information. If you do not want Lime to collect your information, please do not use the Services.

Emails and Other Communications: If you would like to change the types of communications you receive from us, including opting out of promotional communications from us, you may do so at any time by updating the communication preferences specified in your account profile. If you opt out of receiving promotional communications from us, we may continue to send non-promotional communications and other information about your use of the Service.

Accessing and Managing Your Information: If you have an account with Lime, you can review, change or delete your information by logging into your account and editing your profile. You can change your mobile phone number or email address by using our in-app change feature. You can delete your Lime account at any time by selecting "Delete your account" from the Settings screen in the app, by submitting a request to us at support@li.me or by using the in-app "Submit a Request" feature. If you are a logistic provider or personnel of a logistics provider and wish to delete your account, please email juicer@li.me.

Who Is Responsible for My Information?

To see who is responsible for your personal information and how to contact them, please click [here](#).

Privacy Policy (Searchable Electronic Format)

Please click the link to view [Lime's Privacy Policy](#) in a searchable electronic format.

User Agreement (Plain Text)

Last Update: June 23, 2023
THANKS FOR CHOOSING LIME!

1. Contractual Relationship

These terms and any additional terms incorporated by reference herein (collectively, the "**Terms**") govern your use of our various products and services (collectively, our "**Services**"). They are provided to you by Neutron Holdings, Inc. dba Lime. By using our Services (including but not limited to using our App, vehicles, e-Commerce Shop, or creating a user account, for example), you are agreeing to these Terms, including that you are of legal age to enter into binding contracts, so please read them carefully. You are also agreeing that you have authority to agree to these Terms, whether personally, on behalf of your passengers or guests, or on behalf of an entity you've included in your user account registration.

You have agreed to comply with these Terms as a condition of using our Services. We may amend these Terms from time to time, and the revised version will be effective when posted on this website or otherwise made available to you. The revised Terms supersede any previous versions. While we will provide you advance notice of any important revisions, we do recommend that you regularly review these Terms because your continued use of our Services after we make any changes to them constitutes your agreement

to those changes. These Terms also expressly supersede any prior agreements or arrangements we may have with you. You may of course stop using our Services at any time, and we may terminate these Terms or your use of any Services, or generally cease offering or deny access to any portion of the Services, at any time and for any reason in our sole discretion.

Please note that the cities in which you use our Services may also have additional terms and conditions that you should be aware of when you use our Services - [California](#), [Long Beach](#), [New York City](#), and [St. Petersburg](#).

IMPORTANT NOTE ON ARBITRATION: PLEASE CAREFULLY REVIEW THE ARBITRATION PROVISION IN SECTION 18, WHICH REQUIRES YOU TO RESOLVE ANY DISPUTES WITH US ON AN INDIVIDUAL BASIS THROUGH FINAL AND BINDING ARBITRATION. YOUR AGREEMENT TO THESE TERMS INDICATES YOUR EXPRESS ACKNOWLEDGEMENT AND AGREEMENT THAT YOU HAVE READ AND UNDERSTAND HOW THE ARBITRATION PROVISION WORKS.

2. Assumption of Risk; Waiver and Release of Claims

READ THIS SECTION CAREFULLY: THIS SECTION CONTAINS A LEGAL RELEASE OF YOUR RIGHTS, INCLUDING: ASSUMPTION OF RISK AND WAIVER AND RELEASE OF LIABILITY AGAINST LIME AND RELEASED PARTIES (AS DEFINED IN SECTION 9). The RELEASED PARTIES may plead such releases as a complete and sufficient defense to any Claim, as intended third-party beneficiaries of such releases. YOU ARE FREE TO DECLINE OUR SERVICES/PRODUCTS IF YOU DO NOT WANT TO AGREE TO THE TERMS AS SET FORTH HEREIN.

IN CONSIDERATION FOR USING OUR SERVICES/PRODUCTS, YOU, OR THE PERSON OR ENTITY ON BEHALF OF WHOM YOU ENTERED INTO THESE TERMS, OR YOUR LEGAL GUARDIAN (IF HE/SHE REGISTERED AND CONSENTED TO YOUR USE IF YOU ARE A MINOR) AGREE TO THE FOLLOWING:

- a. TO ASSUME ALL RISKS: You acknowledge that
 - (a) there are risks associated with the use of our Services/Products (as defined in Section 3),
 - (b) the Products will be used by other people both before and after your use of such Products,
 - (c) the Products can become damaged or may be in disrepair due to regular use, wear and tear, negligence of Lime or other users through vandalism, or other causes, and Lime is often not notified of such damage or

disrepair right away; (d) although Lime endeavors to keep the Products in good repair, Product(s) that you use may be damaged or in need of repair of which Lime is not aware; (e) your use of the Products may result in injury or illness including, but not limited to, BODILY INJURY, DISEASE, STRAINS, FRACTURES, PARTIAL OR TOTAL PARALYSIS, OTHER AILMENTS THAT COULD CAUSE SERIOUS DISABILITY, MENTAL OR PHYSICAL ANGUISH, OR DEATH; these risks and dangers may be caused by the negligence or omission of Lime, the negligence of others, including other pedestrians or motorists, or may arise from the repair, maintenance or operation of the Products, weather conditions at the time of use, roadway conditions, or other causes, including from any other additional foreseeable or unforeseeable causes. By using our Services, you, on behalf of yourself, your personal representatives and your heirs, hereby EXPRESSLY AGREE TO ASSUME ALL RISKS AND ACCEPT ALL RESPONSIBILITY FOR ANY ACCIDENT, PERSONAL INJURY, PROPERTY DAMAGE, DEATH OR DISABILITY THAT YOU MAY SUFFER AS A RESULT OF USING THE SERVICES/PRODUCTS for any such injuries, losses, and/or damages, including those caused solely or in part by the negligence or omission of Lime and the Released Parties.

- b. WAIVER AND RELEASE OF CLAIMS: You, on behalf of yourself, your personal representatives and your heirs, hereby EXPRESSLY AGREE TO WAIVE AND RELEASE ALL RELEASED PARTIES FROM ANY AND ALL CLAIMS (INCLUDING THOSE IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STATUTORY AND/OR ANY OTHER GROUNDS), INCLUDING WITHOUT LIMITATION CLAIMS FOR OR RELATING TO ANY ACCIDENT, PERSONAL INJURY, PROPERTY DAMAGE, DEATH OR DISABILITY THAT YOU MAY SUFFER AS A RESULT OF USING OUR SERVICES OR PRODUCTS, including those caused solely or in part by the negligence or omission of any of the Released Parties. The WAIVER AND RELEASE includes any claims for injury or illness including, but not limited to, BODILY INJURY, DISEASE, STRAINS, FRACTURES, PARTIAL OR TOTAL PARALYSIS, OTHER AILMENTS THAT COULD CAUSE SERIOUS DISABILITY, MENTAL OR PHYSICAL ANGUISH, OR DEATH; these risks and dangers may be caused by the negligence or omission of Lime, the negligence of others, including other pedestrians or

motorists, or may arise from the repair, maintenance or operation of our Services or Products, weather conditions at the time of use, roadway conditions, or other causes, including from any other additional foreseeable or unforeseeable causes.

WHEN PERMITTED BY LAW, THE RELEASED PARTIES WILL NOT BE RESPONSIBLE FOR LOST PROFITS, REVENUES, DATA, FINANCIAL LOSSES OR INDIRECT, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES. IN ALL CASES, THE RELEASED PARTIES WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE THAT IS NOT REASONABLY FORESEEABLE. You volunteer to use our Services and Products with full knowledge of all RISKS and agree to the ASSUMPTION OF RISK AND WAIVER AND RELEASE OF CLAIMS; YOU DO NOT HAVE TO USE OUR PRODUCTS OR SERVICES. If you have any questions concerning the terms of the Assumption of Risk or Waiver and Release of Claims, you can contact Lime at: 1 (888) 546-3345 or visit help.li.me.

It is your responsibility to use our Services and Products safely. You are responsible for any harm you cause to other people, including your passenger, animals, and/or any property. (See, Indemnification Section 10).

3. *What Lime Offers*

Lime was founded on the simple idea that all communities deserve access to smart, affordable mobility. Our Services help make this idea a reality. We are continually evolving our Services, and as of the date above, they include electric bikes, electric scooters, adaptive scooters, mopeds (and for some vehicle types in some locations, their respective docking stations), helmets, and any other related equipment provided or made available by Lime. In these Terms, we often refer to these as a “**Product**” or all them collectively as “**Products**”. Our Services also include our mobile application (the “**App**”), all other related equipment, maintenance, charging, personnel, our websites (including this one and our e-commerce shop), social media assets, and any other information, technology and services provided or otherwise made available to you at our discretion. Our App may also be used with certain user-owned vehicles to provide additional functionality (such as enabling you to locate, lock, and unlock the vehicle) and to enable us to provide the Services to you. Our Services may come with additional terms or product requirements, which we will make available to you with the relevant Services and they will become part of your agreement with us when you use them. Please note that we are

not a common carrier, we offer our Services as a convenience to those who are able and qualified to operate them, and alternative means of public and private transportation are available to you and the general public.

4. *Your Lime User Account*

- a. **Account Setup.** In order to use most aspects of the Services, you must register for and maintain an active personal user account, which requires a valid debit or credit card or other approved payment method with expiration date and billing postal code as well as other requested information depending on the Product (for example, a driver’s license is required for some Products in some jurisdictions). Alternative account creation and payment methods are available for some of our Products and Services if they are available in your area, such as [Lime Access](#). What you provide to us must be true, accurate, complete and updated as necessary to remain accurate. If applicable, create a username and a strong password and don’t share either with anyone—your account is personal to you and not intended for anyone else, and you are responsible for all activity that occurs under it. Let us know immediately if you suspect unauthorized use of your account. We have the right to provide information about you or your various account details (like billing, account, content or use records and related information) if required by law (which may include mandatory data sharing with governments), and to protect our rights, customers or business.
- b. **A Note on Fraud.** We take it seriously, both for your protection and ours. You may only use a payment method that you have the legal right to use and you authorize us to charge any payment method you designate for any charges you incur. If we suspect that any information you’ve provided is inaccurate, incomplete or fraudulent, we may suspend or terminate your account until the issue is resolved. During that time, you will lose access to

some or all of our Services, either temporarily or permanently.

5. *Using the App and our Services*

Once your account is properly set up, you can use the App to locate, reserve and/or access our available Products.

a. *Reservations.*

Please understand that for supply and related reasons, we reserve the right to accept or reject your reservation requests, and your receipt of our confirmation does not necessarily equal acceptance or constitute confirmation of our offer to make the Services available in any particular instance. If your reservation via the App is rejected after your request, you'll receive the applicable refund assuming your payment method was charged in the first place. If pricing in the App turns out to be incorrect for any reason, we reserve the right to cancel or reject a corresponding reservation and will issue you the applicable refund.

b. *Rules for using our Products*

1. You agree to abide by the Rules to Ride applicable to each Lime Product you use. Each set of Rules to Ride may be amended by Lime at its sole discretion and the revised Rules to Ride will be posted on the website or in the App. Your continued use of the Product after we make any changes to the Product's Rules to Ride constitutes your agreement to those changes. Each set of Rules to Ride are expressly incorporated by reference into these Terms. You can find the Rules to Ride for scooters [here](#), for bikes [here](#), and for mopeds [here](#).
2. Our vehicles are all electric vehicles. We don't have unlimited amounts of electric vehicles and they aren't always available. This goes for our other Products, too.
3. Electric vehicles require periodic battery charging to operate. Their level of charge power will decrease with use over both time and distance. They lose their battery charge for various reasons, including due to weather, road conditions, vehicle type, and other factors.
4. It is your responsibility to be aware of the level of charge power in the vehicle you are using. As part of our Services, we work diligently to

ensure that our vehicles have adequate charge for your general use, but we don't know where you intend to go, and we can't guarantee the vehicle you use has enough charge power to get you there.

c. *Group Rides*

For some vehicle types, the Services may allow you to start a "Group Ride," and have your guests access Products. To use this feature, you are responsible for ensuring that each of your guests personally read and agree to be bound by the Terms and read our Privacy Notice. You are fully responsible for (1) ensuring that all of your guests are at least 18 years old (or other legal age of majority), (2) any damages and injuries that occur during the Group Ride that are caused by you or your guests, (3) only allowing one guest per vehicle, (4) paying for all of the fees that occur in connection with your Group Ride, and (5) you are legally responsible for all of your guests' activity as if it was your own.

6. *Be Safe When Using Our Products!*

We want a safe experience for you and those around you in your community, and that means we have some rules. Aside from simply exercising caution and good judgment, you shouldn't carry any items (like a briefcase or a bag) or use any device (like a cell phone or other portable device) if they could impair or hinder safe use (no texting while using our Services, for example). There will not always be a designated place for you to ride, such as a bike lane for scooters or bikes, so exercise caution when riding in areas with cars and other traffic (we aren't responsible for the actions of drivers, pedestrians, or other third parties). Unless we expressly permit you to do so (e.g., in a separate set of terms and conditions), you should not handle, charge, remove and/or otherwise tamper with the batteries (whether removable or not) on any Lime vehicle. You are prohibited from using our Services while under the influence of alcohol, drugs or other substances that may affect your ability to safely use our Services. Don't carry other people or animals while using our Services (with some exceptions, like an authorized passenger on a moped - see [Rules to Ride Mopeds](#)). Please don't lock up any Product with a lock that isn't ours, because then we can't unlock it (!). Please don't leave a Product in a manner or location which we can't access (if everyone did that, there would be no Products to use). We may charge you up to \$500 if we are not able to retrieve any Product due to your actions.

You are also not permitted to use our Services to participate in activities beyond a particular Product's intended use. Some of these are obvious, but for example, no racing, mountain riding, stunts or trick-riding, riding up or down stairs, and don't take a Product off-road or through massive amounts of water (beyond normal urban riding, of course). All of these uses can damage our Products or cause serious injury or death to you or someone else. You may not use our Services for hire, reward or for any other commercial use (like advertising, ride-sharing or food delivery). Don't tamper with, vandalize or try to gain unauthorized access to our Services. And of course, do not use our Services in connection with the violation of any law.

7. *Treat Our Products Like They Were Your Own!*

- a. **Proper Use.** If all customers treat our Products with respect, more of them will be available to use and in better condition. Our Products are unfortunately not indestructible, so please take good care of them when they are in your hands. They have weight limitations, which you can find in the Rules to Ride for that Product. You may not use any Product to tow or haul a trailer, vehicle or other object. We expect you to use the Products safely, including when you carry cargo in general (where the vehicle has a safe place to carry cargo). For example, don't carry cargo in a bike's front basket if it blocks your visibility. If you leave any personal belongings on or in our Products or on our premises (and we find them), we'll hold them for 90 days unless the law requires longer.
- b. **Damage.** We expect that other than normal wear and tear, you'll return (meaning locking up and/or deactivating) a Product in the same condition in which you received it. If you damage it (accidentally or intentionally), or fail to properly return it and damage occurs, you'll be responsible for the associated costs. This can get pricey—you can find the replacement cost of each Product in the Rules to Ride for that Product. The same charges will apply for any Product not returned within 48 hours, which we consider lost or stolen and, depending on the circumstances, we may need to

file a police report against you. We also reserve the right to take any action against you that the law allows, including holding you liable for the value of the Product.

- c. **Product Pick-Up.** If you are unable to return a Product to a valid area (for example, you have to leave it on private property, in a locked community or an otherwise unreachable area), and you ask that we pick that Product up, we may charge you a pick-up fee of up to \$500. If you just plain abandon a Product in a place it shouldn't be left, you'll be responsible for all associated fees until it's recovered, plus a service charge of up to \$500. We may charge these amounts in our sole discretion to any payment method in your account and without notice.
- d. **Accidents or Damage to Products Generally.** You must report any accident, crash, damage, personal injury, or a stolen or lost Product to us within two (2) hours of the accident or incident, or, in the event you are injured, as soon as reasonably practicable following the accident or incident. If an incident involves personal injury, property damage or a stolen Product, you must also file a report with the local police department within 24 hours of the incident (or, in the event you are injured, as soon as reasonably practicable following the incident).
- e. **Insurance.** For certain Products and in certain locations, we may provide personal accident coverage and/or rider liability coverage for specified damages arising from your use of a Product if you fully comply with, and was in full compliance with, these Terms and all applicable insurance terms and conditions [here](#) at the time of the incident. In some locations, you must have your own motor vehicle insurance to use some of our Products. You agree to use your own motor vehicle insurance as the primary insurance. Damages beyond the limits of our insurance and below any applicable insurance deductibles are your

responsibility. However, such personal accident or rider liability coverage does not cover damage that occurs while you are in breach of the Terms or any applicable insurance terms and conditions, and in such an event you will be responsible for the full cost of such damage. You must obtain a police report on any collision to benefit from our liability coverage or excess liability insurance. Our coverage is contingent on you paying any and all deductible amounts for each claim and your full cooperation with Lime, investigators, and our insurance partners in the event of an accident or damages to persons or property. Noncooperation may result in non-coverage under our insurance policies, as determined by our insurance carrier. For more information on our insurance coverage, exclusions and deductibles, click [here](#).

8. Financial Terms

a. Pricing & Payment

You may use our Services on a per-ride and/or subscription basis (where subscriptions are available). Some rides may have a minimum fee that could be in addition to any applicable start/unlock fee. Before you start a ride, you will see the applicable fees (e.g., start/unlock fee, per minute fee, and/or minimum fee). For the purpose of calculating fees incurred, ride times will be rounded up to the nearest minute. Please note that we may change pricing for our Services at any time as we deem necessary or appropriate for our business. Our pricing is exclusive of taxes (like sales and value added) and other applicable governmental charges.

We may put a temporary hold on your debit/credit card account before you start a ride to verify your payment information is still valid and/or to verify your debit/credit card has the necessary funds to cover the fees incurred for that ride. Pre-authorization is not a charge to your account, it is a hold on those funds. Pre-authorizations can reduce your available balance by the authorization amount until it is released or reconciled with the actual charge. You should contact your bank or card issuer if you have questions about when a pre-authorization amount will be removed from your statement.

Fees and charges will be charged to a payment method in your account. We will automatically charge

and withhold the applicable taxes as required by law. All payments to us are made through a third-party payment processor.

If your payment method expires and you do not update your information or you cancel your account, you authorize us to continue billing, and you will remain responsible for any uncollected amounts. We reserve the right to retry billing all payment method(s) on file after any failed billing attempt. You will remain liable for all such amounts and all costs incurred in connection with the collection of these amounts, including, without limitation, bank overdraft fees, collection agency fees, reasonable attorneys' fees, and arbitration or court costs.

If you disagree with any charges we have made to your account, you must let us know within 10 business days from the end of the month in which the disputed charge took place. To resolve any disputed charges, we will need certain trip information, including the date and approximate start and end times of your trip. As a policy, except to the extent required by applicable laws, we do not offer refunds for your use of our Services, and any exceptions to this policy are in our sole discretion.

b. Referral and/or Promotional Codes

At various times, we may provide referral and/or promotional codes for discounted trips or other features on our Services, which may be subject to additional terms that we make available to you. Please understand that these are one-time offers, are only redeemable via the App (unless otherwise stated in the promotion terms) and we may modify or cancel them at any time. Unless we state otherwise in the specific promotion terms, we limit these to 1 per user and account, they can't be combined with other offers, they are not valid for cash, they will expire in accordance with their terms, and are not transferable or permitted to be resold.

c. Subscriptions; Free Trials; Limited Discounts

We may offer our Services under different payment options, including without limitation free trials, subscriptions, limited time offers, or other options. Free trials may convert into paid subscriptions in accordance with the offer terms. The terms will be set forth in each offer for such Services. Please read the offer terms carefully before accepting them.

d. Fines and Fees

We may at our sole discretion assess fines, fees, or penalties and/or take other actions for your violation of these Terms. For example, you may incur fees or fines if you leave a Product outside the service area, use a Product in a prohibited area, leave a Product unlocked, or cause damage or loss to a Product. In some locations, we are required by the municipality to impose fines for improper use of our Products, including without limitation improper parking or reckless riding behavior.

In addition, when you are using our Services, you must comply with the laws that apply to you. If you receive a ticket or a fine (e.g., for your violation of parking or traffic rules and regulations), cause a Product to be towed and/or impounded or receive any other penalties or fees, you'll be responsible for the associated costs. We cooperate with all governmental officials in their enforcement of the applicable laws, and for expediency we may pay amounts you owe on your behalf and provide any necessary information requested or required by the applicable government agencies. If we do so, you are required to pay us back. If we had to use third-party collection or administrative agents to resolve or attempt to resolve the issue, you are also responsible for paying us an administrative fee up to \$100. By agreeing to these Terms, you agree that we may pay the amounts directly and charge these amounts (including the administrative fee) to any payment method indicated in your account, and we may need to contact you for additional information.

In locations where we pay the municipality a fee in order to provide the Service to you, we reserve the right to pass a portion of this cost onto you. We will communicate to you the amount of such pass-through fee before you start a ride.

9. *Warranty Disclaimers*

We provide our Services using a commercially reasonable level of skill and care, and while we strive for the highest quality in everything we do, there are certain things we cannot promise of our Services. WE PROVIDE OUR SERVICES "AS IS" AND "AS AVAILABLE." OTHER THAN AS EXPRESSLY SET OUT IN THESE TERMS, THE RELEASED PARTIES (WHICH WE DEFINE IN THE NEXT PARAGRAPH) DO NOT MAKE ANY SPECIFIC PROMISES ABOUT ANY SERVICES, WHETHER ABOUT THE SPECIFIC FUNCTIONS OF SUCH SERVICES, THEIR RELIABILITY, QUALITY, AVAILABILITY OR ABILITY TO MEET YOUR SPECIFIC NEEDS OR OTHERWISE, OR THAT THEY WILL BE UNINTERRUPTED OR ERROR-FREE. SOME JURISDICTIONS PROVIDE FOR CERTAIN

WARRANTIES, SUCH AS THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. TO THE EXTENT PERMITTED BY LAW, WE AND OUR RELEASED PARTIES EXCLUDE ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED.

When we use the term "**Released Parties**" in these Terms, we mean (i) us and our affiliates and subsidiaries and our and their respective owners, managers, officers, employees, directors, agents, representatives, successors, assigns, licensees, distributors, vendors and third parties with whom we authorize or otherwise partner with to distribute, market or otherwise commercialize the Services, (ii) municipalities and public entities (including all of their respective elected and appointed officers, officials, employees and agents) which authorize us to operate any of the Services, (iii) owners and ground lessees of the property (including all of their respective elected and appointed officers, officials, employees and agents) which authorize us to operate any of the Services on its premises, and (iv) to the extent you access the Services using a third party application, website, content, product or service, that third party and all of its affiliates and subsidiaries and each of their respective owners, managers, officers, employees, directors, agents, representatives, successors and assigns.

IF YOU USE ANY OF OUR PRODUCTS IN A WAY THAT IS PROHIBITED BY THESE TERMS, IT WILL VOID ALL INSURANCE, ACCIDENT, OR LIABILITY COVERAGES PROVIDED BY US OR OUR INSURER, INCLUDING ANY COLLISION DAMAGE WAIVER (WHERE PERMITTED BY LAW); IT WILL MAKE THE PRODUCT SUBJECT TO IMMEDIATE RECOVERY BY US WITHOUT NOTICE TO YOU; AND YOU WILL BE RESPONSIBLE FOR ALL LOSS OR DAMAGE TO, OR CONNECTED WITH THE PRODUCT, INCLUDING OUR EXPENSES, TO THE EXTENT THAT SUCH LOSS OR DAMAGE IS DUE TO SUCH PROHIBITED USE.

THE PROVISIONS IN THIS SECTION 9 APPLY TO THE MAXIMUM EXTENT ALLOWED BY LAW.

10. *Indemnity*

To the fullest extent permitted by law, you, your heirs, or successors AGREE TO DEFEND AND INDEMNIFY AND HOLD HARMLESS THE RELEASED PARTIES from any and all claims, actions, damages, penalties, fines, demands, losses, liabilities, costs and expenses, injuries or payments for injury to any person or property caused or claimed to be caused by the active or passive negligence of any Released Parties, arising

out of or in connection with (i) your use of the Services and/or Products (including the payment of fines and other fees in Section 8 above), (ii) your breach or violation of any of these Terms or any applicable law, (iii) any of the Released Parties' use of your content discussed in Section 14, or (iv) your violation of the rights of any third party. The Released Parties reserve the right to assume the exclusive defense of any claims or lawsuits, and you agree not to settle any of the foregoing without the applicable Released Parties' prior written consent. You agree that the obligations in this Section 10 will survive any termination of these Terms, your user account or your access to our Services generally.

11. Your Personal Information

Our collection and use of personal information in connection with the Services is set forth in our Privacy Notice found at www.li.me/privacy.

12. Text Messages and Telephone Calls

Unless you opt out, you agree that we may contact you by telephone, SMS or text message (including through use of an automatic telephone dialing system) at the phone numbers you have provided to us, including for marketing purposes. You understand that you are not required to provide this consent as a condition of purchasing any property, goods or services. You may opt out of receiving telephone calls, SMS or text messages from us at any time, either by texting the word "STOP" in response to a text message received from us using the mobile device that is receiving the messages or to (888) 546-3345, by contacting us at support@li.me, or by calling our Customer Service at (888) LIME-345.

13. Intellectual Property

a. Our Limited License to You

Subject to these Terms, we grant you a limited, non-exclusive, non-sublicensable, revocable, non-transferable license to access and use the App and our related software and services on your personal device solely for your use of our Services. Such rights are for your personal, noncommercial use only. Any rights not expressly granted herein are reserved by us and our licensors. You are not allowed to copy, modify, distribute, sell or lease any part of our Services or included software, nor may you reverse engineer or attempt to extract the source code of the Services or software, unless laws prohibit these restrictions or you have our written permission to do so. Don't do anything that places an unreasonably

large load on our Services' infrastructure, use any robots, spiders, scrapers or other automated means to access our Services, try to interfere with the proper working of our Service or attempt to bypass any of our security measures to access the Services.

b. Ownership

The Services are our exclusive property, and your use of them does not transfer any ownership rights to you. Using our Services does not give you ownership of any intellectual property rights in our Services or the content you access, and except for the limited license granted to you above, all rights therein (including all intellectual property) belong to us or our licensors. You may not use content from our Services without our express prior permission or as otherwise permitted by law. These Terms do not grant you the right to use any trademarks, branding or logos used in our Services or otherwise, including in any advertising or publicity or to imply our endorsement in any way. Please do not obscure or alter any legal notices displayed in, along with or in connection with our Services.

c. Digital Millennium Copyright Act & Claims of Copyright Infringement

Claims of copyright infringement should be sent to our designated agent. Please visit us at www.li.me/dmca for all relevant information.

14. Content Provided by You

You may at times be invited to submit content to us (like a comment to a blog post, to participate in our communities or provide user tips). You retain ownership of this content but we ask that you make sure you have the right to submit it to us in the first place, because when you submit it, you give us (and those we work with) a worldwide license to use, host, store, reproduce, modify, create derivative works, communicate, publish, publicly perform, publicly display and distribute it as well as your name, voice and/or likeness if also submitted (like if you take a selfie when using a Product). This license continues even if you stop using our Services. If you submit feedback, suggestions or other information about our Services, we may use the same without obligation to you. Any content you submit is deemed non-confidential.

Do not submit any content that is defamatory, libelous, hateful, violent, obscene, pornographic, unlawful or otherwise offensive (we will be the judge of whether your content meets any of these descriptions). The same goes for "spam" or unsolicited advertising. We have the right, but not the obligation, to review,

monitor or remove your content at any time for any reason without notice.

15. *Third-Party Services and Content*

The Services may be made available or accessed in connection with services and content (including advertising) controlled by third parties with different terms of use and privacy policies. We don't endorse these third-party services and content and we are not responsible or liable for any of their products or services. Additionally, Apple Inc., Google, Inc., Microsoft Corporation, and/or BlackBerry Limited will be a third-party beneficiary to these Terms if you access the Services using applications developed for Apple iOS, Android, Microsoft Windows, or Blackberry-powered mobile devices, respectively. These third-party beneficiaries are not parties to these Terms and are not responsible for the provision or support of the Services in any manner. Your access to the Services using these applications or devices is subject to terms set forth in their respective terms of service and privacy policies.

16. *Network Access and Devices*

You are responsible for obtaining the data network access necessary to use the Services. Your mobile network's data and messaging rates and fees may apply if you access or use the Services from your device. You are responsible for acquiring and updating compatible hardware or devices necessary to access and use the Services (including the App) and any updates thereto. We do not guarantee that the Services, or any portion thereof, will function on any particular hardware or devices. In addition, the Services may be subject to malfunctions and delays inherent in the use of the Internet and electronic communications.

17. *General*

These Terms will be governed by and construed in accordance with the laws of the State of California, without regard to its conflicts of law provisions. You may not assign these Terms without our prior written approval. We may assign these Terms without your consent to a related or affiliated entity or in the event of a sale of all or substantially all of our assets, stock or business, or to a successor by merger. Any purported assignment in violation of this paragraph is void. No joint venture, partnership, employment or agency relationship exists between you and us as a result of these Terms or your use of our Services. If any provision of these Terms is held to be invalid or unenforceable, that provision shall be struck and the

remaining provisions shall be enforced to the fullest extent under the law. Our failure to enforce any right or provision in these Terms shall not constitute a waiver of such right or provision unless we acknowledge and agree to it in writing, and it is not a waiver of our right to do so later. This provision will not affect the Severability and Survivability section of the Arbitration Agreement of these Terms. Force majeure events may prevent us from providing the Services. Note that when we say "include" or "including" throughout these Terms, we really mean "including, but not limited to" but do this for ease of reading. Provisions that by their nature are intended to survive the termination of these Terms or your use of the Services will survive.

18. *MUTUAL ARBITRATION PROVISION*

Before bringing a formal legal case, please first try contacting our Customer Support. Most disputes can be resolved that way.

- a. We each mutually agree to resolve any justiciable disputes between us exclusively through final and binding arbitration instead of filing a lawsuit in court. This arbitration provision is governed by the Federal Arbitration Act (9 U.S.C. §§ 1-16) ("**FAA**") and will apply to any and all claims arising out of or relating to your access or use of the Services, any communications, advertising or marketing by or regarding us or the Services, any products or services sold or distributed through the Services that you received as a consumer of our Services, any aspect of your relationship or transactions with us, any of our actual or alleged intellectual property rights, and all other aspects of your relationship with us, past, present or future, whether arising under federal, state or local statutory and/or common law (collectively, the "**Dispute**"). We each also expressly agree that this Agreement will be governed by the FAA even in the event you and/or we and/or these Terms are otherwise exempted from the FAA. Any disputes in this regard shall be resolved exclusively by an arbitrator. If, but only if, the arbitrator determines the FAA does not apply, California law governing arbitration agreements will apply.
- b. [Class Action Waiver](#). We each mutually agree that by entering into this agreement to arbitrate, we both waive our right to have any dispute or claim brought, heard or arbitrated as, or to participate in, a class action, collective

- action and/or representative action, and an arbitrator shall not have any authority to hear or arbitrate any class, collective or representative action (“**Class Action Waiver**”). In any case in which (1) the dispute is filed as a class, collective or representative action and (2) there is a final judicial determination that all or part of the Class Action Waiver is unenforceable, the class, collective and/or representative action to that extent must be litigated in a civil court of competent jurisdiction, but the portion of the Class Action Waiver that is enforceable shall be enforced in arbitration. Notwithstanding any other clause contained in this Section 18, any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator. All other disputes with respect to whether this Mutual Arbitration Provision is unenforceable, unconscionable, applicable, valid, void or voidable shall be determined exclusively by an arbitrator, and not by any court.
- c. Any Dispute shall be determined by final and binding arbitration administered by the American Arbitration Association (“AAA”) under its Consumer Arbitration Rules. If you bring a claim subject to arbitration, you will pay toward the fees and deposits imposed by the AAA or other arbitrator only an amount equal to the amount you would have had to pay as filing fees and initial court costs if you had filed suit in a court of competent jurisdiction. Lime will pay the remainder of the fees and deposits of arbitration. If, however, any laws require Lime to pay a greater portion or all of such fees and costs in order for this Section 18 to be enforceable, then we will have the right to elect to pay the fees and costs and proceed to arbitration.
- d. If an in-person arbitration hearing is required, then it will be conducted in the “metropolitan statistical area” (as defined by the U.S. Census Bureau) where you are a resident at the time the Dispute is submitted to arbitration. The arbitrator or arbitration panel, as the case may be, will apply and be bound by this Section 18 and any additional terms, and will determine any Dispute according to applicable law and facts based upon the record and no other basis, and will issue a reasoned award. All issues are for the arbitrator to decide, including arbitrability.

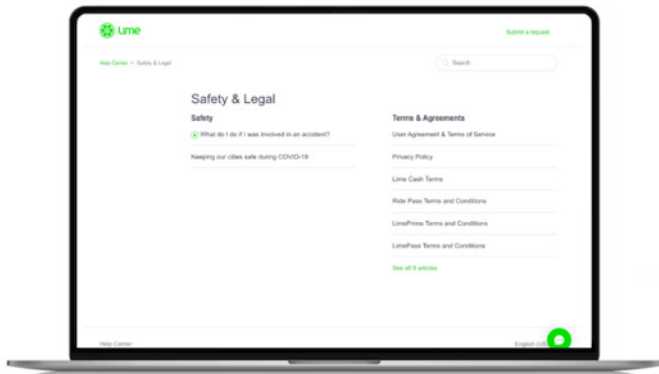
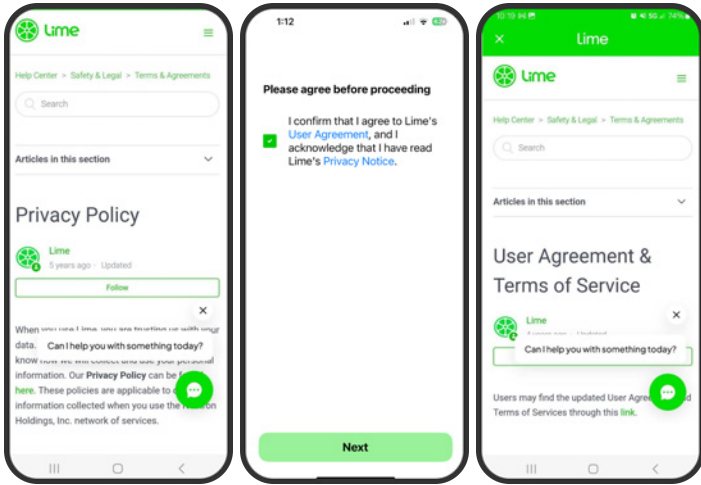
- e. Except as provided in the Class Action Waiver, the arbitrator may award all remedies to which a party is entitled under applicable law and which would otherwise be available in a court of law, but shall not be empowered to award any remedies that would not have been available in a court of law for the claims presented in arbitration. The arbitrator shall apply the state or federal substantive law, or both, as is applicable.
- f. This Mutual Arbitration Provision will survive any termination of the Services and/or your relationship with us.
- g. This Mutual Arbitration Provision is the full and complete agreement relating to the formal resolution of disputes covered by this Mutual Arbitration Provision. This Section 18 can be amended only by our mutual written agreement. In the event any portion of this Mutual Arbitration Provision is deemed unenforceable, the remainder of this Mutual Arbitration Provision will be enforceable.
- h. Small Claims Matters Are Excluded from Arbitration Requirement: Notwithstanding the foregoing, either you or Lime may bring a Dispute in small claims courts of competent jurisdiction. Lime reserves the right to reject your request for arbitration for any Dispute which can be resolved in small claims courts.

User Agreement (Searchable Electronic Format)

Please click the link to view [Lime’s User Agreement](#) in a searchable electronic format.

K.2. Provide screen shots of all locations where these provisions would be shared with customers, including the method for obtaining user acknowledgement/agreement.

During the initial signup flow, riders must agree to the User Agreement, Privacy Notice, and Terms of Service. Lime’s User Agreement, Privacy Notice, and Terms of Service are also available in the Help Sections of the app and our website.



L. Images and Description of Mobile Application

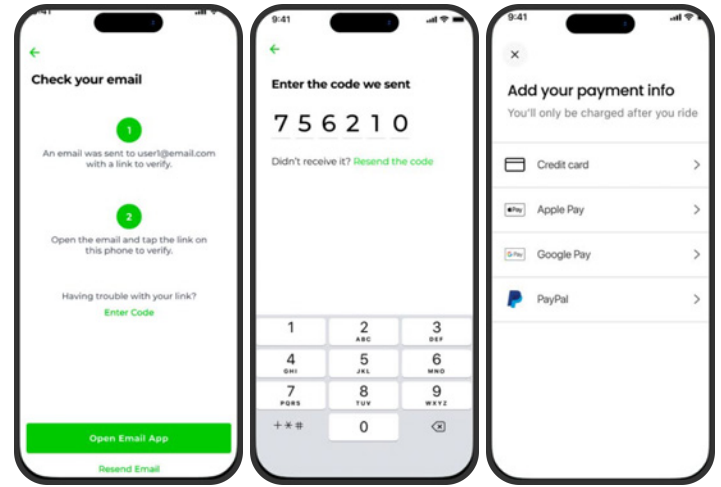
Provide images and description of mobile application.

Lime riders start with our free app, which has a 4.9/5 combined star rating across the Apple App and Google Play Stores from over two million ratings, making it the most popular and best-rated micromobility share app in the world. The app guides riders through instructions for safe usage and all required steps to initiate and complete a ride.

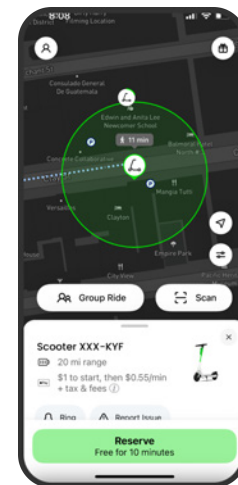
We have streamlined our application signup and reservation process to provide the simplest possible user experience while prioritizing safety and prevention of fraud. We have developed our mobile application to be intuitive: the app presents the riders with only one or two clearly identified decisions per screen, and guides them through three screens to locate a ride, rent a device, and learn through our in-app training.

To sign up, riders open the Lime app, sign in with Apple or Select “More Options” at the bottom of the screen, sign up with an email or a phone number, confirm their account with a code, and add their payment information.

Lime presents our Rules of the Road to San Francisco riders, which informs riders that they must park in an appropriate location and lock the vehicle to appropriate infrastructure.

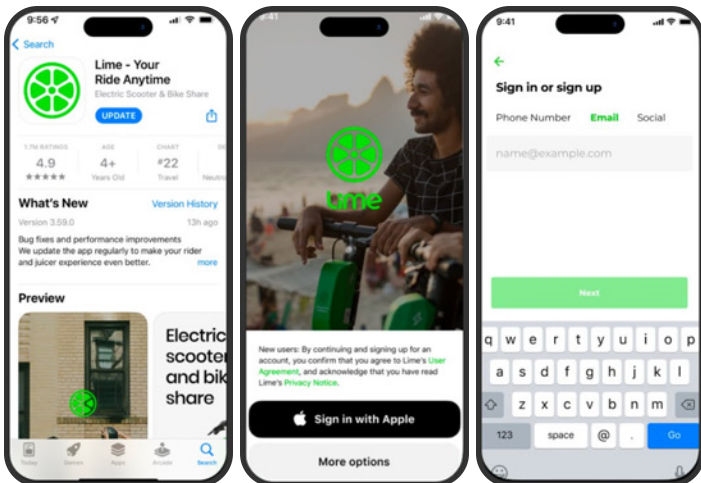


To locate, unlock, use, and pay for a Lime device, a user navigates to the home page. The home page of the app depicts all available device locations and the price of the ride. The user scans the code on the e-scooter using the green button at the bottom.



Screens Upon Opening Lime in San Francisco

When a rider opens the Lime app for the first time in San Francisco, they get a welcome message with local rules, and a warning to not risk a fine by violating the rules.

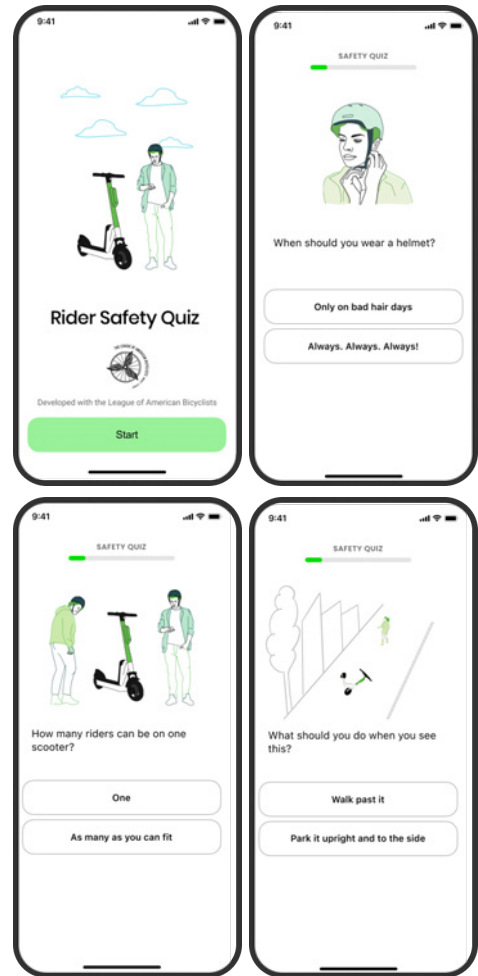
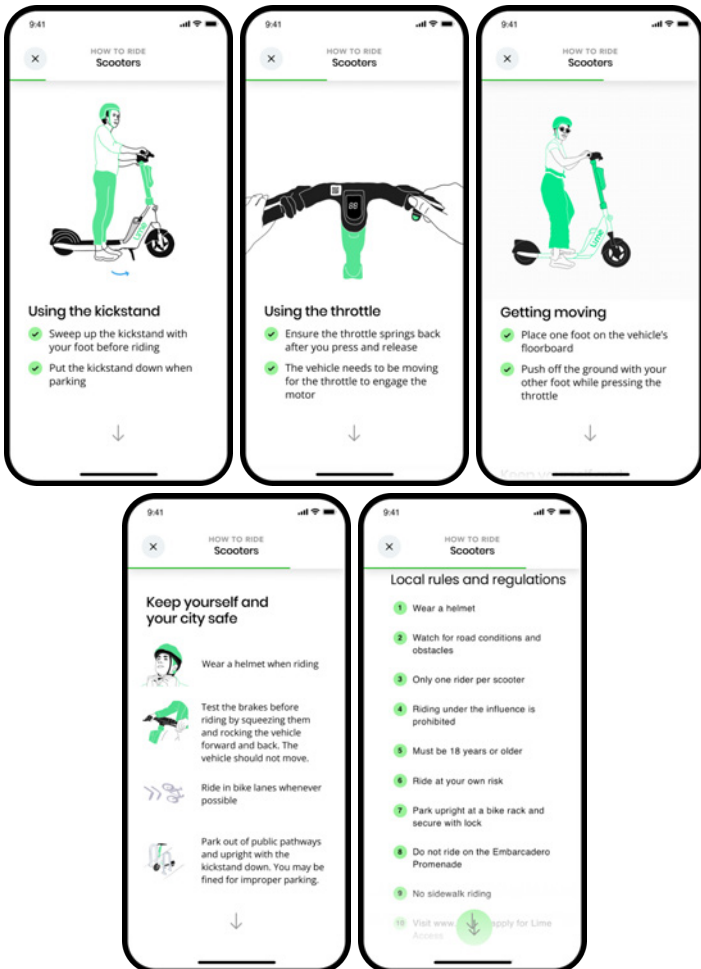




In-App Quiz: The rider is required to take an in-app quiz to ensure they understand the tutorial and road rules. Samples from the quiz are included below.

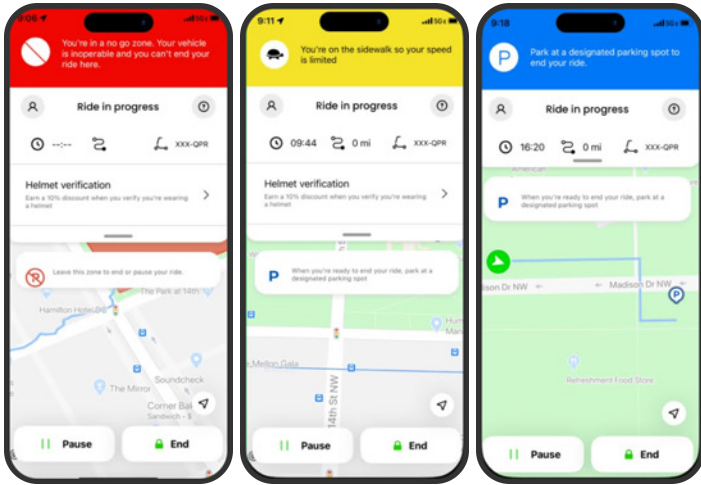
Instructions for safe usage and ride restrictions

How to Ride Tutorial: The rider is prompted to take the “How to Ride” Tutorial—customized to whether the rider is renting an e-scooter.

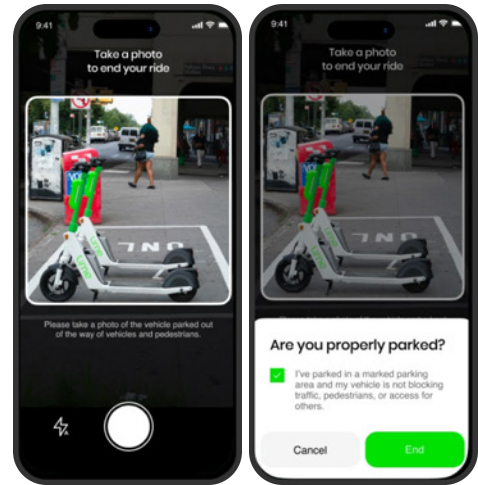


Once the rider has completed the How to Ride Tutorial and in-app quiz, the device will unlock and the ride can begin.

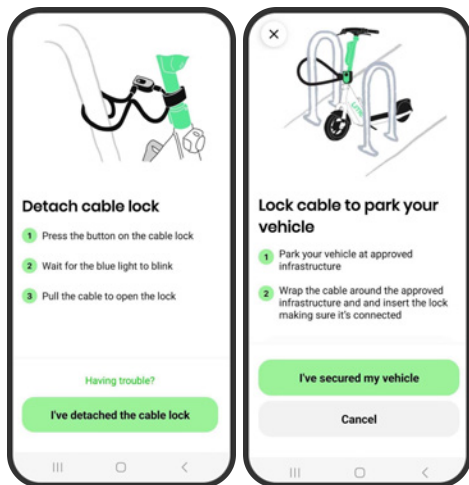
Zones: During the ride, riders will receive prompts on both the device screen and through the app alerting them to the presence of no-ride, slow, and mandatory parking zones.



End-Trip Photo Prompt: The rider will be prompted to take a photo of the parked device and confirm it is parked at an appropriate location. Lime reviews 100% of end-trip photos using machine AI algorithms trained to detect misparking. Lime has shifted from using a third-party service for this technology to using our new custom machine-learning model that is developed entirely in-house.



Parking: At the end of the ride, riders are directed to park and secure their bike at a bike rack or other approved infrastructure. Then, when the ride is complete, the rider selects "End" at the bottom of the screen.



M. Proof of Insurance

Attach a certificate of insurance, as well as an endorsement of additional insured, per requirements set forth in Appendix A, Section 4. If you have not yet purchased insurance meeting these specifications, supply a statement of intent to obtain this insurance in advance of being issued a permit. The SFMTA will require certificates of insurance as well as an endorsement of Commercial General Liability and Commercial Automobile Liability insurance showing the City as an additional insured before issuing a permit to accepted applicants.



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
04/30/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Insurance Services West, Inc. San Francisco CA Office 425 Market Street Suite 2800 San Francisco CA 94105 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105	
	E-MAIL ADDRESS:	
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Neutron Holdings, Inc. DBA Lime 85 Second Street, 1st Floor San Francisco CA 94105 USA	INSURER A: The First Liberty Insurance Corporation 33588	
	INSURER B: Liberty Mutual Fire Ins Co 23035	
	INSURER C: Lloyd's Syndicate No. 1971 AA1120206	
	INSURER D:	
	INSURER E:	
	INSURER F:	

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570105323025 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
C	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			CSDIG2400005 SIR applies per policy terms & conditions	05/01/2024	05/01/2025	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$500,000
							MED EXP (Any one person)	\$15,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$2,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-661-067212-024	05/01/2024	05/01/2025	COMBINED SINGLE LIMIT (Ea accident)	\$2,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
C	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION			CSDIG2400006 SIR applies per policy terms & conditions	05/01/2024	05/01/2025	EACH OCCURRENCE	\$5,000,000
							AGGREGATE	\$5,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y / N <input checked="" type="checkbox"/> N	WC6661067212033	12/31/2023	12/31/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
							E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000

Certificate No : 570105323025

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER City of San Francisco 1 Dr Carlton B Goodlett Pl San Francisco CA 94102 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Insurance Services West, Inc.</i>
--------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

