



London Breed, Mayor

Gwyneth Borden, Chair
Amanda Eaken, Vice Chair
Cheryl Brinkman, Director

Steve Heminger, Director
Sharon Lai, Director

Jeffrey Tumlin, Director of Transportation

11/19/2020

Kristin Kaiser
Neutron Holding Inc. dba Lime
85 2nd Street
San Francisco, CA 94105

Re: POWERED SCOOTER SHARE PROGRAM PERMIT

Dear Ms. Kaiser:

On October 11, 2019, the Agency issued 2019-2020 Powered Scooter Share Program Permit No. 3 to Neutron Holding Inc. dba Lime (Lime) for a one-year term beginning on October 15, 2019. On October 15, 2020, the Agency amended the permit to extend the permit term for six months. On November 16, 2020, the Agency consented to Lime’s request to transfer Social Bicycle, LLC’s (Social Bicycle) Powered Scooter Share Program Permit No. 2 into Lime’s Amended Powered Scooter Share Program Permit No. 3 due to an acquisition by Lime of the JUMP business from Social Bicycles. This letter and its attachments constitute the Second Amended Powered Scooter Share Program Permit No. 3 (Second Amended Permit), which finalizes the transfer by authorizing Lime to operate the additional 1,000 scooters from the JUMP permit for a total of 2,000 scooters, and incorporating all of JUMP’s obligations under the permit, including JUMP’s commitments under its application submitted on August 21, 2019.

Based on the above and attached, the Agency authorizes an increase of Lime’s permitted fleet size from 1,000 to 2,000 for the duration of the permit, provided that Lime maintains 50% or greater deployment of their total permitted fleet size for 25 out of any 30 consecutive rolling days, and demonstrates continued compliance with the requirements set forth in Attachment A (Permit Terms and Conditions and Appendices, dated November 16, 2020) as determined by the SFMTA, including Lime’s obligation to comply with JUMP’s obligations and commitments in its application, which is attached and incorporated by reference into Attachment A, as Lime agreed to do in its November 3, 2020 letter to the Agency and the November 16, 2020 consent letter.

Note also that the minimum threshold requirements scale up as the fleet size increases, as referenced in the updated Distribution Guidelines.

Minimum Threshold Table (Fleet of 2,000 Scooters)

Core Service Area Thresholds



Downtown Core	Min. Number of Scooters Area (sq. mi)	Downtown Core
Downtown Core	**No more than 600 scooters	3.9
Key Neighborhoods		
Mission	37	1.8
SE Neighborhoods Bayview – Hunters Point – Vis. Valley	102	5.0
SW Neighborhoods SFSU – Ingleside – Excelsior	94	4.6
Western Addition	10	0.5
Richmond District	75	3.7
Sunset District	120	5.9

I. Permit Conditions

Permittee agrees to comply with the amended Program Permit Terms and Conditions and Appendices, dated November 19, 2020, attached as Attachment A.

II. SFMTA Contact

Permittee agrees to contact Sarah Hellman (Sarah.Hellman2@sfmta.com, 415.646.2336) with any changes to Permittee’s designated points of contact information.

III. Permit Term

This permit is valid in the City and County of San Francisco from November 19, 2020 through 11:59 pm April 15, 2021 unless otherwise terminated or revoked.

AMENDED POWERED SCOOTER SHARE PROGRAM PERMIT NO. 03, reissued November 19, 2020.

Agreed to and Accepted on November 19, 2020

by a duly authorized representative.

Kristin Kaiser
Regional General Manager-North America
Neutron Holding Inc. dba Lime

Kate Toran
Director of Taxis and Accessible Services
San Francisco Municipal Transportation Agency