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4/29/2024

Madison Jeha
Neutron Holdings dba Lime
701 Cesar Chavez
San Francisco, CA 94124

VIA EMAIL

Re: The Deal Service LLC

Dear Madison Jeha:

SFMTA is in receipt of the request by Neutron Holdings dba Lime (Lime) to subcontract or delegate portions of its obligations under 2023-2024 Powered Scooter Share Program Permit (Permit) to The Deal Service LLC (Subcontractor). Pursuant to Section 5 of the Permit, and based on assurances and documentation provided by Lime, this letter serves as written approval for Lime to subcontract or delegate portions of its obligations to the Subcontractor as referenced above.

The SFMTA bases this decision upon Lime's assurances that Subcontractor will comply with all of Lime's applicable obligations and commitments under the Permit Terms and Conditions. Additionally, the SFMTA bases this decision on the assertions and documentation provided by Lime to the SFMTA in its letter dated April 24, 2024 (Lime's Request), that the Subcontractor's general liability insurance along with Lime's coverage of Subcontractor through Lime's general liability policy covers the operations of Subcontractor and indemnifies the City to the full extent required by the Permit Terms and Conditions.

Subcontractor is authorized to manage up to 2,750 permitted scooters in Lime's fleet in the following scope: provide safety check protocols, provide maintenance and repair of devices (including in-field inspection and maintenance, as well as inspection and maintenance at a service center), and provide device cleaning and redistribution services as referenced in Lime's Request, which is incorporated by reference.

This approval, unless earlier revoked or rescinded by SFMTA, is valid through the expiration of Lime's Permit. Should Lime's Permit be revoked or suspended prior to the expiration date, this authorization will also end.

As a condition of this approval, Lime must ensure that the above referenced entity is and remains compliant with Section 5 as well as any other applicable terms of the Permit.



Should any changes occur with regard to the information provided regarding the Subcontractors, including but not limited to the number of employees, the addresses where charging occurs, number of scooters assigned or changes in insurance information, Lime shall inform SFMTA through the requisite reporting method, including monthly or quarterly reports. If there is no monthly or quarterly report relating to the change, Lime shall immediately inform SFMTA (Danny Yeung Danny.Yeung@sfmta.com) of the changed information in writing.

Should Lime terminate its relationship with the above referenced entity, it shall inform SFMTA in writing immediately. It is Lime's duty to ensure that current insurance documentation is on file with SFMTA.

Danny Yeung
Acting Manager – Permits & Administration
Taxis, Access & Mobility Services Division

Encl: