



# City of South Lake Tahoe

*"making a positive difference now"*

Lime Officials—Jonathan Hopkins and Stefanie Sarradet  
85 2nd St., First Floor Attn: Legal Department  
San Francisco, California 94105  
(e-copy sent to jonathan.hopkins@li.me and Stafanie.Sarradet@li.me and cc: to legal@li.me)

Dear Lime Officials,

On March 19, 2019, City Council heard a presentation by Lime summarizing the 2018 season. During this meeting, there was extensive discussion among staff, Lime officials, and the City Council. Ultimately, the City Council directed staff to develop an agreement which reflects the concerns expressed in this meeting.

On April 7, 2019, Lime and the City of South Lake Tahoe signed a License Agreement for Lime to deploy e-scooters inside the city limits of the City of South Lake Tahoe (AGREEMENT ATTACHED).

Key aspects of this agreement include:

- Description of one of the goals of the City is to provide "safe" transport
- One of the permitted uses shall at a minimum "not create conditions which are a threat to public safety"
- "Geo fencing to establish zones where electric scooters are not allowed in Heavenly Village and Lakeview Commons." Lime will cooperate with the City to establish effective geo-fencing in these areas
- "Lime may coordinate with the City and local partners to encourage and promote helmet usage"
- "Lime shall require a valid driver's license per electric scooter rented, in order to help prevent use of electric scooters by minors"

As summer began, we received complaints about Lime in Heavenly Village. Believing effective geofencing was supposed to be installed, city staff tested the system and found that the geofencing was ineffective in Heavenly Village (rode passed Basecamp Pizza at 12 mph). Further, we tested the system at Lakeview Commons and found no control measures have been deployed by Lime. This was later confirmed by Lime staff who explained that there were problems establishing a geofence at this location but inability was communicated with City officials. Also during the summer, there were two serious injuries of very young Lime riders (one eleven year-old girl and one 13 year-old boy). Coupled with everyday observations, this prompted renewed concerns about underage riders.

Starting on June 4, 2019, the City Manager engaged in many communiques via e-mail and by phone to discuss concerns with Lime—mostly centering on underage riders and the geofencing issues. During these many exchanges, there were various Lime promises but no meaningful results to date.

**Police Department - 1352 Johnson Blvd - South Lake Tahoe, California 96150 - (530) 542-6100 - FAX (530) 542-6146**  
*BRIAN UHLER, Chief of Police*

During the City Council meeting of August 20<sup>th</sup>, a member of the public expressed concern about underage riders. A member of the City Council also expressed concern about Lime and asked about a plan for Lime moving forward. On another occasion, the City Manager indicated that the City was pleased to enter into a cooperative agreement with Lime earlier this year, however, unfortunately, Lime has not effectively limited under-age riders or effectively controlled access to Heavenly Village. The City Manager advised the City Council, he is planning to bring forward an ordinance to further regulate micro-mobility devices such as scooters. During the ensuing conversation, the City Council asked for data to be brought forward.

I have been asked to prepare a staff report for our City Council on this topic to occur October 15, 2019. My completed work must be submitted to the City Clerk by October 1, 2019. In order to provide a full picture to the City Council, I ask for the following (due by September 18<sup>th</sup> so I have time to include your information in the report to the City Council):

- (1) Describe any substantive operational changes for scooter usage over previous years in South Lake Tahoe to improve safety
- (2) Written description of Lime's efforts and results to establish zones where electric scooters are not allowed in Heavenly Village
- (3) Written description of Lime's efforts and results to established slow zones at Lakeview Commons
- (4) Data and map for all rides inside the Heavenly Village area
- (5) Data and map for all rides within and on sidewalks adjoining Lakeview Commons
- (6) Total number of rides in South Lake Tahoe to date since May 17, 2019
- (7) Total number of miles in South Lake Tahoe to date since May 17, 2019
- (8) Data and maps on all rides which start and end within approximately 100 feet of the same location
- (9) Data and maps on all rides which start and end at different locations (further than approximately 100 feet)
- (10) Zip code data for all riders—particularly separating riders with local zip codes from non-local riders
- (11) Summary data regarding the Lime Hotline (complaints/concerns/issues/etc. whether by phone, text or e-mail)
- (12) Rider survey data (per the agreement)

As previously communicated with Lime, we believe underage riders are able to access your devices because the system allows for multiple devices to be rented using a single account. On August 26<sup>th</sup>, I confirmed this is still possible by renting a device, riding it through Heavenly Village, then, using a different phone (with same driver's license), simultaneously renting a second device which was simultaneously ridden by a colleague. On the underage riding issue in South Lake Tahoe, please provide:

- (1) Detailed descriptions of Lime efforts to modify your software to limit the number of devices which can be obtained by a single person or account holder

- (2) Statement from Lime as to whether or not you believe you have met the requirement outlined in the agreement requiring “a valid driver’ s license per electric scooter rented”
- (3) Any projected implementation dates for limitations on the number of devices a single account holder can use simultaneously
- (4) Data on all occasions where any account holder rented more than a single device simultaneously in South Lake Tahoe
- (5) Maps of all such multiple device rentals
- (6) Copies or data (minus any personal identifiers) on all claims or complaints received by Lime about underage riders in South Lake Tahoe

Fire officials have expressed concern about Lime’s charging activities within the City of South Lake Tahoe (e.g. “Juicers” overloading circuits in homes and special response needed for lithium battery fire). For these reasons, please provide:

- (1) Location data where scooters are being charged in the City of South Lake Tahoe
- (2) “Juicer” account holder address information (minus personal identifiers)

NOTE: On my August 26<sup>th</sup> ride in Heavenly Village, the geofencing slowed me on the sidewalk in front of Marriott on Heavenly Village Way. Then, it allowed full speed as I turned into Heavenly Village all the way to Basecamp Pizza (more than 12 mph on display), then slowed again when I was on sidewalk exiting the Village (near the theater).

Thank you,



Brian Uhler