



23 January 2026

Chris Teo-Sherrell

s7(2)(a)

Tēnā koe Chris,

Request for Information – Local Government Official Information and Meetings Act (LGOIMA) 1987

We refer to your official information request dated 16 December 2025, seeking information on e-scooter licence expiry dates and any Code of Practice or agreements governing licence-holder operations. Specifically, you requested:

- 1. Could you please tell me when the city's for hire e-scooter licences will expire?*
- 2. Could you also please email me any Code of Practice or other agreement under which licence-holder are expected to operate?*

Answer:

In response to your request, please refer to the attached permit which sets out its current expiry date and the terms and conditions under which JOLT operates within Lower Hutt. Please note that some information has been withheld under section 7(2)(a) of the LGOIMA in order to protect the privacy of natural persons.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at: [Office of the Ombudsman - Complaints](#), or freephone 0800 802 602.

Please note that this response to your information request may be published on Hutt City Council's website: [Proactive releases - Hutt City Council](#).

Ngā mihi nui

Rebekah van der Splinter

Senior Advisor, Official Information and Privacy

PERMIT TO TRADE IN A PUBLIC PLACE

OPERATOR NAME: STRAYDA HOLDINGS LIMITED

Trading as “JOLT”

1168 Fergusson Drive, Clouston Park, Upper Hutt, 5018
New Zealand

UNDER THE PROVISIONS OF THE LOCAL GOVERNMENT ACT 2002, THE HUTT CITY COUNCIL PUBLIC PLACES BYLAW 2016 AND TRADING IN PUBLIC PLACES BYLAW 2018.

STRAYDA HOLDINGS LIMITED, NZBN 9429051333942, IS LICENSED AS AN OPERATOR (“OPERATOR”) OF SHARED PUBLIC E-SCOOTERS FOR THE PURPOSE OF TRADING IN A PUBLIC PLACE:

- Selling, hiring, and/or displaying no more than 500 electrically assisted kick scooters (“E-Scooters”) (“Operation”).

AND MUST COMPLY WITH THE CONDITIONS SET OUT IN THIS PERMIT.

ACTIVITY AREA: Defined public places as set out in Appendix A

HOURS OF OPERATION: 24 hours per day 7 days per week

PREVAILING CONDITIONS:

PERMIT MAY BE ALTERED, SUSPENDED OR CANCELLED

- (1) The Council, on giving reasonable notice to the permit holder, may alter the terms and conditions of this permit;
- (2) The Council may suspend or cancel this permit without notice in the following circumstances:
 - a) urgent action is required to protect the public from unhygienic, unsafe or hazardous conditions in the public place where the permit applies;
 - b) urgent works are required in the public place where the permit applies;
 - c) any terms and conditions of the permit are breached.

DATE OF ISSUE: 15 AUGUST 2025

**EXPIRY
DATE:**

15 AUGUST 2026

This permit can be renewed yearly. It is issued to the operator named hereon and is non-transferable.

TERMS AND CONDITIONS OF PERMIT

Purpose and Intent

1. The purpose and intent of these terms and conditions are to ensure the management of public places and to provide reasonable controls to protect the health and safety of the general public from nuisance, while meeting customer expectations and supporting the wider transport objectives for Lower Hutt.

Permit Fee

2. The permit fee of \$300 (inc. GST) is payable prior to the Date of Issue. Over the years, there will be annual increase.

Duration of the Permit

3. This Permit commences on the Date of Issue and, unless terminated sooner in accordance with the terms of this Permit, continues until the Expiry Date.
4. Immediately following expiry or the earlier termination of this Permit, the Operator has to apply for a renewal of their permit OR immediately remove all E-Scooters and any ancillary signage and equipment from Council land.
5. Subject to the Prevailing Conditions, if the Operator breaches any of the conditions within this Permit and fails to remedy the breach within 10 working days after receipt of written notice requesting remedy of the breach, the Council may at its sole discretion by providing 10 working days written notice to the Operator terminate this Permit. Ten working days is considered reasonable notice.
6. If the Operator wishes to cease trading within the Lower Hutt area it will provide 30 days written notice of its intention to cease trading and remove all E-Scooters and any ancillary signage and equipment from Council land within this timeframe, or a timeframe agreed with the Council.

General

7. This Permit is valid for a maximum of 500 E-Scooters at any one time during the Term.
8. The operation shall only be within the area defined in Appendix A.
9. The permit is exclusive within the Hutt City Council corridor. It excludes areas covered by other agencies (e.g. Greater Wellington Regional Council, NZTA, etc.)
10. Any specific infrastructure requirements such as signage, demarcated parking locations or parking corrals shall require a site licence and must be approved by the Council and are subject to any specific conditions and Council approvals for the respective site.
11. In addition to any other powers Council has, the parties agree:
 - a. The Council may seize and impound any E-Scooter, signage or equipment that is still on Council land 10 working days after the cancellation or expiry of this Permit;
 - b. The Council must provide written notice to the Operator of any such seizure and a period of 30 working days allowed for the return of any property seized;
 - c. A condition of return shall be the payment of any costs associated with the seizing, impounding, transporting and storing of the property;
 - d. If a request for the return of the property is not received or the conditions of return not met, Council may sell or dispose of the property seized;
 - e. Proceeds of any sale shall be first applied to any costs associated with the seizing, impounding, transporting and storing of the property, with the balance to be paid to the Operator.

Location and placement of E-Scooters

12. For the purposes of this Permit, E-Scooters must not be parked or allowed to remain on or in inappropriate locations including, without limitation:
 - a. on footpaths that are narrow;
 - b. where they could pose a safety hazard;
 - c. where they could interfere with pedestrian access generally or access to amenities; or
 - d. any other areas identified by Council staff, at their sole discretion, to be an inappropriate location.
13. Mistreatment of E-Scooters through vandalism will not be considered as an inappropriate location for the purposes of reporting under the Operation and Parking KPIs set out in Appendix B requirements. However, the Operator will seek to address any issues raised under this clause by the Council within the required timeframes.
14. To deliver on the expectations of the Council to ensure the management of public places and the delivery of the expected support for the wider transport objectives for Lower Hutt, the Operator will target the Operation and Parking KPIs set out in Appendix B.
15. JOLT must define its e-parking zone areas. These zones shall follow the following technical requirements:
 - Location: E-parking zones must be located adjacent to the kerbside and positioned in such a way that they do not obstruct pedestrian flow, access to shop entrances, driveways, mobility access points, or public transport infrastructure (e.g. bus stops and shelters). Zones must be situated away from high pedestrian traffic areas to minimise clutter and ensure public safety.
 - Markings: Each parking zone must be clearly marked on the pavement with durable, high-visibility surface paint.
 - Size of the e-parking zones: The size of each zone must be sufficient to accommodate multiple scooters without causing overflow into undesignated areas. Minimum dimensions and recommended capacities may be subject to review and approval by Hutt City Council on a case-by-case basis.
 - Signage: Where appropriate, complementary signage must be installed to provide clear guidance to users regarding the location and use of the e-parking zone.
 - Council approval: All proposed e-parking zone locations and designs are subject to prior review and formal approval by Hutt City Council (Transport Engineering team). JOLT must provide detailed site plans, including measurements and justifications for each proposed location, as part of their application for approval.
16. The e-parking zones must be placed near the kerb, away from shops and pedestrian areas, and must display large scooter and bike icons painted inside white boxes. This design requires approval from Council;

No-riding/ Slow-speed zones

17. A list of sites designated as no-riding zones and slow-speed zones is outlined below:
 - Eastern Hutt Road – This is a 70 km/h industrial area and should be designated as a no-riding zone. It may be considered for inclusion at a later stage if speed limits are reduced.
 - Harcourt Werry Drive – Also a 70 km/h zone with high risk for e-scooter use, and lacking adequate shared path infrastructure. Recommended as a no-riding zone.
 - Queens Drive – Should be added to the slow-speed zone due to safety considerations.

- Jackson Street – Recommended for inclusion in the slow-speed zone.
- The Esplanade – Given the high traffic volume, users should be advised to utilise the shared path rather than the carriageway.
- Hutt Road – Should be designated as a slow-speed zone.

18. Hutt City Council (HCC) may, at any time, request an extension or amendment to these areas. Such requests will be communicated via email.

Use of E-Scooters

19. The Operator will educate customers about safety checks, responsible riding and correct parking, including the impacts of poor placement to the general public.
20. The Operator will also make best efforts to inform riders that they can incur penalties for breaching any law, regulation, standard or applicable rule including, by way of example, unauthorised use of special vehicle lanes, or operating a vehicle inconsiderately.
21. E-Scooters must not be used or ridden in a manner that is or might be dangerous to the public or to any person.
22. The Operator will use its best endeavours to ensure that E-Scooter users ride safely and carefully and be considerate of all other road and footpath users, ensuring that:
- a. when on the road, users must keep as close as possible to the edge of the roadway, where it is safe to do so; and
 - b. when on the footpath, users must:
 - i. not ride at speeds that put other footpath users at risk; and
 - ii. always give way to pedestrians and drivers of mobility vehicles.

Public Enquiries

23. JOLT shall manage all public enquiries and complaints related to e-scooter operations through its established Complaint Resolution Process;
24. JOLT must maintain a dedicated response team capable of attending to issues such as e-scooters obstructing footpaths. The response team must be reasonably available, including after hours, and attend to reported incidents within a timeframe that ensures prompt resolution and minimises public disruption;

Safety and maintenance

25. The Operator must ensure that:
- a. each E-Scooter is legal and approved under standards or definitions set out by the New Zealand Transport Agency as a wheeled recreational device;
 - b. each E-Scooter must have:
 - i. a working bell;
 - ii. A steady or flashing rear-facing red light(s) that can be seen at night from a distance of 200 metres; and
 - iii. a white or yellow headlight(s) that can be seen at night from a distance of 200 metres;

- c. the design, performance and assembly of each E-Scooter complies with appropriate standards; and
 - d. each E-Scooter is regularly inspected and maintained to ensure it is compliant.
26. The Operator must provide the ability for users as well as the general public to report safety and maintenance issues with the E-Scooters. This must include a publicly displayed New Zealand contact phone number and email address on each E-Scooter.
27. The maximum speed limit of a scooter must not exceed 15 km/h in the Central. For backstreet suburbs, speeds must be lower than 30km/h;

Reporting

28. To enable better integration with public and shared modes of transportation across the city, the permit holder must maintain a documented Application Program Interface (API) that can be made open and available to the public and third-party developers.
29. The Operator will provide raw non-identifiable information to the Council on a monthly basis subject to Council introducing measures agreeable to the Operator to protect its commercially sensitive information.

Privacy

30. All personal information must be collected, processed and stored in accordance with the requirements of the Privacy Act 2020.
31. The Operator must respect the general public's right to privacy and must maintain a policy of strict confidence concerning all personal and company information.
32. All information and data collected must be for the purpose of providing the Operation.
33. The Operator must not sell, lease, rent, loan or trade lists of its users' data to a third party.
34. All user information and data must be kept in a secure environment and encrypted via secure socket layers and data bases, protected by firewalls.
35. The Operator acknowledges that, under the Privacy Act 1993, individuals have rights of access to and correction of their personal information.
36. Any policy developed by the Operator may be superseded by requirements or obligations imposed by statute, regulation or legal process.

Miscellaneous

37. This Permit is non-transferable. Within 14 days of any change in the Operator or the Operation, the Operator must apply to the Council to have the change noted and pay any required fee. A new permit may then be issued with the updated information, at Council's absolute discretion.
38. The Operator shall carry adequate, sufficient and suitable public liability and professional indemnity insurance for an amount not less than \$5m and \$2m respectively and will provide evidence of this to the Council if requested.
39. The Operator shall comply with:
- a. all acts, regulations, bylaws, standards, policies and ordinances applicable to the Operation; and
 - b. any other agreement entered into between the Operator and Council in relation to the Operation including, without limitation, any site licence.

Signed for an on behalf of Hutt City Council

s7(2)(a)

Jon Kingsbury

Director, Economy & Development

Date of issue: 26 August 2025

Signed for an on behalf of JOLT Scooters

s7(2)(a)

Keelan Matthews

Chief Executive Officer

Date of issue: 08/26/2025

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

APPENDIX A: DEFINED ACTIVITY AREA FOR SERVICE

Geofenced operational area:



Black Indicates Out of Bounds / Non-Serviced Area.

Green Indicates Service Area.

Yellow Indicates a 15km/h Slow Speed Zone.

Orange indicates No Parking.

Red indicates No Riding.

Notes:

1. The defined area for service does not include any private land or land not administered or operated by Council.
2. Roads listed on condition 17 of the permit are excluded from the map.