



10 March 2026

Blaire Edgar

s7(2)(a)

Tēnā koe Blaire,

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

We refer to your official information request dated 13 January 2026, seeking all communications between Hutt City Council and JOLT or related entities operating e-scooters from 1 January 2024 to the present. Specifically, you requested:

“Please provide all communications between Hutt City Council and JOLT (JOLT Mobility LLC / STRAYDA HOLDINGS LIMITED) or any related entity operating e-scooters under the JOLT brand from 1 January 2024 to the present.

This request includes but is not limited to:

- *Emails*
- *Meeting minutes*
- *Briefing notes*
- *Agreements or draft agreements*
- *Permits, licences or applications*
- *Internal communications that reference JOLT*

This includes communications sent or received by councillors, the mayor, council staff, contractors or consultants acting on behalf of the council”.



On 3 February 2026, Council advised you that an extension was required under section 14(1)(a) of the LGOIMA because meeting the original timeframe would unreasonably interfere with Council operations due to the large volume of material requiring review. Council advised that you could expect to receive a response by no later than 4 March 2026.

On 27 February 2026, Council contacted you again to advise that the severe weather event affecting the Lower Hutt region on 16 February, and the ongoing disruption to Council operations, meant Council would be unable to meet the extended timeframe. You were advised that the final decision and documents in scope were expected to be provided by 11 March 2026, and Council apologised for the further delay.

Answer:

Before responding to your request, it is important to note that while your request appeared to relate to JOLT e-scooters, Council also holds communications with JOLT about potential electric vehicle charging stations.

As your request covers all communications with JOLT or related entities from 1 January 2024, this material is included. **Appendix 1** below outlines the documents in scope and Council's decision on their release. Please note that some information has been withheld under the following provisions of the LGOIMA:

- Section 7(2)(a), to protect the privacy of natural persons;
- Section 7(2)(b)(ii), to protect information where release would be likely unreasonably to prejudice the commercial position of the person who supplied or is the subject of the information; and
- Section 7(2)(g), to maintain legal professional privilege.

Council has considered whether the public interest in release of the withheld information outweighs the need to withhold it and has concluded that it does not.

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

A handwritten signature in black ink, appearing to read 'Rebekah'.

Rebekah van der Splinter

Senior Advisor, Official Information and Privacy

Appendix 1: Documents for release

Number	Date	Document Type	Subject Line	Redaction Grounds
1	20 February 2024	Email	JOLT	Some information has been withheld under s7(2)(a).
2	20 February 2024	Email	JOLT (1)	Some information has been withheld under s7(2)(a).
3	9 April 2024	Email	JOLT coffee catch up	Some information has been withheld under s7(2)(a).
4	18 April 2024	Email	JOLT EV charging – Unsolicited proposal	Some information has been withheld under s7(2)(a).
5	18 April 2024	Email	JOLT EV charging – Unsolicited proposal (1)	Some information has been withheld under s7(2)(a).
6	29 May 2024	Email	JOLT public EV charging proposal for Hutt City (1)	Some information has been withheld under s7(2)(a) and the proposal has been withheld in full under s7(2)(b)(ii).
7	29 May 2024	Email	JOLT public EV charging proposal for Hutt City (2)	Some information has been withheld under s7(2)(a).
8	29 May 2024	Email	JOLT public EV charging proposal for Hutt City (3)	Some information has been withheld under s7(2)(a).

Number	Date	Document Type	Subject Line	Redaction Grounds
9	29 May 2024	Email	JOLT public EV charging proposal for Hutt City (4)	Some information has been withheld under s7(2)(a).
10	29 May 2024	Email	JOLT public EV charging proposal for Hutt City (1)	Withheld in full under s7(2)(b)(ii).
11	29 May 2024	Email	JOLT public EV charging proposal for Hutt City	Some information has been withheld under s7(2)(a).
12	24 May 2025	Email	Jolt E-Scooter Permit RFS 1038267	Some information has been withheld under s7(2)(a) and s7(2)(b)(ii).
13	6 May 2025	Email	Meeting invite – Jolt & HCC (1)	Some information has been withheld under s7(2)(a), s7(2)(b)(ii) and s7(2)(g).
14	6 May 2025	Email	Meeting invite – Jolt & HCC (2)	Some information has been withheld under s7(2)(a).
15	4 June 2025	Email	JOLT Permit_MOU	Withheld in full under s7(2)(g).
16	5 September 2025	Email	Jolt permit & brochure	Some information has been withheld under s7(2)(a) and s7(2)(b)(ii).

From: Miriam Randall
Sent: Wednesday, 28 February 2024 9:29 am
To: Jörn Scherzer
Subject: RE: [EXTERNAL] JOLT

Nice. I'll let them know 😊

From: Jörn Scherzer
Sent: Tuesday, February 27, 2024 4:49 PM
To: Miriam Randall
Subject: RE: [EXTERNAL] JOLT

See below, in case they want to make an application, I guess we can say that it will need to be assessed on a case by case basis? Unless we know the site, its hard to tell what is feasible. Unless they only look at non-council/public land.

Jörn Scherzer
Head Of Climate & Solid Waste

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) **W:** www.huttcity.govt.nz



We're currently at:
Water Restriction Level 2

Wellington Water | Hutt City | [Click to learn more](#)

No sprinklers or irrigation.
Only water your garden by hand.

From: Jon Kingsbury <Jon.Kingsbury@huttcity.govt.nz>
Sent: Tuesday, February 27, 2024 4:42 PM
To: Jörn Scherzer <Joern.Scherzer@huttcity.govt.nz>; Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: RE: [EXTERNAL] JOLT

Kia ora Jorn

The discussions with Ohmedia have been ongoing and agreements are on a case by case basis.

I can forward the details if you want to discuss further.

J

Jon Kingsbury
Director, Economy & Development

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) W: www.huttcity.govt.nz



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Wellington Water Hutt City [Click to learn more](#)

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From: Jörn Scherzer <Joern.Scherzer@huttcity.govt.nz>
Sent: Friday, February 23, 2024 10:28 AM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Cc: Jon Kingsbury <Jon.Kingsbury@huttcity.govt.nz>
Subject: RE: [EXTERNAL] JOLT

Hi Miriam (cc Jon)

The challenge is that if its on public land, then it might conflict with our existing provider's rights. Ohmedia I think.

Jon, what is the current status of the agreement with Ohmedia, in relation to a company wanting to install charging stations in public places that involve advertising boards?

Cheers
J

Jörn Scherzer
Head Of Climate & Solid Waste

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Sent: Friday, February 23, 2024 9:26 AM
To: Jörn Scherzer <Joern.Scherzer@huttcity.govt.nz>
Subject: FW: [EXTERNAL] JOLT

I know there are some hesitations around Jolt's operational model but there are a few areas in the city that don't have access to public charging i.e the eastern side of the Hutt (Waiwhetu, Waterloo, Epuni/Fairfield, Naenae) and the western hills. Give there is no cost to council to get these chargers in place as well as being able to use them to promote council messaging I wonder if this is worth considering (provided they would install in areas we want)

Just a thought.

Miriam Randall
 Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a) <[redacted]@joltcharge.com>
Sent: Thursday, February 22, 2024 4:12 PM
To: s7(2)(a) <[redacted]@joltcharge.com>
Cc: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT

Hi Miriam,

Thanks for the email to s7(2)(a)

I can help answer some of your questions, ideally it would be great to put forward an unsolicited proposal that would detail the full potential JOLT investment, revenue returns to councils and proposal program of work.

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JOLT is deploying public EV charging globally across Australia, US, Canada, UK and New Zealand with funding partner, BlackRock International. We have commenced our deployment with a strong pipeline of investment in Auckland and Christchurch, we are now putting focus on Wellington. We are working closely with the Government as there are some significant targets to hit with 10,000 public chargers operational by 2030, the country is a long way from this target hence we are asking councils to front foot this challenge.

A partnership with JOLT is at zero cost to the council with all chargers delivering new **annual fixed revenue returns back to council**. JOLT is responsible for all capital, opex, upgrades, planning consents and all associated costs.

We are installing roadside chargers in cities globally in partnership with councils and roading authorities. We work with the councils to understand the locations of the roadside chargers and then take on the full program of works to deploy and manage. Every location goes through resource consent which covers the digital signage under the signage by-laws and we work directly with the local lines companies for independent grid connections so all energy costs go direct to JOLT.

JOLT will offer free (capped), daily, clean and fast charging to your ratepayers and visitors and **also provide screen time for the council for your own marketing and community messaging**.

When we install on with private landowners the only council touchpoint is the resource consent process.

We are very interested to work with you, can I suggest the opportunity to put forward an unsolicited proposal to allow the council to make an informed position on a proposed JOLT investment.

Look forward to hearing from you.

Regards

s7(2)(a)
Country Manager - New Zealand
P: **s7(2)(a)**
E: **s7(2)(a)** @joltcharge.com
W: joltcharge.co.nz



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On Wed, 21 Feb 2024 at 12:00, **s7(2)(a)** @joltcharge.com wrote:

Hi Miriam,

I've looped in **s7(2)(a)** he has a better view across the area council may be able to support.

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Regards,

s7(2)(a)

Rollout Program Manager - New Zealand

P: s7(2)(a)

E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz

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From: Miriam Randall <Miriam.Randall@huttcity.govt.nz>

Sent: Tuesday, February 20, 2024 9:56 AM

To: s7(2)(a)@joltcharge.com

Subject: RE: [EXTERNAL] JOLT

Hi s7(2)(a)

Great to hear from you and learn where you are working now.

Have you got any information (or just a couple of bullet points) about what is involved if a council wanted to provide car parks for some jolt chargers?

It looks like a lot of the chargers are on private property like Mitre10 car parks etc. have you got many chargers that are on council land yet?

If you are installing chargers on private land then what are the common challenges from a council point of view (so I know who to involve in the conversation)? i.e is it resource consents, roading team, building team, is there community push back (do elected members get pulled into these conversations at all?)

I will start having some conversations in house about this and come back to you.

Thanks,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: s7(2)(a) @joltcharge.com s7(2)(a) @joltcharge.com >
Sent: Tuesday, February 20, 2024 8:10 AM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: [EXTERNAL] JOLT

Hi Miriam,

Great to talk to you today.

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As I mentioned we have a unique proposition in the EV charging space where our media driving model allows us to provide 7kwh of free charger per day and provide an annual licence fee for the space we use.

As a next step it would be good to see if there is an opportunity to get on a call with yourself and others from the council who may be interested in understanding who we are.

We are not present in the wellington area and are looking to

You can find us at joltcharge.co.nz

I have also attached our standard charging design and some photos of our installs.

s7(2)(a)
Rollout Program Manager - New Zealand

P: s7(2)(a)
E: s7(2)(a) [@joltcharge.com](mailto:s7(2)(a)@joltcharge.com)

W: joltcharge.co.nz



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From: Miriam Randall
Sent: Wednesday, 28 February 2024 11:44 am
To: s7(2)(a)
Cc: s7(2)(a) @joltcharge.com
Subject: RE: [EXTERNAL] JOLT

Sounds good, thanks s7(2)(a)

From: s7(2)(a)
Sent: Wednesday, February 28, 2024 10:42 AM
To: Miriam Randall
Cc: s7(2)(a) @joltcharge.com
Subject: Re: [EXTERNAL] JOLT

Hi Miriam,

Thank you for your note and agree if we can display more detail in regards to potential locations this will help move the conversation forward.

Leave it with us, we will undertake a full review and come back to you with some proposed dates to present back to council.

Regards

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a) 34
E: s7(2)(a) @joltcharge.com
W: joltcharge.co.nz



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On Wed, 28 Feb 2024 at 09:54, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora,

Thank you for sharing this information with me it's really useful to understand more about what Jolt can offer.

Council can consider revenue sharing arrangement for media on road reserve on a case by case bases. My sense is the best way to move forward is to figure out where you would like to install chargers in the Hutt and then come to the roading team with a proposal. That way our conversations can be more detailed and productive (noting I can't guarantee any approval).

I would be happy to join these conversation and talk to the climate/ emissions outcomes and how these link into the Councils Climate Action Pathway if context around this is needed.

I know on the eastern side of Lower Hutt Valley there are still a few 'dead zones' with no public charging such as Waiwhetu, Waterloo, Fairfield, Naenae so these could be locations to consider.

Thanks,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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Subject: Re: [EXTERNAL] JOLT

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Look forward to hearing from you.

Regards

s7(2)(a)
Country Manager - New Zealand

P: s7(2)(a)
E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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On Wed, 21 Feb 2024 at 12:00, s7(2)(a)@joltcharge.com> wrote:

Hi Miriam,

I've looped in s7(2)(a) he has a better view across the area council may be able to support.

Regards,

s7(2)(a)

Rollout Program Manager - New Zealand

P: s7(2)(a)

E: s7(2)(a) @joltcharge.com

W: joltcharge.co.nz

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From: Miriam Randall <Miriam.Randall@huttcity.govt.nz>

Sent: Tuesday, February 20, 2024 9:56 AM

To: s7(2)(a) @joltcharge.com

Subject: RE: [EXTERNAL] JOLT

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Thanks,

Miriam Randall

Senior Advisor – Climate and Sustainability

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Sent: Tuesday, February 20, 2024 8:10 AM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: [EXTERNAL] JOLT

Hi Miriam,

Great to talk to you today.

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As a next step it would be good to see if there is an opportunity to get on a call with yourself and others from the council who may be interested in understanding who we are.

We are not present in the wellington area and are looking to

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I have also attached our standard charging design and some photos of our installs.

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Rollout Program Manager - New Zealand

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W: joltcharge.co.nz



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From: s7(2)(a) @joltcharge.com>
Sent: Thursday, 11 April 2024 10:29 am
To: Miriam Randall
Subject: Re: [EXTERNAL] JOLT coffee catch up

We can be there at 11

From: Miriam Randall
Sent: Thursday, April 11, 2024 7:50:35 AM
To: s7(2)(a)
Subject: RE: [EXTERNAL] JOLT coffee catch up
Sure thing how about Bellbird Café at the douse art museum? Just let me know what time to meet.

Miriam Randall
Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a)
Sent: Wednesday, April 10, 2024 7:33 PM
To: Miriam Randall
Subject: RE: [EXTERNAL] JOLT coffee catch up
Sounds good, can you pick a place?

From: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Sent: Wednesday, April 10, 2024 1:53 PM
To: s7(2)(a) @joltcharge.com>
Subject: RE: [EXTERNAL] JOLT coffee catch up
Hi s7(2)(a)

I have some time tomorrow morning before 11am if that works?

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a) <[redacted]@joltcharge.com>
Sent: Tuesday, April 9, 2024 10:44 AM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: [EXTERNAL] JOLT coffee catch up

Hi Miriam,

Myself and s7(2)(a) will be in the area this Thursday, would you be available to a catch up, maybe a coffee?

s7(2)(a)

Rollout Program Manager - New Zealand

P: s7(2)(a)

E: s7(2)(a) <[redacted]@joltcharge.com>

W: joltcharge.co.nz



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From: s7(2)(a)@joltcharge.com>
Sent: Wednesday, 24 April 2024 4:15 pm
To: Miriam Randall
Cc: s7(2)(a)
Subject: Re: [EXTERNAL] JOLT EV charging - Unsolicited proposal

Hi Miriam,

Thanks for this information.

We will move forward on the feedback below. I will revert back soon with exactly the date we will deliver the proposal.

As FYI, the first JOLT sites in Wellington go live next month, we continue to build at pace and scale in Auckland and Christchurch.

Chees

s7(2)(a)
 Country Manager - New Zealand
 P: s7(2)(a)
 E: s7(2)(a)@joltcharge.com
 W: joltcharge.co.nz



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On Wed, 24 Apr 2024 at 14:25, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)

Apologies for the delay in getting back to you. Yes it was a shame we missed each other it would have been nice to chat up face to face.

With regard to the guidelines for a proposal we do not have one of these. We don't often receive requests like these so I would say its more a case of putting your proposal forward to the transport team then if it was accepted this would progress forward into a legal contract.

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If some of the sites required resource consents for signage or decisions by the traffic committee then there would be formal processes to follow for those steps but this would fall out after the initial proposal was received.

If you do want any advice around resource consent requirements for specific sites you are welcome to contact resource.consents@huttcity.govt.nz.

Hopefully that helps.

Ngā mihi,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: s7(2)(a) <[redacted]@joltcharge.com>
Sent: Thursday, April 18, 2024 5:26 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Cc: s7(2)(a) <[redacted]@joltcharge.com>
Subject: [EXTERNAL] JOLT EV charging - Unsolicited proposal

Hi Miriam,

It was a shame we missed you last week when s7(2)(a) and I were scoping new EV charging sites in Wellington.

Just a question for you, we will be putting forward an unsolicited proposal to Hutt City Council for JOLT to make an investment at zero cost to council in public EV charging facilities, the facilities will offer free, fast and clean EV charging for the community and a new revenue stream to the Council.

My question is does the Council have guidelines on how you wish to receive unsolicited proposals and any particular format or content that is required to allow the proposal to go through the right process.

Cheers

s7(2)(a)
Country Manager - New Zealand

P: s7(2)(a)
E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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From: Miriam Randall
Sent: Wednesday, 24 April 2024 2:22 pm
To: Peter McDonald; Evandro Scherer
Cc: Amin Shahin
Subject: RE: [EXTERNAL] JOLT EV charging - Unsolicited proposal

Hi Peter and Co.

Thanks for your response.

I will suggest they contact resource consents if they have specific questions regarding consenting.

Otherwise I will just go ahead and send that email.

Thanks,

From: Peter McDonald
Sent: Wednesday, April 24, 2024 9:50 AM
To: Miriam Randall ; Evandro Scherer
Cc: Amin Shahin
Subject: RE: [EXTERNAL] JOLT EV charging - Unsolicited proposal

Hi Miriam

Not sure I will be able to offer much help. I haven't dealt with specific requests for EV chargers, my interest was mostly to understand what sort of issues we might need to respond to in our District Plan review (as in what circumstances we might require a resource consent).

In terms of the operative District Plan, EV charging is not specifically provided for. If located on a private site, they are typically assessed under which rule best fits under the relevant zoning, so this may be a 'retail activity' for example, as well as controls for the size of the structure. If located in road reserve, a similar approach would typically apply with respect to the underlying zoning. The consenting requirements would likely vary depending on where they chose to locate. They can contact resource.consents@huttcity.govt.nz for advice on any individual sites.

With the District Plan / resource consent process we are only looking at the environmental effects, eg safety, amenity. It doesn't address the question of permission to access if sited in road reserve, or other Council land. If they were becoming more common, maybe it could be something that could be included in a code of practice?

Cheers,
Peter

Peter McDonald
Senior Policy Planner

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: 04 570 6745 **M:** **W:** www.huttcity.govt.nz



From: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Sent: Tuesday, April 23, 2024 1:48 PM
To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Cc: Peter McDonald <Peter.McDonald@huttcity.govt.nz>; Amin Shahin <Amin.Shahin@huttcity.govt.nz>
Subject: RE: [EXTERNAL] JOLT EV charging - Unsolicited proposal

Great thanks,

I Look forward to any advice you can offer Peter.

Thanks,

Miriam Randall
 Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) **W:** www.huttcity.govt.nz



From: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Sent: Tuesday, April 23, 2024 1:47 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Cc: Peter McDonald <Peter.McDonald@huttcity.govt.nz>; Amin Shahin <Amin.Shahin@huttcity.govt.nz>
Subject: FW: [EXTERNAL] JOLT EV charging - Unsolicited proposal

Hi Miriam

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I believe Peter (cc'd) has dealt with some requests for EV chargers. I suspect he might be able to provide us with an input on the process.

Thanks

Evandro Scherer
Transport Engineering Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: s7(2)(a) M: s7(2)(a) W: www.huttcity.govt.nz



From: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Sent: Tuesday, April 23, 2024 1:39 PM
To: Amin Shahin <Amin.Shahin@huttcity.govt.nz>; Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Subject: FW: [EXTERNAL] JOLT EV charging - Unsolicited proposal

Kia ora,

Can you help me by checking if my draft response is correct. Also who would be the best person in the Transport Team for them to contact?

Thanks,

Kia ora s7(2)(a)

Apologies for the delay in getting back to you. Yes it was a shame we missed each other it would have been nice to chat up face to face.

With regard to the guidelines for a proposal we do not have one of these. We don't often receive requests like these so I would say it's more a case of putting your proposal forward to the Transport Team then if it was accepted this would progress forward into a legal contract.

If some of the sites required resource consents for signage or decisions by the traffic subcommittee then there would be formal processes to follow for those steps but this would fall out after the initial proposal was received.

Hopefully that helps.

Miriam Randall
Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) W: www.huttcity.govt.nz



From: s7(2)(a) <[s7\(2\)\(a\)@joltcharge.com](mailto:s7(2)(a)@joltcharge.com)>
Sent: Thursday, April 18, 2024 5:26 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Cc: s7(2)(a) <[s7\(2\)\(a\)@joltcharge.com](mailto:s7(2)(a)@joltcharge.com)>
Subject: [EXTERNAL] JOLT EV charging - Unsolicited proposal

Hi Miriam,

It was a shame we missed you last week when Nick and I were scoping new EV charging sites in Wellington.

Just a question for you, we will be putting forward an unsolicited proposal to Hutt City Council for JOLT to make an investment at zero cost to council in public EV charging facilities, the facilities will offer free, fast and clean EV charging for the community and a new revenue stream to the Council.

My question is does the Council have guidelines on how you wish to receive unsolicited proposals and any particular format or content that is required to allow the proposal to go through the right process.

Cheers

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
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W: joltcharge.co.nz



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From: s7(2)(a) @joltcharge.com>
Sent: Thursday, 3 October 2024 1:27 pm
To: Paul Hewitt
Cc: Andrea Mitchell; Miriam Randall
Subject: Re: FW: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Paul,

Thanks for your email.

It is disappointing to hear that advertising precludes private enterprise investment in smart city, sustainable infrastructure. In our experience exclusive advertising agreements are being wound back as they are anti-competitive and do not represent the best interests of ratepayers. In this case we are offering free, fast charging to ratepayers. This is a significant saving to ratepayers and visitors and is proven to help accelerate EV transition in cities.

JOLT data from Auckland and Christchurch demonstrates a YoY 623% usage increase. 95% of JOLT customers want more infrastructure in their local area. It is important to note that JOLT is all DC, fast charging designed to provide charging where people want to be where they have to be, the average JOLT charging session is 30-40 minutes, designed to allow people time to spend in local business while charging. EV Charging needs to be roadside for safety and usage and therefore integrated into the parking strategy. The more visible the charging infrastructure, the more usage. JOLT averages 16 charging sessions per day across the NZ network.

The first JOLT charger in Wellington, situated in Johnsonville and opened by Minister Simeon Brown on the 25th June has had 1,498 charging sessions since opening. This is a remarkable stat given the charger is an outlier in the JOLT network at present with all remaining chargers in Auckland and Christchurch and therefore with a greater customer base.

Wellington is going to need thousands of new EV chargers to meet the Government's 10,000 chargers by 2030 target. We are working closely with the Government to invest and deploy as private investment in public EV charging at scale is hard to come by given how expensive it is in New Zealand to install and operate EV charging networks.

Our ad-funded model has allowed JOLT to secure the capital with investment partners, BlackRock International, to roll out globally. In New Zealand we are now at 50 sites, we are now 12 months into the build and continue deployment through to the end of 2028.

JOLT has capital available to help Hutt City display the leadership and intention in the availability of sustainable city infrastructure, all at no cost to ratepayers delivered with tangible ratepayer benefits. Like in other international cities we have pushed back on exclusive advertising deals as anti-competitive, this has allowed JOLT to invest at scale in the likes of Sydney and London.

We would really appreciate a re-think on the Hutt City Councils part to explore a potential partnership further. As mentioned, international capital for public EV charging is hard to come by but in desperate need to hit Government targets.

Look forward to hearing from you.

Regards

s7(2)(a)
Country Manager - New Zealand
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On Thu, 3 Oct 2024 at 11:34, Paul Hewitt <Paul.Hewitt@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)

Thank you for the proposal from Jolt for EV charging in Lower Hutt City you sent to Miriam Randall.

We are in agreement that transportation is a considerable contributor to green house gas emissions in the region.

Hutt City Council has been on a journey over the past few years under our Climate Action Pathway and with investment from Meridian to rollout EV charging stations at key locations around the city. This has kept Hutt City on track and meeting the governments targets for the number of charging stations -v- the number of EVs in Lower Hutt.

We have found through recent public consultations for parking, that there is significant negative feedback on EV parking in Lower Hutt. This is in respect of both the number of EV parks rolled out and the location of parking. There is a public perception that EV parking should be away from prime locations which as something we need to review.

Another constraint we have is an exclusive arrangement with another media company for advertising in Lower Hutt which would preclude us from moving forward with the Jolt proposal.

Thank you again for the proposal, however we would not be looking to pursue this any further.

Regards

Paul

Paul Hewitt
Head of Transport

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Sent: Thursday, May 30, 2024 11:08 AM
To: Paul Hewitt <Paul.Hewitt@huttcity.govt.nz>; Andrea Mitchell <Andrea.Mitchell@huttcity.govt.nz>
Cc: Jörn Scherzer <Joern.Scherzer@huttcity.govt.nz>
Subject: FW: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Kia ora,

Attached is JOLTs unsolicited proposal I downloaded it from the link they provided.

I had suggested they make contract with the transport team directly, but they have sent this to me.

If this is something the team would be interested in then please get in touch with JOLT directly.

Happy to discuss this with you and go through any pros / cons that a proposal like this may have.

Cheers,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



From: s7(2)(a) <[s7\(2\)\(a\)@joltcharge.com](mailto:s7(2)(a)@joltcharge.com)>
Sent: Wednesday, May 29, 2024 3:50 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Good Afternoon Miriam,

It is a pleasure to put forward a JOLT investment proposal to Hutt City to offer the community free, fast and clean EV charging underpinned by an ad-funded model that will provide Hutt City zero cost critical city infrastructure with fixed annual revenues.

JOLT continues to deploy at pace and scale in New Zealand. Our first Wellington charger sites go live next month in Johnsonville in partnership with Stride Property Group, to be officially opened by Hon Minister Simeon Brown. If you would like to join us for the official opening please let me know, we would love to have you attend. We are currently delivering new sites on a weekly basis in Auckland and Christchurch, the deployment is really gaining pace.

Yesterday we announced a partnership with the NSW Government and local councils to deliver kerbside public EV charging. The first phase of deployment will see JOLT delivering 65 kerbside charging stations throughout Sydney. This is the first phase of the Governments and Councils push to deliver scaled kerbside public EV charging in NSW. The JOLT pipeline in Sydney now exceeds 1,000 charging stations.

<https://jolt.com.au/news/jolt-to-supercharge-sydney-with-65-new-free-and-fast-kerbside-chargers/>

I will send the proposal via WeTransfer, let me know if you have any issues downloading.

When you are ready it would be great to discuss the proposal and answer your questions.

Regards

s7(2)(a)
Country Manager - New Zealand

P: s7(2)(a)
E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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The following pages (32 - 100) have been removed as they are withheld in full under section 7(2)(b)(ii).

From: Miriam Randall
Sent: Thursday, 20 June 2024 8:06 am
To: Paul Hewitt; Andrea Mitchell
Subject: RE: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Kia ora Paul and Andrea,

Jolt has followed up with me asking about a response from the transport team.

Regardless of if this is something you are interested in pursuing or not, it would good to give s7(2)(a) a response so he is not left wondering s7(2)(a) @joltcharge.com

As I mentioned (and Jörn commented on) there are a few pros and cons here. Having the potential to collect revenue and have free advertising for some council messages is a good opportunity however there are already a number of chargers in the city with some that aren't yet getting the usage hoped for so adding to this might not be smart.

If you would like to have a catchup to discuss this before you respond to s7(2)(a) please let me and or Jörn know. We would be happy to talk.

Thanks,

From: Miriam Randall
Sent: Thursday, May 30, 2024 11:08 AM
To: Paul Hewitt ; Andrea Mitchell
Cc: Jörn Scherzer
Subject: FW: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Kia ora,

Attached is JOLTs unsolicited proposal I downloaded it from the link they provided.

I had suggested they make contract with the transport team directly, but they have sent this to me.

If this is something the team would be interested in then please get in touch with JOLT directly.

Happy to discuss this with you and go through any pros / cons that a proposal like this may have.

Cheers,

From: s7(2)(a) @joltcharge.com
Sent: Wednesday, May 29, 2024 3:50 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: [EXTERNAL] JOLT public EV charging proposal for Hutt City

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<https://jolt.com.au/news/jolt-to-supercharge-sydney-with-65-new-free-and-fast-kerbside-chargers/>

I will send the proposal via WeTransfer, let me know if you have any issues downloading.

When you are ready it would be great to discuss the proposal and answer your questions.

Regards

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
E: s7(2)(a)@joltcharge.com
W: joltcharge.co.nz



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From: Jörn Scherzer
Sent: Thursday, 30 May 2024 2:13 pm
To: Paul Hewitt; Andrea Mitchell
Cc: Miriam Randall
Subject: RE: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Paul, Andrea

A bit of additional context. Jolt had approached us previously (1-2 years ago), but the main constraint was around our existing agreement with a media company regarding advertising on Council land. Unless this has changed, their proposal would conflict with that, but over to you on where that is at.

Some other considerations:

- They reference Te Atakura First to Zero but this is actually Wellington's plan. We have our own one (Climate Action Pathway). Clearly they have not read ours, but of course the issues are very similar (ie transport is the biggest emission source, albeit off-street parking is less of an issue in Lower Hutt). Arguably, HCC is already a leader (so we don't need them to position us as one), and we already meet the government's targets for the number of charging stations vs number of EVs in Lower Hutt.
- Their charging for the first 7 kwh is normally free. This will conflict somewhat with our user-pays model that we have rolled out with Meridian. So essentially its not necessarily \$0 cost to Council, as we may miss out on some revenue to recover upfront and opex costs.
- As they have an advertising model, rather than pure user-pays model, it may result in some distortions. So some drivers that would otherwise fill up at home and overnight (when power is cheap, and electricity tends to be lower carbon), they would fill up during the day, possibly at peak times.
- The on-screen allocation for HCC advertising could potentially be interesting. s7(2)(b)(ii)

Any questions, please call out.

Cheers
J

Jörn Scherzer
Head Of Climate, Waste and Resource Recovery

Hutt City Council, 30 Lains Road, Hutt Central, Lower Hutt 5010
P: M: 021 125 0997 **W:** www.huttcity.govt.nz



From: Miriam Randall
Sent: Thursday, May 30, 2024 11:08 AM
To: Paul Hewitt ; Andrea Mitchell

Cc: Jörn Scherzer

Subject: FW: [EXTERNAL] JOLT public EV charging proposal for Hutt City

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Cheers,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



From: s7(2)(a) <[redacted]@joltcharge.com>

Sent: Wednesday, May 29, 2024 3:50 PM

To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>

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Regards

s7(2)(a)

Country Manager - New Zealand

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From: Miriam Randall
Sent: Wednesday, 2 October 2024 3:23 pm
To: Andrea Mitchell; Paul Hewitt
Subject: RE: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Andrea,

Oh great that's good to hear you were discussing this today.

If Paul could respond that would be much appreciated.

If you could CC me into the response that would be great.

Thanks,

From: Andrea Mitchell
Sent: Wednesday, October 2, 2024 3:09 PM
To: Miriam Randall ; Paul Hewitt
Subject: RE: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam

Their ears must have been burning as we were speaking of Jolt this morning.

From my discussion with Paul this morning, I believe the intention is to advise that our current arrangement with Ooh Media excludes us from entertaining their proposal.

@Paul, are you good to reply to them, or would you like me to pick this up, based on the above.

Nga mihi

Andrea Mitchell
Business Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



From: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Sent: Wednesday, October 2, 2024 3:06 PM
To: Paul Hewitt <Paul.Hewitt@huttcity.govt.nz>; Andrea Mitchell <Andrea.Mitchell@huttcity.govt.nz>
Subject: FW: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Paul and Andrea,

It seems s7(2)(a) from Jolt are still waiting for an answer on their proposal they sent in May. I had thought that one of you had already responded but it seems not?

I am being asked to escalate this to someone who can respond. Hopefully this is you guys if not is this something I should pass up to Jon or to someone else in the team?

Thanks for your help.

Miriam Randall
Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) W: www.huttcity.govt.nz



From: s7(2)(a) <[s7\(2\)\(a\)@joltcharge.com](mailto:s7(2)(a)@joltcharge.com)>
Sent: Wednesday, October 2, 2024 10:27 AM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Cc: s7(2)(a) <[s7\(2\)\(a\)@joltcharge.com](mailto:s7(2)(a)@joltcharge.com)>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

Thanks for the clarification regarding the council's position on public EV charging.

s7(2)(b)(ii)

[Redacted]

To date we have had no feedback on this proposed investment so we are seeking the right people within the council to progress this discussion.

It would be greatly appreciated if you could help escalate our proposed investment in order to have a more formal discussion and feedback.

Regards

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
E: s7(2)(a) <[s7\(2\)\(a\)@joltcharge.com](mailto:s7(2)(a)@joltcharge.com)>
W: joltcharge.co.nz

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On Wed, 2 Oct 2024 at 09:34, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)

I'm very sorry that there has been no engagement with the transport team.

In terms of a strategy or a policy, we do not have one at present. The Council received EECA funding a few years ago and installed a number of chargers across the city. With that investment only a few years old there are no new plans for further investment in charging from the Council.

Having said that if other private charging providers want to install chargers in the city, council is open to this however it will depend if chargers are installed on private property or if there is a request to install on public land. If public land is required then these request would need to be made to the appropriate team (i.e roading team, parks team etc) and these requests will be considered on a case by case basis. I can't comment on if these applications would be successful as it is up to the teams themselves to make this call, I do not have an influence on this decision.

Hopefully this can provide some clarity.

Ngā mihi,

Miriam Randall
Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a) @joltcharge.com
Sent: Tuesday, October 1, 2024 3:44 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Cc: s7(2)(a) @joltcharge.com
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

It looks like we will get no engagement from the Transport team in regards to EV charging investment in Hutt City.

Do you know if the council is actively wanting investment in public EV charging? I say that as we are working with other Wellington councils so I'm needing to understand Hutt City strategy/policy to private enterprise investment in public EV charging in which to correctly allocate funding and investment.

Hope to hear from you soon.

Cheers

s7(2)(a)
Country Manager - New Zealand

P: s7(2)(a)
E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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On Mon, 19 Aug 2024 at 14:07, s7(2)(a)@joltcharge.com wrote:

Hi Miriam,

Just a quick note. I am on AL leave from 20 Aug - 23 Sept.

In my absence s7(2)(a), Head of Network Rollout will take the lead. s7(2)(a) is also based in Wellington.

As FYI, we are engaging and positively moving forward with investment with other Wellington councils so we are keen to understand if Hutt City would like to engage to understand the full scope of investment available. We are very keen to engage and have this conversation as EV charging infrastructure investment is not easy for councils to secure so we are interested to understand strategy.

Look forward to engaging further.

Cheers

s7(2)(a)
Country Manager - New Zealand

P: s7(2)(a)
E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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On Wed, 31 Jul 2024 at 12:31, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)

I have chased this up with the Transport team and asked them to respond to you.

Thanks,

Miriam Randall
Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: s7(2)(a) [redacted] <[redacted]@joltcharge.com>
Sent: Wednesday, July 31, 2024 10:38 AM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

I hope you are well.

I am just following up the JOLT unsolicited proposal and if you and the transport team have any feedback.

We are moving forward with EV charging investment in Wellington with other Wellington councils so we were keen to engage and understand if there is appetite for a JOLT investment in Hutt City.

I am in Wellington on 14 August, if this is a good time to catch up we would jump at the opportunity.

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Country Manager - New Zealand

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On Thu, 20 Jun 2024 at 07:54, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Morning s7(2)(a)

Unfortunately, I have not heard anything from the transport team. I did ask them to contact you directly so I was hoping you might have heard something from them.

I'll follow up with them and ask them to get back to you.

Thanks,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a) @joltcharge.com
Sent: Wednesday, June 19, 2024 2:05 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

No worries Miriam, we will send you the press release and imagery post the opening.

Is there anything to update regarding JOLT's unsolicited proposal to council?

Cheers

s7(2)(a)
Country Manager - New Zealand

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On Wed, 19 Jun 2024 at 13:14, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Hi s7(2)(a)

Great thanks for that.

Unfortunately, it looks like I won't be able to make it as I have a meeting I'll need to be back in time for.

I hope the opening goes well.

Thanks,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a) <[redacted]@joltcharge.com>
Sent: Wednesday, June 19, 2024 12:11 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

Yes, you will need a date!!!.....sorry.

Next Tuesday, 25 June.

s7(2)(a)
Country Manager - New Zealand

P: s7(2)(a)
E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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On Wed, 19 Jun 2024 at 11:30, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)

Thank you for the invitation. What was the date for the opening?

Thanks,

Miriam Randall
Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: s7(2)(a) [redacted] <[redacted]@joltcharge.com>
Sent: Tuesday, June 18, 2024 2:56 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

I hope this finds you well.

I wanted to extend an invitation to you and your team to attend the opening of the first JOLT EV charger in Wellington. The Hon Simeon Brown, Minister of Energy, Transport and Local Government will be officially opening the site. It would be great if you could make it to meet and team and the Minister,

The details are as follows:

Johnsonville Shopping Centre (in partnership with Stride Property Group)

34 Johnsonville Road, Johnsonville.

RELEASED UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

Time: 8.15am - 9am

Coffee and pastries provided

We would love to see you there if you can make it.

Regards

s7(2)(a)
Country Manager - New Zealand

P: s7(2)(a)
E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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On Thu, 30 May 2024 at 12:04, s7(2)(a)@joltcharge.com > wrote:

Hi Miriam,

Thanks for the note, we are happy to discuss face to face when the timing is right.

Any questions or feedback please let me know in the meantime.

Cheers

s7(2)(a)
Country Manager - New Zealand

P: s7(2)(a)
E: s7(2)(a) @joltcharge.com

W: joltcharge.co.nz



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On Thu, 30 May 2024 at 11:09, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)

Thank you for sending this through, I have circulated this internally.

We will come back to you if we have any questions.

Ngā mihi,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a) <[REDACTED]@joltcharge.com>

Sent: Wednesday, May 29, 2024 3:50 PM

To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>

Subject: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Good Afternoon Miriam,

It is a pleasure to put forward a JOLT investment proposal to Hutt City to offer the community free, fast and clean EV charging underpinned by an ad-funded model that will provide Hutt City zero cost critical city infrastructure with fixed annual revenues.

JOLT continues to deploy at pace and scale in New Zealand. Our first Wellington charger sites go live next month in Johnsonville in partnership with Stride Property Group, to be officially opened by Hon Minister Simeon Brown. If you would like to join us for the official opening please let me know, we would love to have you attend. We are currently delivering new sites on a weekly basis in Auckland and Christchurch, the deployment is really gaining pace.

Yesterday we announced a partnership with the NSW Government and local councils to deliver kerbside public EV charging. The first phase of deployment will see JOLT delivering 65 kerbside charging stations throughout Sydney. This is the first phase of the Governments and Councils push to deliver scaled kerbside public EV charging in NSW. The JOLT pipeline in Sydney now exceeds 1,000 charging stations.

<https://jolt.com.au/news/jolt-to-supercharge-sydney-with-65-new-free-and-fast-kerbside-chargers/>

I will send the proposal via WeTransfer, let me know if you have any issues downloading.

When you are ready it would be great to discuss the proposal and answer your questions.

Regards

s7(2)(a)
Country Manager - New Zealand

P: s7(2)(a) 34
E: s7(2)(a) @joltcharge.com

W: joltcharge.co.nz



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From: s7(2)(a)@joltcharge.com>
Sent: Wednesday, 31 July 2024 12:33 pm
To: Miriam Randall
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

thanks Miriam

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
E: s7(2)(a)@joltcharge.com
W: joltcharge.co.nz



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On Wed, 31 Jul 2024 at 12:31, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)

I have chased this up with the Transport team and asked them to respond to you.

Thanks,

Miriam Randall
Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

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From: s7(2)(a) @joltcharge.com
Sent: Wednesday, July 31, 2024 10:38 AM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

I hope you are well.

I am just following up the JOLT unsolicited proposal and if you and the transport team have any feedback.

We are moving forward with EV charging investment in Wellington with other Wellington councils so we were keen to engage and understand if there is appetite for a JOLT investment in Hutt City.

I am in Wellington on 14 August, if this is a good time to catch up we would jump at the opportunity.

Cheers

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 Country Manager - New Zealand

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On Thu, 20 Jun 2024 at 07:54, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Morning s7(2)(a)

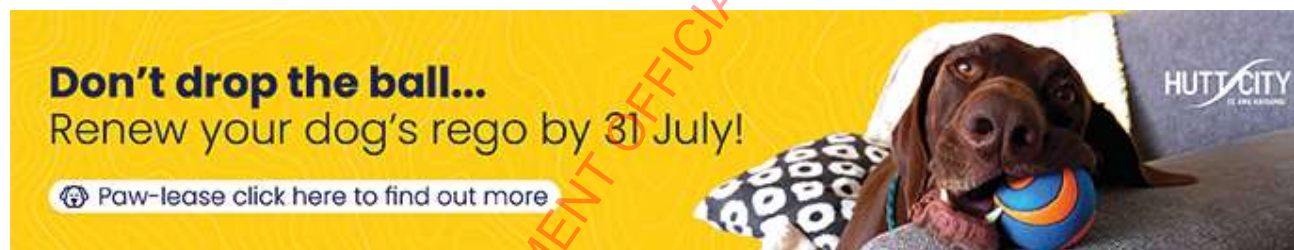
Unfortunately, I have not heard anything from the transport team. I did ask them to contact you directly so I was hoping you might have heard something from them.

I'll follow up with them and ask them to get back to you.

Thanks,

Miriam Randall
Senior Advisor – Climate and Sustainability

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From: s7(2)(a) <span@joltcharge.com>
Sent: Wednesday, June 19, 2024 2:05 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

No worries Miriam, we will send you the press release and imagery post the opening.

Is there anything to update regarding JOLT's unsolicited proposal to council?

Cheers

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Country Manager - New Zealand

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I hope the opening goes well.

Thanks,

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Hi Miriam,

Yes, you will need a date!!!.....sorry.

Next Tuesday, 25 June.

s7(2)(a)
Country Manager - New Zealand

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From: s7(2)(a) [redacted] <[redacted]@joltcharge.com>
Sent: Tuesday, June 18, 2024 2:56 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
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Hi Miriam,

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34 Johnsonville Road, Johnsonville.

Time: 8.15am - 9am

Coffee and pastries provided

We would love to see you there if you can make it.

Regards

s7(2)(a) [redacted]
Country Manager - New Zealand

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E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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s7(2)(a)
Country Manager - New Zealand

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We will come back to you if we have any questions.

RELEASE UNDER THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

Ngā mihi,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

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Sent: Wednesday, May 29, 2024 3:50 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: [EXTERNAL] JOLT public EV charging proposal for Hutt City

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<https://jolt.com.au/news/jolt-to-supercharge-sydney-with-65-new-free-and-fast-kerbside-chargers/>

I will send the proposal via WeTransfer, let me know if you have any issues downloading.

When you are ready it would be great to discuss the proposal and answer your questions.

Regards

s7(2)(a)
Country Manager - New Zealand

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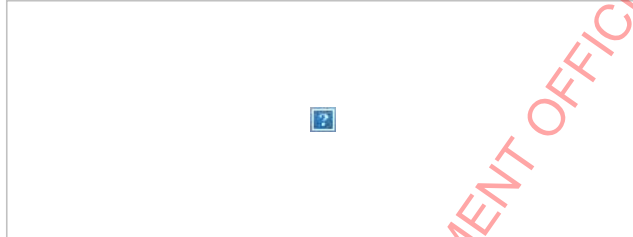
From: [Miriam Randall](#)
To: [Andrea Mitchell](#); [Paul Hewitt](#)
Subject: FW: [EXTERNAL] JOLT public EV charging proposal for Hutt City
Date: Wednesday, 31 July 2024 10:48:00 am
Attachments: [image001.png](#)
[image002.png](#)
[RE EXTERNAL JOLT public EV charging proposal for Hutt City.msg](#)
[FW EXTERNAL JOLT public EV charging proposal for Hutt City.msg](#)

Kia ora Paul and Andrea,
Looks like [REDACTED] is still waiting for a response.
Would yourselves or someone in your team take a look and provide a response please.
Thanks,

From: [REDACTED]
Sent: Wednesday, July 31, 2024 10:38 AM
To: Miriam Randall
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,
I hope you are well.
I am just following up the JOLT unsolicited proposal and if you and the transport team have any feedback. We are moving forward with EV charging investment in Wellington with other Wellington councils so we were keen to engage and understand if there is appetite for a JOLT investment in Hutt City. I am in Wellington on 14 August, if this is a good time to catch up we would jump at the opportunity.

Cheers
[REDACTED]
Country Manager - New Zealand
P: [REDACTED]
E: [REDACTED]@joltcharge.com
W: joltcharge.co.nz

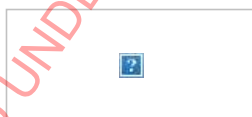


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On Thu, 20 Jun 2024 at 07:54, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Morning [REDACTED]
Unfortunately, I have not heard anything from the transport team. I did ask them to contact you directly so I was hoping you might have heard something from them.
I'll follow up with them and ask them to get back to you.
Thanks,

Miriam Randall
Senior Advisor – Climate and Sustainability
Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: [REDACTED] W: www.huttcity.govt.nz



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From: s7(2)(a) @joltcharge.com>

Sent: Wednesday, June 19, 2024 2:05 PM

To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>

Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

No worries Miriam, we will send you the press release and imagery post the opening.

Is there anything to update regarding JOLT's unsolicited proposal to council?

Cheers

s7(2)(a)

Country Manager - New Zealand

P: s7(2)(a)

E: s7(2)(a) @joltcharge.com

W: joltcharge.co.nz



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On Wed, 19 Jun 2024 at 13:14, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Hi s7(2)(a)

Great thanks for that.

Unfortunately, it looks like I won't be able to make it as I have a meeting I'll need to be back in time for.

I hope the opening goes well.

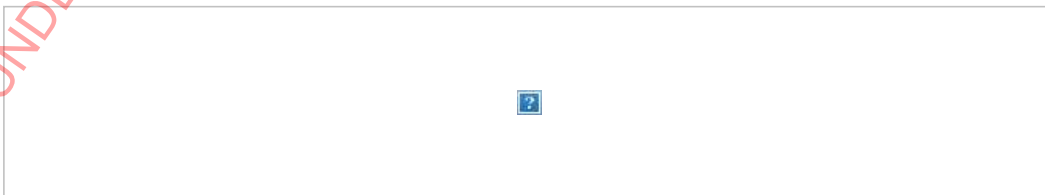
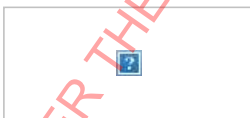
Thanks,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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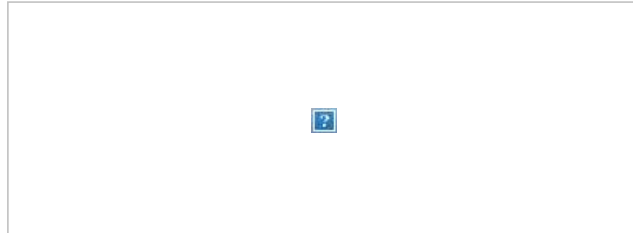
From: s7(2)(a) [redacted] <[redacted]@joltcharge.com>
Sent: Wednesday, June 19, 2024 12:11 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

Yes, you will need a date!!!.....sorry.

Next Tuesday, 25 June.

s7(2)(a) [redacted]
Country Manager - New Zealand
P: s7(2)(a) [redacted]
E: s7(2)(a) [redacted]@joltcharge.com
W: joltcharge.co.nz



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On Wed, 19 Jun 2024 at 11:30, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

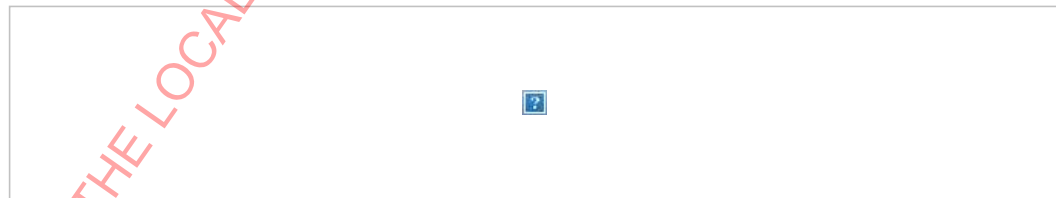
Kia ora s7(2)(a) [redacted]
Thank you for the invitation. What was the date for the opening?
Thanks,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) [redacted] W: www.huttcity.govt.nz



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From: s7(2)(a) [redacted] <[redacted]@joltcharge.com>
Sent: Tuesday, June 18, 2024 2:56 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City
Hi Miriam,

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I hope this finds you well.

I wanted to extend an invitation to you and your team to attend the opening of the first JOLT EV charger in Wellington. The Hon Simeon Brown, Minister of Energy, Transport and Local Government will be officially opening the site. It would be great if you could make it to meet and team and the Minister,

The details are as follows:

Johnsonville Shopping Centre (in partnership with Stride Property Group)

34 Johnsonville Road, Johnsonville.

Time: 8.15am - 9am

Coffee and pastries provided

We would love to see you there if you can make it.

Regards

s7(2)(a)

Country Manager - New Zealand

P: s7(2)(a)

E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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On Thu, 30 May 2024 at 12:04, s7(2)(a)@joltcharge.com> wrote:

Hi Miriam,

Thanks for the note, we are happy to discuss face to face when the timing is right.

Any questions or feedback please let me know in the meantime.

Cheers

s7(2)(a)

Country Manager - New Zealand

P: s7(2)(a)

E: s7(2)(a)@joltcharge.com

W: joltcharge.co.nz



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On Thu, 30 May 2024 at 11:09, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)

Thank you for sending this through, I have circulated this internally.

We will come back to you if we have any questions.

Ngā mihi,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

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P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: s7(2)(a) <[redacted]@joltcharge.com>
Sent: Wednesday, May 29, 2024 3:50 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Good Afternoon Miriam,

It is a pleasure to put forward a JOLT investment proposal to Hutt City to offer the community free, fast and clean EV charging underpinned by an ad-funded model that will provide Hutt City zero cost critical city infrastructure with fixed annual revenues.

JOLT continues to deploy at pace and scale in New Zealand. Our first Wellington charger sites go live next month in Johnsonville in partnership with Stride Property Group, to be officially opened by Hon Minister Simeon Brown. If you would like to join us for the official opening please let me know, we would love to have you attend. We are currently delivering new sites on a weekly basis in Auckland and Christchurch, the deployment is really gaining pace.

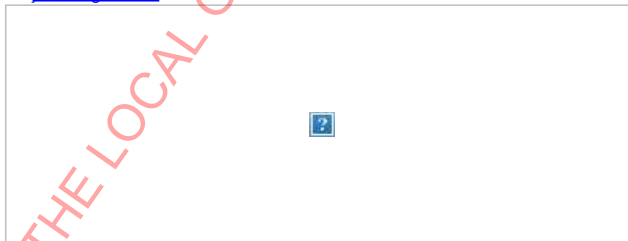
Yesterday we announced a partnership with the NSW Government and local councils to deliver kerbside public EV charging. The first phase of deployment will see JOLT delivering 65 kerbside charging stations throughout Sydney. This is the first phase of the Governments and Councils push to deliver scaled kerbside public EV charging in NSW. The JOLT pipeline in Sydney now exceeds 1,000 charging stations.

<https://jolt.com.au/news/jolt-to-supercharge-sydney-with-65-new-free-and-fast-kerbside-chargers/>

I will send the proposal via WeTransfer, let me know if you have any issues downloading. When you are ready it would be great to discuss the proposal and answer your questions.

Regards

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
E: s7(2)(a) <[redacted]@joltcharge.com>
W: joltcharge.co.nz



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From: [Miriam Randall](#)
To: [Paul Hewitt](#); [Andrea Mitchell](#)
Subject: RE: [EXTERNAL] JOLT public EV charging proposal for Hutt City
Date: Thursday, 20 June 2024 8:05:00 am

Kia ora Paul and Andrea,

Jolt has followed up with me asking about a response from the transport team.

Regardless of if this is something you are interested in pursuing or not, it would good to give [s7\(2\)\(a\)](#) a response so he is not left wondering [s7\(2\)\(a\)](#) [@joltcharge.com](mailto:s7(2)(a)@joltcharge.com)

As I mentioned (and Jörn commented on) there are a few pros and cons here. Having the potential to collect revenue and have free advertising for some council messages is a good opportunity however there are already a number of chargers in the city with some that aren't yet getting the usage hoped for so adding to this might not be smart.

If you would like to have a catchup to discuss this before you respond to [s7\(2\)\(a\)](#) please let me and or Jörn know. We would be happy to talk.

Thanks,

From: Miriam Randall
Sent: Thursday, May 30, 2024 11:08 AM
To: Paul Hewitt <Paul.Hewitt@huttcity.govt.nz>; Andrea Mitchell <Andrea.Mitchell@huttcity.govt.nz>
Cc: Jörn Scherzer <Joern.Scherzer@huttcity.govt.nz>
Subject: FW: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Kia ora,

Attached is JOLTs unsolicited proposal I downloaded it from the link they provided.

I had suggested they make contract with the transport team directly, but they have sent this to me.

If this is something the team would be interested in then please get in touch with JOLT directly.

Happy to discuss this with you and go through any pros / cons that a proposal like this may have.

Cheers,

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Sent: Wednesday, May 29, 2024 3:50 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>

Subject: [EXTERNAL] JOLT public EV charging proposal for Hutt City

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I will send the proposal via WeTransfer, let me know if you have any issues downloading.

When you are ready it would be great to discuss the proposal and answer your questions.

Regards

s7(2)(a)

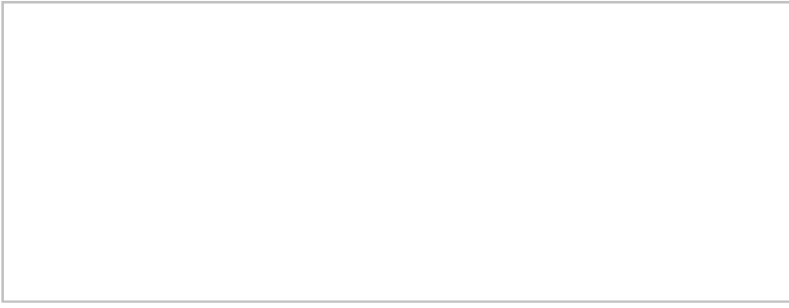
Country Manager - New Zealand

P: s7(2)(a)

E: s7(2)(a) [@joltcharge.com](mailto:s7(2)(a)@joltcharge.com)

W: joltcharge.co.nz

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From: [Miriam Randall](#)
To: [Paul Hewitt](#); [Andrea Mitchell](#)
Cc: [Jörn Scherzer](#)
Subject: FW: [EXTERNAL] JOLT public EV charging proposal for Hutt City
Date: Thursday, 30 May 2024 11:07:00 am
Attachments: [Hutt City JOLT Unsolicited Proposal May 2024.pdf](#)

Kia ora,

Attached is JOLTs unsolicited proposal I downloaded it from the link they provided.

I had suggested they make contract with the transport team directly, but they have sent this to me.

If this is something the team would be interested in then please get in touch with JOLT directly.

Happy to discuss this with you and go through any pros / cons that a proposal like this may have.

Cheers,

From: s7(2)(a) @joltcharge.com>
Sent: Wednesday, May 29, 2024 3:50 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Good Afternoon Miriam,

It is a pleasure to put forward a JOLT investment proposal to Hutt City to offer the community free, fast and clean EV charging underpinned by an ad-funded model that will provide Hutt City zero cost critical city infrastructure with fixed annual revenues.

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I will send the proposal via WeTransfer, let me know if you have any issues downloading.

When you are ready it would be great to discuss the proposal and answer your questions.

Regards

s7(2)(a)

Country Manager - New Zealand

P: s7(2)(a)

E: s7(2)(a)@joltcharge.com

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The following pages (142 - 211) have been removed as they are withheld in full under section 7(2)(b)(ii).

From: [Miriam Randall](#)
To: [Paul Hewitt](#); [Andrea Mitchell](#)
Subject: FW: [EXTERNAL] JOLT public EV charging proposal for Hutt City
Date: Monday, 19 August 2024 2:21:00 pm
Attachments: [image001.png](#)
[image002.png](#)

Kia ora,
Just received this from Jolt, did either of you get back to them on their proposal?
Thanks,

From: s7(2)(a)
Sent: Monday, August 19, 2024 2:08 PM
To: Miriam Randall
Cc: s7(2)(a)
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,
Just a quick note. I am on AL leave from 20 Aug - 23 Sept.
In my absence s7(2)(a), Head of Network Rollout will take the lead. s7(2)(a) is also based in Wellington.
As FYI, we are engaging and positively moving forward with investment with other Wellington councils so we are keen to understand if Hutt City would like to engage to understand the full scope of investment available. We are very keen to engage and have this conversation as EV charging infrastructure investment is not easy for councils to secure so we are interested to understand strategy.
Look forward to engaging further.

Cheers
s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
E: s7(2)(a) @joltcharge.com
W: joltcharge.co.nz



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On Wed, 31 Jul 2024 at 12:31, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)
I have chased this up with the Transport team and asked them to respond to you.
Thanks,

Miriam Randall
Senior Advisor – Climate and Sustainability
Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: s7(2)(a)@joltcharge.com
Sent: Wednesday, July 31, 2024 10:38 AM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

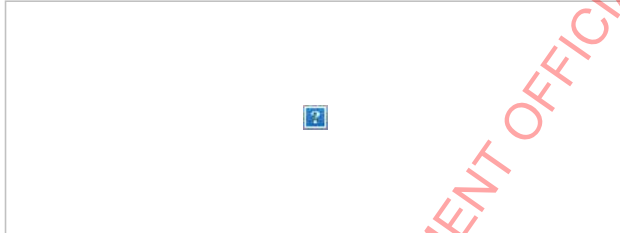
I hope you are well.

I am just following up the JOLT unsolicited proposal and if you and the transport team have any feedback. We are moving forward with EV charging investment in Wellington with other Wellington councils so we were keen to engage and understand if there is appetite for a JOLT investment in Hutt City.

I am in Wellington on 14 August, if this is a good time to catch up we would jump at the opportunity.

Cheers

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
E: s7(2)(a)@joltcharge.com
W: joltcharge.co.nz



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On Thu, 20 Jun 2024 at 07:54, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Morning s7(2)(a)

Unfortunately, I have not heard anything from the transport team. I did ask them to contact you directly so I was hoping you might have heard something from them.

I'll follow up with them and ask them to get back to you.

Thanks,

Miriam Randall

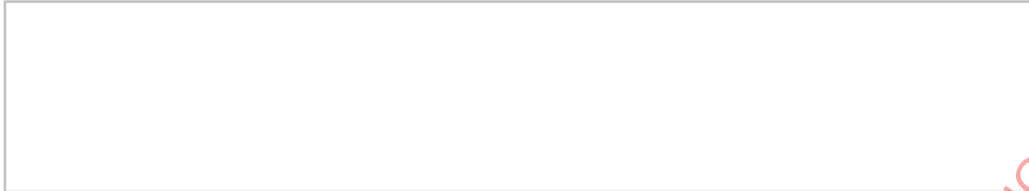
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From: s7(2)(a) @joltcharge.com>

Sent: Wednesday, June 19, 2024 2:05 PM

To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>

Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

No worries Miriam, we will send you the press release and imagery post the opening.

Is there anything to update regarding JOLT's unsolicited proposal to council?

Cheers

s7(2)(a)

Country Manager - New Zealand

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Hi s7(2)(a)

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I hope the opening goes well.

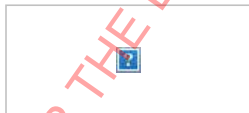
Thanks,

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Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

Yes, you will need a date!!!.....sorry.

Next Tuesday, 25 June.

s7(2)(a)
Country Manager - New Zealand
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Thank you for the invitation. What was the date for the opening?
Thanks,

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Subject: Re: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Hi Miriam,

I hope this finds you well.

I wanted to extend an invitation to you and your team to attend the opening of the first JOLT EV

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charger in Wellington. The Hon Simeon Brown, Minister of Energy, Transport and Local Government will be officially opening the site. It would be great if you could make it to meet and team and the Minister,

The details are as follows:

Johnsonville Shopping Centre (in partnership with Stride Property Group)

34 Johnsonville Road, Johnsonville.

Time: 8.15am - 9am

Coffee and pastries provided

We would love to see you there if you can make it.

Regards

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
E: s7(2)(a)@joltcharge.com
W: joltcharge.co.nz



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On Thu, 30 May 2024 at 12:04, s7(2)(a)@joltcharge.com wrote:

Hi Miriam,

Thanks for the note, we are happy to discuss face to face when the timing is right.

Any questions or feedback please let me know in the meantime.

Cheers

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
E: s7(2)(a)@joltcharge.com
W: joltcharge.co.nz



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On Thu, 30 May 2024 at 11:09, Miriam Randall <Miriam.Randall@huttcity.govt.nz> wrote:

Kia ora s7(2)(a)

Thank you for sending this through, I have circulated this internally.

We will come back to you if we have any questions.

Ngā mihi,

Miriam Randall

Senior Advisor – Climate and Sustainability

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz

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From: s7(2)(a)@joltcharge.com
Sent: Wednesday, May 29, 2024 3:50 PM
To: Miriam Randall <Miriam.Randall@huttcity.govt.nz>
Subject: [EXTERNAL] JOLT public EV charging proposal for Hutt City

Good Afternoon Miriam,

It is a pleasure to put forward a JOLT investment proposal to Hutt City to offer the community free, fast and clean EV charging underpinned by an ad-funded model that will provide Hutt City zero cost critical city infrastructure with fixed annual revenues.

JOLT continues to deploy at pace and scale in New Zealand. Our first Wellington charger sites go live next month in Johnsonville in partnership with Stride Property Group, to be officially opened by Hon Minister Simeon Brown. If you would like to join us for the official opening please let me know, we would love to have you attend. We are currently delivering new sites on a weekly basis in Auckland and Christchurch, the deployment is really gaining pace.

Yesterday we announced a partnership with the NSW Government and local councils to deliver kerbside public EV charging. The first phase of deployment will see JOLT delivering 65 kerbside charging stations throughout Sydney. This is the first phase of the Governments and Councils push to deliver scaled kerbside public EV charging in NSW. The JOLT pipeline in Sydney now exceeds 1,000 charging stations.

<https://jolt.com.au/news/jolt-to-supercharge-sydney-with-65-new-free-and-fast-kerbside-chargers/>

I will send the proposal via WeTransfer, let me know if you have any issues downloading. When you are ready it would be great to discuss the proposal and answer your questions.

Regards

s7(2)(a)
Country Manager - New Zealand
P: s7(2)(a)
E: s7(2)(a)@joltcharge.com
W: joltcharge.co.nz



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From: Rogan Murugadhas
Sent: Tuesday, 6 May 2025 1:32 pm
To: Evandro Scherer
Subject: FW: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267
Attachments: JOLT for Lower Hutt Final.pdf; Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267; FW: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267; Lime Trading Permit final.PDF; Memorandum_Lime_Briefing for Elected Members_18_11_2020 - [5840656].PDF; Pre Mortem 21 October 2020 - Electric Scooter Share Scheme - Lime Proposal.DOCX; Lime scooter MOU - 4 December 2020.PDF

Importance: High

Hi Evandro,
Please find attached the documents for Jolt E-Scooter, provided by the CEO, along with some additional information from our email correspondence. I've also included documentation related to the previously approved Lime Scooter permits for your reference.

Kindly review the materials and let me know if anything further is required for approval. If so, I will contact the Jolt E-Scooter CEO to request the necessary information.

Thanks
Rogan

From: Rogan Murugadhas
Sent: Wednesday, 27 November 2024 11:30 am
To: Evandro Scherer
Subject: FW: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267
Importance: High

FYI

From: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Sent: Monday, 23 September 2024 2:55 pm
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: FW: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267
Importance: High

Hi Rogan

Regarding existing e-scooter permits, could we have a look at them?

Where Jolt wants to operate, in principle, we can accept. However, given that there are major works and disruptions that will be caused by Riverlink, Jolt may not be able to effectively operate..

Evandro Scherer
Transport Engineering Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: s7(2)(a) M: s7(2)(a) W: www.huttcity.govt.nz



From: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Sent: Thursday, September 19, 2024 9:12 AM
To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Subject: FW: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267
Importance: High

Hi Evandro,
Please find the information for the Jolt E-scooters.

Thanks
Rogan

Rogan Murugadhas
Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
P: M: s7(2)(a) W: www.huttcity.govt.nz



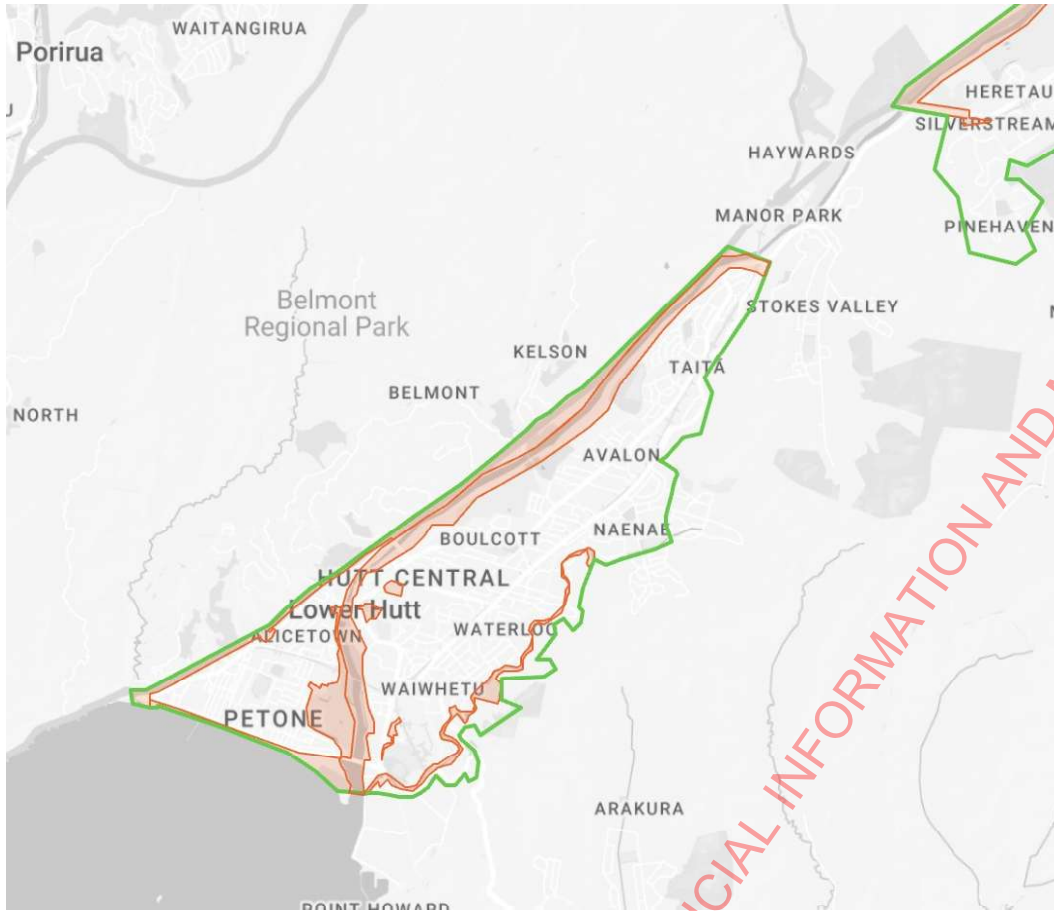
From: s7(2)(a) <[redacted]@joltscooters.co.nz>
Sent: Wednesday, September 18, 2024 1:41 PM
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Good Afternoon Rogan,

Absolutely!

The green area around Lower Hutt is our proposed service area.
The red zones are No Parking / No Riding (Eg, SH2 or Hutt River)
Yellow Zones are slow speed (15kmh eg, Outside Queensgate Mall & Parts of Jackson St)

We are not looking to enter Stokes Valley, Naenae or the Bays at this point.



As for speeds, The maximum speed is 25kmh on our vehicles but can be limited to any speed.

Scooter Drop Spots will be located in Higher Foot Traffic areas such as Train Stations, certain bus stops, event locations and around Queensgate Mall.

All scooters will be managed by in house staff and we do not utilise contractors meaning there is more of a responsibility for us in terms of retaining the permit if we were granted one.

Anyone is able to request an area to be blocked by geo fencing shall any issues arise. All schools have been geo fenced and tests are required for riders between 9PM - 4AM Friday - Sunday to prevent drink driving. Helmets are provided on request and are free.

Council will get access to login to our admin panel to view statistics and we have the ability to send MDS information to your servers.

Let me know if you had anymore questions.

Kind Regards,

s7(2)(a)

On Wed, 18 Sept 2024 at 13:31, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a)

I hope this message finds you well. I apologize for the delayed response, as I seem to have missed your earlier email.

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Could you kindly provide the speed zones, the specific areas where you are proposing to drop off the Jolt Scooters and any other additional information with respect to the E-scooters? This information would be very helpful.

I have discussed this with my manager, and he mentioned that, due to the speed reversal proposal introduced by the new government, obtaining the permit may be more challenging compared to previous years.

Nonetheless, if you could share the relevant details, my manager will be able to advise on the next steps.

Thank you for your understanding, and I look forward to hearing from you.

Thanks

Rogan

Rogan Murugadhas

Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a) @joltscooters.co.nz>
Sent: Thursday, August 8, 2024 5:19 PM
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hey Rogan,

Just wanting to check to see if you've had a chance to go through the PDF and if you've received it.

Thanks!

s7(2)(a)



s7(2)(a)

s7(2)(a)@joltscooters.co.nz
www.joltscooters.co.nz

On Wed, 5 Jun 2024 at 1:13 AM, s7(2)(a) @joltscooters.co.nz> wrote:

Hello Rogan,

I have attached a short PDF description of some of the things that I mentioned in the meeting, If there is anything else you'd like us to add please let me know.

Thank You,

s7(2)(a)

On Mon, 27 May 2024 at 10:53, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a)

I have sent you the invite. Please sign up at the reception and give me a call tomorrow once you arrive.

Thanks

Rogan Murugadhas

Traffic Engineer - Transport

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt, Lower Hutt 5010

M: s7(2)(a) W: www.huttcity.govt.nz



We're currently at:
Water Restriction Level 2

Wellington Water Hutt City [Click to learn more](#)



No sprinklers or irrigation.
Only water your garden by hand.

Rogan Murugadhas

Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: s7(2)(a) [redacted] <[redacted]@joltscoters.co.nz>
Sent: Monday, May 27, 2024 9:47 AM
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hello Rogan,

I am more than happy to attend in person. Could we do 2PM?

Thank You,

s7(2)(a) [redacted]



On Mon, 27 May 2024 at 9:45 AM, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a) [redacted]

Thanks for your response. If you are close by to Hutt City, we are happy to meet at the office or else online should be good enough. Let me know which time will suit you as indicated earlier; I will send you an invite.

Thanks

Rogan

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Rogan Murugadhas
Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a) <[REDACTED]@joltscooters.co.nz>
Sent: Friday, May 24, 2024 4:49 PM
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hello Rogan,

Thank you for your email, I am available next week to meet and overview our projected operations in Lower Hutt and showcase our current operations in Upper Hutt.

I can do any time frame you suggested, let me know if you prefer Zoom or I can come into the HCC office.

Kind Regards,

s7(2)(a)



s7(2)(a)

s7(2)(a)@joltscoters.co.nz
www.joltscoters.co.nz

On Fri, 24 May 2024 at 4:32 PM, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a)

Thank you for your enquiry regarding the Jolt E-Scooter permit. I apologize for the delayed response as it took some time to determine the appropriate contact for this type of permit.

I would like to inform you that we have had an internal discussion, and my Business Unit Manager(Paul Hewitt) would like to meet with you to discuss your Jolt E-Scooter plans in detail, including zones, speeds, and other related matters. Would you be available to meet next Tuesday between 9 AM - 11 AM or 2 PM - 4 PM?

Thank you for your patience as we strive to ensure public safety.

Please feel free to call me if you have any further questions.

Regards

Rogan Murugadhas
Traffic Engineer - Transport

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt, Lower Hutt 5010

M: s7(2)(a) W: www.huttcity.govt.nz



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We're currently at:
Water Restriction Level 2




[Click to learn more](#)



No sprinklers or irrigation.
 Only water your garden by hand.

Rogan Murugadhas
 Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
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JOLT

s7(2)(a)
 s7(2)(a)@joltscoters.co.nz
 www.joltscoters.co.nz

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jdscooters.co.nz

JOLT for Lower Hutt



September 2024

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Tourism

Tourists and locals are able to use E-Scooters and E-Bikes to navigate the city any time of day



Sustainable

With less carbon emissions than cars E-Scooters are the perfect option for our carbon footprint



Supporting Local

JOLT is owned and operated by Kiwi's and was founded in the Hutt Valley, NZ

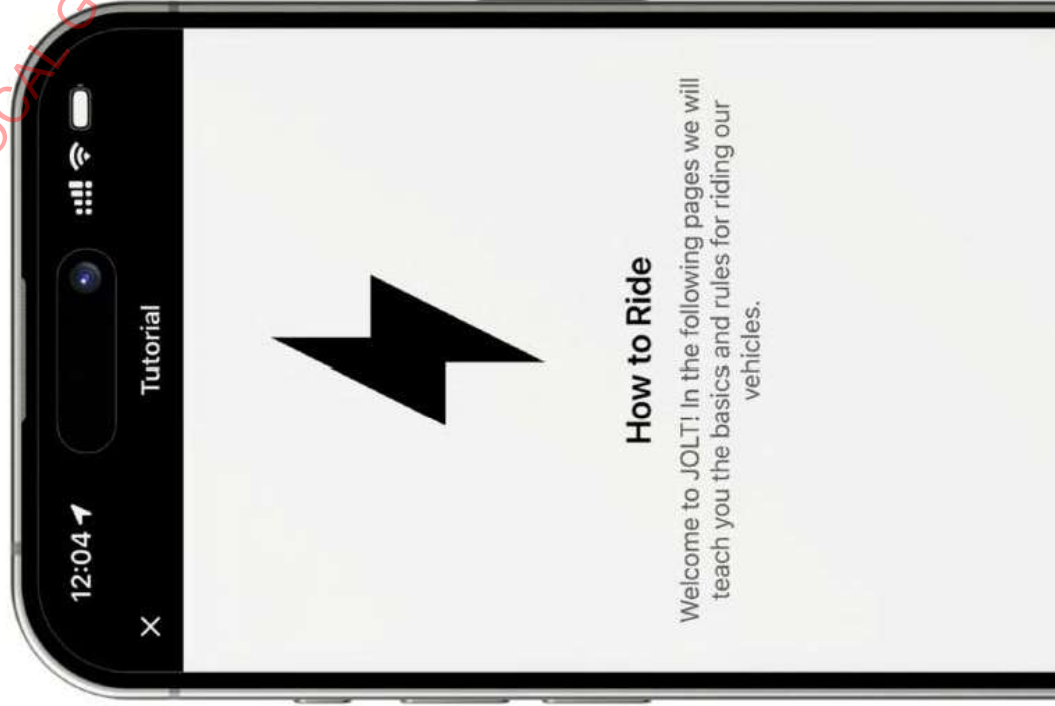
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Educating our community

JOLT educated our community by showing a tutorial before they start their first ride.

We also hold regular classes for our community with popup tents where anyone is able to participate in a class and learn how to ride, park and use the service.

Riders who do not follow the rules are passed through our 3 stage escalation process.



3
STEP
ESCALATION



Email Warning



Phone Call



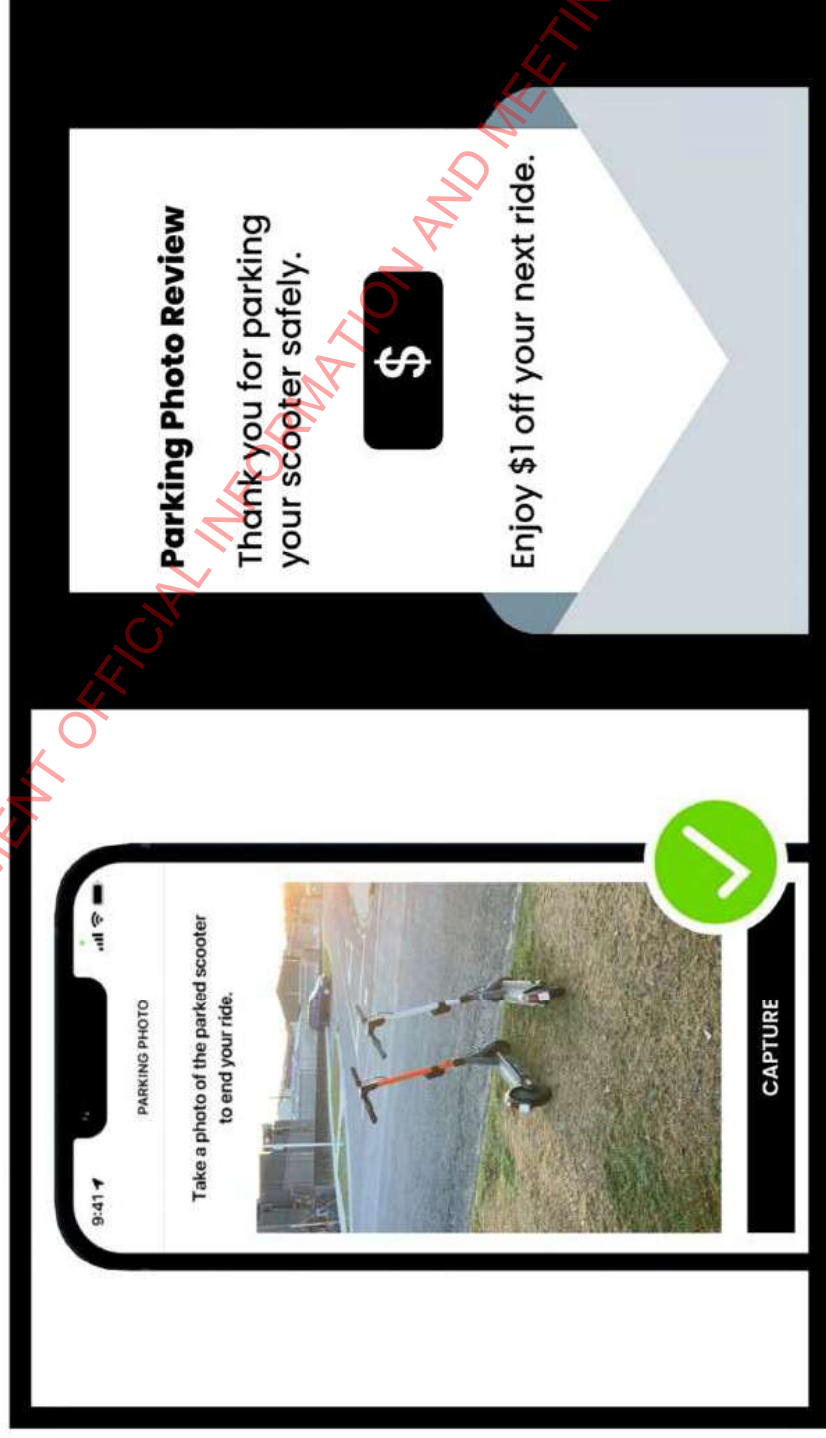
Fine/Ban

Parking Rewards

We incentivise riders to park safely ensuring our vehicles are parked correctly, out of the way and not damaged.

All end parking photos are reviewed by our operations team.

Scooters that do not meet our parking guidelines will result in the rider being contacted and our operations team will be sent out to correct any issues.

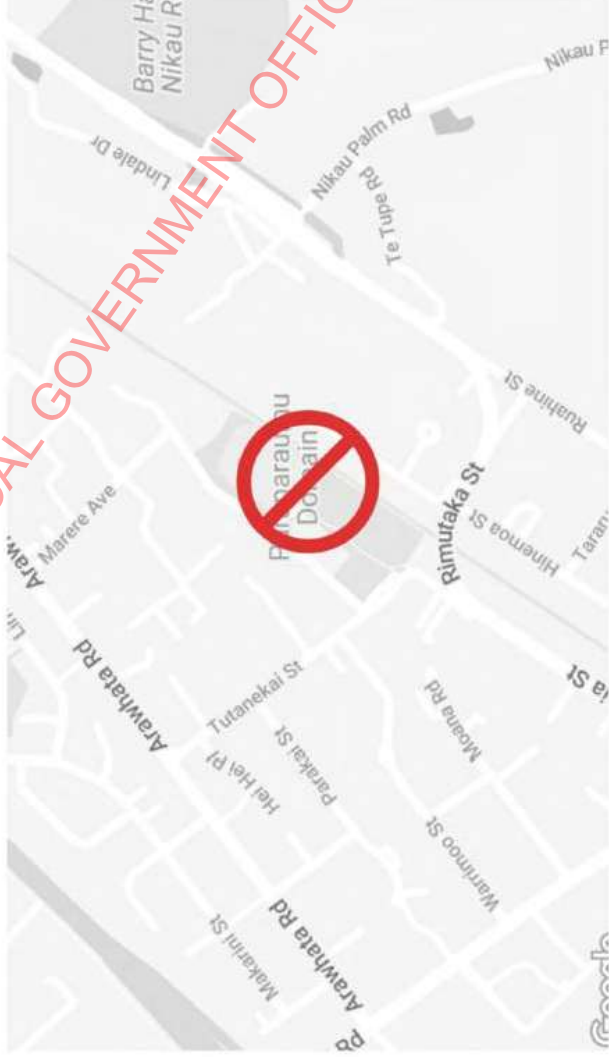


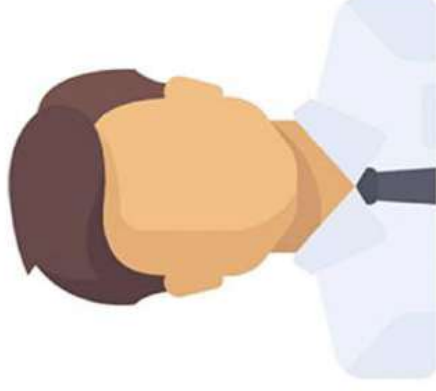
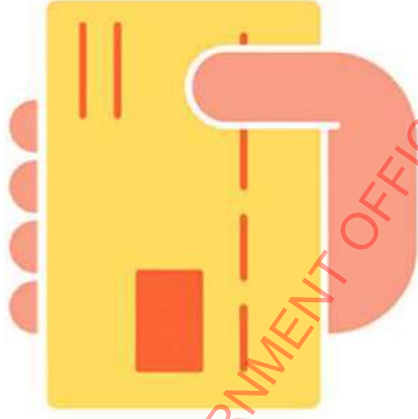
Geo Fencing Areas

All scooters have IOT devices which prevent them from entering preset areas such as beaches where the throttle will be disabled until the scooter returns into a rideable zone.

Some areas such as malls are speed limited to prevent crashes into pedestrians.

Scooters have a maximum reaction time of 5 seconds when entering a geo fenced area.





JOLT is dedicated to providing affordable more sustainable rides for the whole community. This is why we offer discounted rates for Students, Low Income and Gold Card Holders.

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Operating Area for Lower Hutt



JOLT is proposing the above operating area.

We do not have plans to be in the Bays, Stokes Valley, Naenae or the northern suburbs such as Belmont, Kelson and Maungaraki

The Green Area indicates the overall operating zone.

Red is for No Parking, Riding or both (Such as inside Queensgate Mall, SH2 & the Hutt River)

Yellow Zones indicate slow speed (Such as Jackson St & Around Queensgate Mall)

JOLT our proposal – Speed Restrictions



Speed Restrictions are able to be implemented

Our vehicles are able to travel up to 25km/h.
This can be changed and limited to a lower number.

Anyone is able to request geo fenced areas for low speed or no riding.

JOLT our proposal – Drink Driving

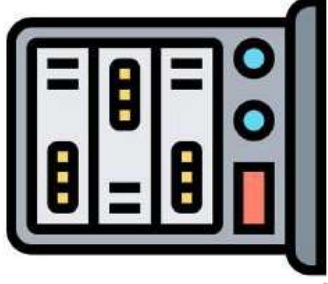


We're tight with drink riding

Anyone starting a ride between 9pm – 4am Friday – Sunday will need to conduct a quick test before starting their ride.

Each test is random and will reduce the number of drunk riders.

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We're open to sharing information

All our cities receive a login to our admin panel which allows councillors to view statistics of their city.

We are also GBFS and MDS compliant and can send information to the city's internal servers for data collection.

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JOLT

Thank you!

joltscooters.co.nz
s7(2)(a) [@joltscooters.co.nz](https://www.instagram.com/joltscooters.co.nz)





PERMIT TO TRADE IN A PUBLIC PLACE


OPERATOR NAME: LIME TECHNOLOGY LIMITED

Trading as "Lime"

s7(2)(a)

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

LIME TECHNOLOGY LIMITED, NZBN 9429046973979, 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**  **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:*
 - urgent action is required to protect the public from unhygienic, unsafe or hazardous conditions in the public place where the permit applies;*
 - urgent works are required in the public place where the permit applies;*
 - any terms and conditions of the permit are breached.*

DATE OF ISSUE: 1 DECEMBER 2018

EXPIRY DATE: 30 NOVEMBER 2019

This permit 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 **s7(2)(a)** payable prior to the Date of Issue.

Duration of the Permit

3. This Permit shall commence on the Date of Issue and, unless terminated sooner in accordance with the terms of this Permit, shall continue until the Expiry Date.
4. Immediately following expiry or the earlier termination of this Permit, the Operator will 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 in its sole discretion and by providing 10 working days written notice to the Operator terminate this Permit. For the avoidance of doubt, 10 working days is accepted as being "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 any timeframe agreed between the Council and the Operator.

General

7. This Permit is valid for a maximum **s7(2)(b)(ii)** at any one time during the Term.
8. The Operation shall only be operated within the area defined in Appendix A.
9. 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.
10. In addition to any others powers Council has, the parties agree:
 - a. Council may seize and impound any E-Scooter, ancillary signage or equipment that is still on Council land 10 working days after the cancellation or expiry of this Permit;
 - b. Written notice must be given to the Operator of any such seizure and a period of 30 workings 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

11. 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.
12. 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.
13. 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.
14. The Operator must ensure E-Scooters are effectively redistributed to avoid excessive build up in any one area and provide Council with a rebalancing, relocation and redistribution plan to meet the Operation and Parking KPIs set out in Appendix B.

Use of E-Scooters

15. The Operator will educate customers about safety checks, responsible riding and correct parking, including the impacts of poor placement to the general public.
16. 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.
17. E-Scooters must not be used or ridden in a manner that is or might be dangerous to the public or to any person.
18. 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.

Safety and maintenance

19. 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 has:
 - 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.
20. 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.

21. The Operator commits to meeting the KPIs set out in Appendices C, D and E.

Reporting

22. 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.
23. 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

24. All personal information must be collected, processed and stored in accordance with the requirements of the Privacy Act 1993.
25. 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.
26. All information and data collected must be for the purpose of providing the Operation.
27. The Operator must not sell, lease, rent, loan or trade lists of its users' data to a third party.
28. All user information and data must be kept in a secure environment and encrypted via secure socket layers and data bases, protected by firewalls.
29. The Operator acknowledges that, under the Privacy Act 1993, individuals have rights of access to and correction of their personal information.
30. Any policy developed by the Operator may be superseded by requirements or obligations imposed by statute, regulation or legal process.

Miscellaneous

31. 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.
32. The Operator shall carry adequate, sufficient and suitable public liability and professional indemnity insurance for an amount not less than s7(2)(b)(ii) respectively and will provide evidence of this to the Council if requested.
33. 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 the Council in relation to the Operation including, without limitation, any site licence.

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APPENDIX A: DEFINED ACTIVITY AREA FOR SERVICE

Geofenced operational area



Note that the defined area for service does not include any private land or land not administered or operated by Council.

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APPENDIX B: OPERATION AND PARKING KPIS

Operations and Parking KPIS				
Condition	Minimum Response	Reporting Measure	Target	Stretch goal
Incorrectly parked or nuisance (i.e. where an E-Scooter is parked in an inappropriate location, but where it is not causing an unreasonable hazard).	Resolved within 1 day of being notified.	Number of incorrect parking or nuisance issues reported per month.	85% of all incidents responded to within timeframe.	100% of all incidents responded to within timeframe.
Outside defined activity area in Appendix B.	Relocated within 1 day of being notified.	Number of E-Scooters parked in out of service area.	85% of all incidents responded to within agreed timeframe.	100% of all incidents responded to within agreed timeframe.

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APPENDIX C: SAFETY AND MAINTENANCE KPIS

Safety and Maintenance KPIS				
Condition	Minimum Response	Reporting measure	Base Expectation	Stretch Goal
Dangerous or hazardously placed E-Scooters (e.g. on a roadway, up a tree, in a river, etc.).	Resolved within 5 hours of being notified.	Number of reported hazardously or dangerously placed E-Scooters per month.	80% of all incidents responded to within timeframe.	100% of all incidents responded to within timeframe.
Unsafe or faulty E-Scooters (e.g. brake fault, light out, etc.).	Deactivated immediately (upon verification) Recovered 1-5 days (depending on severity).	Number of reported unsafe or faulty E-Scooters per month.	80% of all incidents responded to within timeframe.	100% of all incidents responded to within timeframe.
Safety inspections.	Must be inspected daily.	Number of E-Scooters inspected per month.	80% of fleet inspected daily.	100% of fleet inspected daily.

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APPENDIX D: REPORTING INFORMATION

Reporting measure	Format	Description
Number of registered users.	Dashboard	
Total number of rides per month.	Dashboard	
Average distance covered per trip.	Dashboard	
Average time of trip;	Dashboard	
Start and end trip location data.	Dashboard	
Overlay of deployment locations with demand “hot spots”.	Dashboard	
Heat map of use, e.g. routes.	Dashboard	
Number of faults reported per month.	Dashboard and/or manual report	

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MEMORANDUM

Our reference: File number if relevant

To: Elected Members

Copy: Council CLT

From: Damon Simmons, Traffic Asset Manager

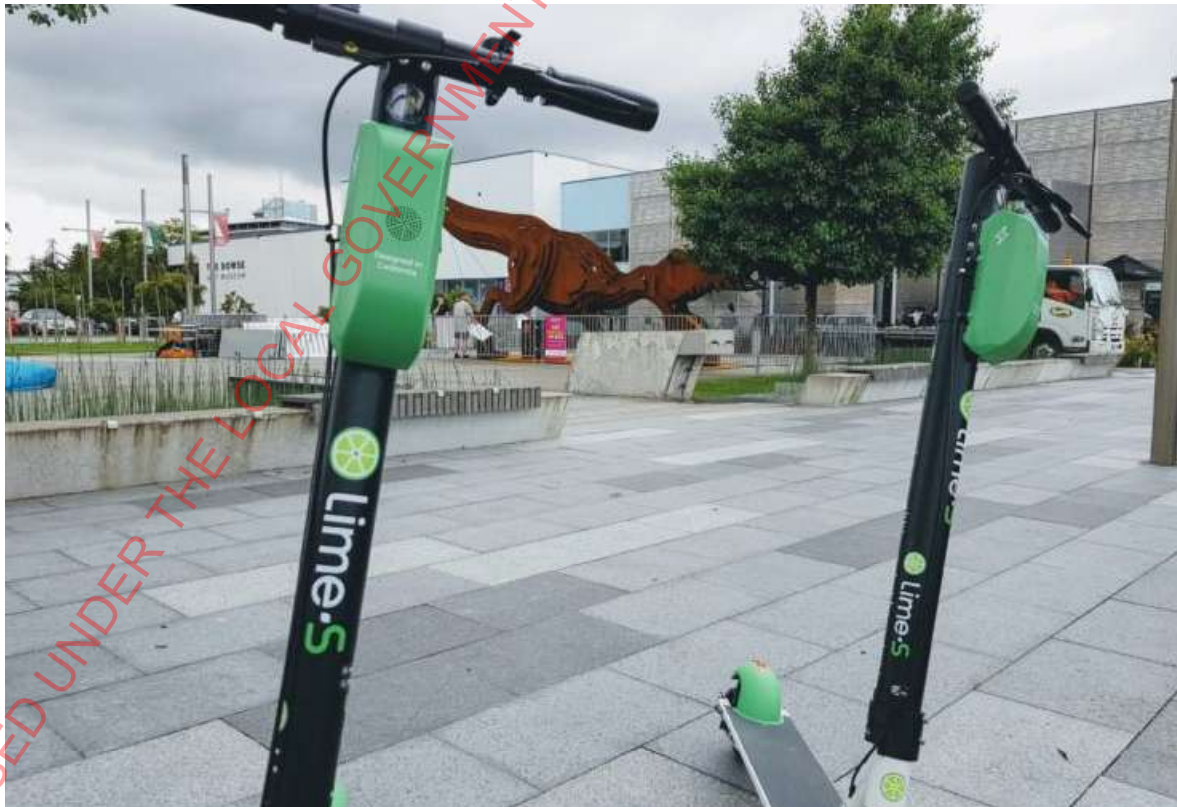
Date: 18 November 2021

SUBJECT: RE-INTRODUCTION OF E-SCOOTERS TO THE HUTT VALLEY 2020

Background

Lime Technologies (Lime) previously operated a micro-mobility (E-Scooter) hire service in the Hutt Valley between December 2018 and June 2019. That service was suspended in June 2019 as low seasonal demand resulted in the service being uneconomic (less users ride scooters in winter). There were also some issues around users damaging scooters, and Lime missing out on the Wellington City E-scooter trial which may have contributed to their decision to suspend services.

Lime recently purchased the 'Jump' micro mobility service from Uber and is therefore operating their micro-mobility (E-Scooter) hire service in Wellington city under the Jump brand. It is understood that partial or full rebranding to the Lime brand will occur in the future.



In September 2020 Lime approached the Hutt Valley Mayors (Mayor's Barry and Guppy) to start a conversation about reintroducing their micro-mobility (E-Scooter) hire service to the Hutt Valley.

Since September, officers have been in discussion with Lime representatives to discuss any issues that were experienced during their operation in Summer 2018/ 2019 and identify mitigations to ensure a smooth re-introduction.

The benefits of the E scooter hire service include:

- More travel options – particularly for first and last kilometre travel;
- A relatively cheap travel option;
- Non fossil fuel travel;
- Less cars on the road;
- Less demand for car parking spaces;
- Facilitates car-less inner city living;
- An abundance of travel data is available.

In 2019 officers undertook an evaluation of e-scooters to understand how the scooters were being used and to understand the experiences of users and non-users. This evaluation is still in draft form but is attached as Appendix A to this report.

The main issues identified during previous operation were:

- Due to the newness of the technology for local residents, Council received a reasonable volume of complaints which took officer's time to resolve. Many related to perceived 'near misses';
- The introduction of the scooters caught the public by surprise – many people didn't know what they were or why they were there;
- There were safety concerns related to both footpath and road riding and the speed at which the scooters could travel (up to 30 km/h in favourable conditions);
- There were safety concerns related to software and hardware issues (many related to unexpected locking of the front wheel);
- Inconsiderate deployment and trip-end parking could obstruct footpath space;
- Scooters which fall over on the footpath pose a trip hazard to the sight impaired;
- Scooter torque/ power restricts use in hilly areas/ steep grades;
- Legislation regarding scooter and helmet use lags behind the introduction of the technology.

There have been significant advances in scooter hardware and software technology since 2019 which mitigates many of these issues, in particular:

- Each scooter has contact details for the Lime contact centre so that residents can complain directly to Lime. Council's call centre will be able to direct any complaints directly to Lime to minimise any demands on officer time.
- The scooters can have their speed restricted (for example to 15 km/h) within areas with high concentrations of pedestrians;
- The software and hardware issues related to front wheel lockup have been resolved;
- It is possible to identify areas where trips cannot be ended and thus prevent scooter parking;

- It is possible to identify preferred parking areas to promote considerate trip end parking;
- Lime educates and monitors their 'Juicers' so that scooters are deployed appropriately;
- Lime monitors end trip parking and sends in-app warnings to repeat offenders;
- Lime can remotely detect where scooters have fallen over and has people available to collect scooters if they are in areas of concern.

Scooter torque/ power is still such that their usefulness on steep paths is compromised. Such areas will be excluded from the operating zone (for example, the western hills and Wainuiomata Hill Road).

It is understood that NZTA are still working on updating legislation related to scooters, however they still operate under the 'Low Powered Vehicle' rules which mean they can be ridden on both the road and the footpath, must be operated in a careful and considerate manner, must be operated at a speed which does not put other footpath users at risk and must give way to both pedestrians and drivers of mobility devices. A helmet is not legally required to be worn, but is recommended.

Lime currently operate in six New Zealand cities: Auckland, Wellington, Christchurch, Dunedin, Hamilton and Tauranga.

The Current Proposal

Lime's current proposal for Hutt City is summarised in Appendix B.

In summary, the proposal includes:

- Co-ordinated comms in association with Hutt City to advise the community in advance of the launch;
- A staged deployment approach s7(2)(b)(ii) [REDACTED];
- In- app rider training which covers safe riding and parking and local rules and regulations;
- A local operations team and 24/ 7 contact;
- A geo-fenced operational area which excludes the western hills, Wainuiomata Hill and Wainuiomata;
- Tailored no park zones, preferred parking zones, low speed zones, parking validation and end of trip photos and incentives to improve parking behaviour.
- Fining and deactivation policy;
- Incident reporting and investigation.

In conjunction with Lime, and as a result of engagement with Jackson Street Programme and the Southend Business Group, we have identified three areas where a 15 km/h speed restriction would initially be applied:

- Jackson Street between Victoria Street and Cuba Street; and
- The Esplanade shared path between Honiara Te Puni Reserve and McEwan Park; and
- Lower Hutt CBD (partial as shown below).

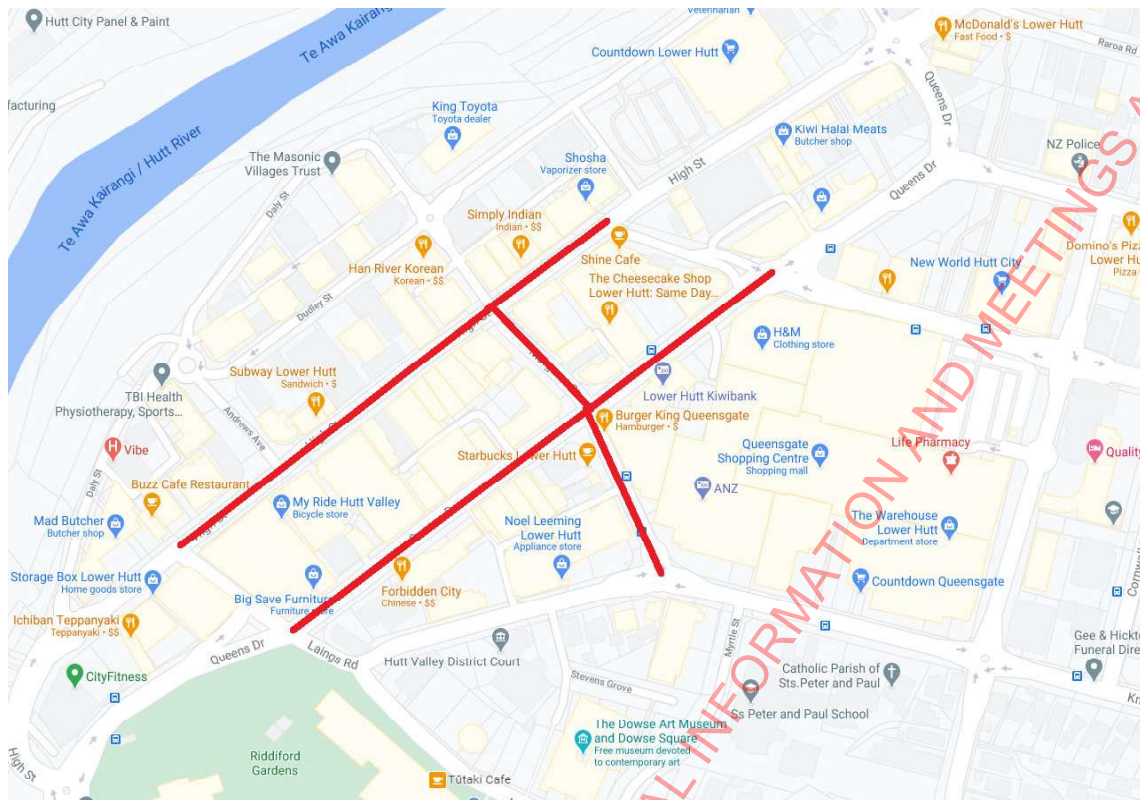


Figure 1 Extent of proposed 15 km/h low speed zone for Lower Hutt CBD

Engagement

Council officers have met with representatives of Jackson Street Programme (JSP) and the Southend Business Group. We also attempted contact with the Business Roundtable but have not had any correspondence to date.

At a recent meeting with JSP some suggestions were made which Lime are happy to implement, namely a low speed zone on Jackson Street, a no parking zone on Jackson Street at the central bus stop and the identification of several preferred parking zones. JSP indicated that they had emailed more than 200 members on their mailing list and had not received any objections to the proposed re-deployment.

Officers engagement with the Southend Business Group indicated support for the proposal, especially with the low speed zone suggested by officers.

Other low speed zones, no parking areas and preferred parking areas could be established in the future in response to any issues identified.

During the e-scooter review undertaken by officers in 2019 engagement was undertaken with a variety of user groups including representatives of the disability community. More information in regards to this engagement can be provided verbally during the briefing.

Communications

Officers will work with Lime to coordinate public information and communications prior to the December launch.

Lime already have extensive collateral so the demand on officer time is expected to be limited this time round.

Commercial

Council's Trading in Public Places Bylaw 2018 does not provide a pathway for Council to block the scooter deployment.

Officers and Lime therefore prefer a Memorandum of Understanding (MOU) approach rather than a contractual approach to the deployment. Essentially, Council won't be 'approving' the operation rather we will be working collaboratively with a commercial operator to help make the operation as smooth as possible and mitigate any negative effects on our customers.

To support this approach, we do not propose imposing any financial implications on Lime – i.e. we don't propose 'clipping the ticket', as to do so ties us commercially to the operator.

Lime have also indicated that due to the limited deployment numbers for a city of our size, any financial considerations might make the operation uneconomical.

Officers are currently working through the details of the MOU with Lime, which will include any performance indicators and a 12 month operational review.

The MOU will also cover issues such as the minimum notice period to end the operation and infrastructure requirements such as scooter stands etc.

Conclusion

Officers believe that there is a place for micro-mobility in Lower Hutt's transport offering, particularly with some conditions imposed around speed, parking and deployment in areas with higher concentrations of pedestrians.

Lime's improved technology and customer and safety orientation appear to have improved significantly since the summer 2018/ 2019 deployment which provides some degree of confidence that the issues experienced last time will not be repeated.

There will no doubt be detractors, as there is with most new technology, but the opportunity to increase travel options is too good to overlook. When considering the removal of parking minimums recently introduced by the NPS, we need to remain open to all alternatives to car travel.

With the ability to better control and influence user behaviour it is hoped that the public will be supportive. Initial engagement with retail representatives supports this view.

Lime are already deployed in the six largest markets in New Zealand and we are the seventh. By accommodating innovative new transport technology we will reinforce our Hutt City's image as being supportive of new technology initiatives.

Damon Simmons

Traffic Asset Manager

Appendix A Hutt City E-Scooter Evaluation (Draft)

Appendix B Lime Proposal for Hutt City

Appendix A

Hutt City E-Scooter Evaluation

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Introduction

E-scooters, and the wider micromobility¹ category of transport modes, are becoming more popular worldwide. These transport modes are seen as potentially having economic, environmental and personal health benefits when compared with traditional fossil fuel modes of transport. Micromobility solutions gained momentum in the late 2010's as a solution to the "last mile" of personal transportation. The introduction and facilitated use of e-scooters as a mode of transport in Lower Hutt has the potential to contribute to the local 'first mile' and 'last mile' solution and thus contributing to a number of Council's community outcomes.

Background

In December 2018, Lime Technology Limited (Lime) was issued a 'permit to trade in a public place' by Hutt City Council to operate s7(2)(b)(ii) electrically-assisted scooters (e-scooters). A large number of shared dockless e-scooter schemes were deployed in cities worldwide in 2018 and 2019. In many cases there was no communication between the companies and the cities in which they were deployed. In other cities, including Lower Hutt, communication existed but the cities had no or little policy or regulations to guide their implementation. Given their 'newness' there was, and still is, a lack of data and research on e-scooters that could be drawn on to assist local authorities.

Purpose

We need to evaluate these new modes of transport carefully to establish how they fit alongside existing transport modes, and how they can contribute to a healthy, happy and fair city. We also need to understand if, and how, the Lower Hutt City experience could help shape regulation and public spaces to best accommodate new transport technologies like e-scooters.

As part of Council's evaluation of e-scooters, we are interested in understanding how e-scooters, including Lime scooters, are being used and hearing the experiences of users and non-users.

Objectives

The introduction of the shared Lime e-scooters in Lower Hutt has given the city the opportunity to:

1. Test whether these types of transport modes can assist in achieving Council's community outcomes, to what extent they might assist in achieving the outcomes and what are the barriers or issues preventing them from contributing to the solution.
2. Use its experience to add to the increasing, but still limited, literature and evidence that is helping guide
 - i. Regulations and policy
 - ii. Urban planning

¹ Micromobility is a category of modes of transport that are provided by very light vehicles such as electric scooters, electric skateboards, shared bicycles and electric pedal assisted, pedelec bicycles

Council Outcomes

The table below lists the relevant outcomes and the link to e-scooters and the measures that will be evaluated using the evidence collected from a number of sources.

Outcome	E-scooter contribution	Evidence (examples)
A strong and diverse economy	Number of new local businesses selling e-scooters Increased number of employees in e-scooter related businesses related to e-scooter transactions	Retail sales New businesses Increased FTE count at relevant businesses
An accessible and connected city	E-scooters are taken on trips not catered for by public transport E-scooters increase the mobility of residents The infrastructure for e-scooters exists	Residents reporting using e-scooters for trips they could not otherwise take Volume less than capacity on existing infrastructure used by e-scooter riders Low number of shared e-scooters left in a dangerous or hazardous location Footpaths are suitably maintained to facilitate e-scooter use.
Healthy People	E-scooters used for trips that would otherwise have been taken in a motor vehicle E-scooters used for recreation time that would otherwise have been spent undertaking a passive activity	Residents reporting using a scooter for a trip where the alternative transport mode was a motor vehicle Residents reporting the alternative recreational activity to an e-scooter trip as: gaming, watching t.v. or another passive activity
Strong and Inclusive communities	E-scooters enable residents to participate in more activities	Residents reporting using e-scooters for trips they could not otherwise take Residents feel safe using e-scooters

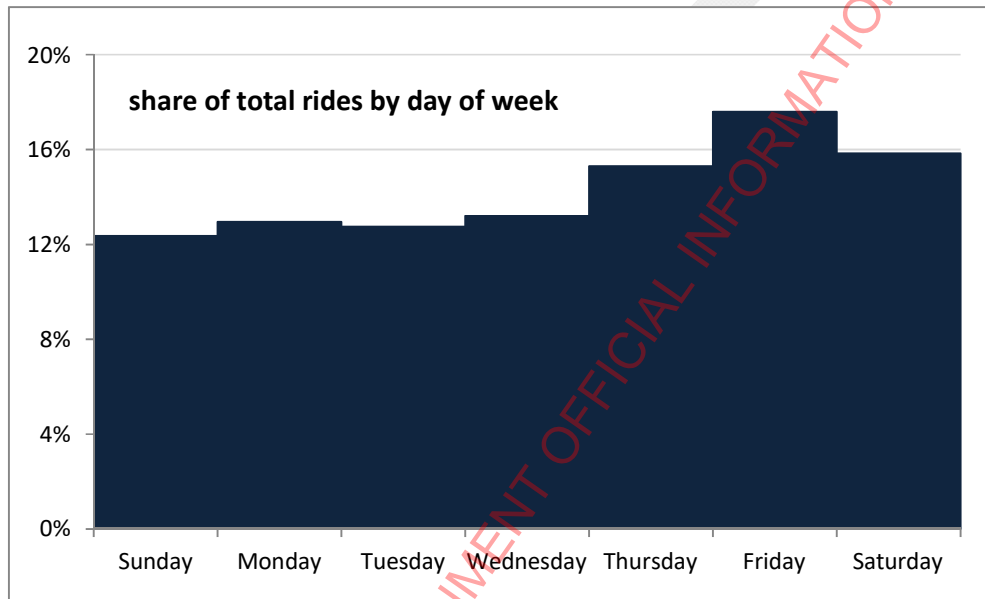
Add to the literature and evidence

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Findings

Between 13 December 2018 and 16 June 2019 a total of 228,279 lime scooter trips were recorded in the Hutt Valley, of these 218,904 trips were recorded as having gone at least 1 metre. These trips were spread out fairly evenly across the days of the week with a slight peak occurring on Thursday to Saturday. However in terms of time of day nearly half (49%) of the trips taken on Lime scooters were started between 6pm and midnight. Nearly half of the trips (47%) were less than 1km in distance and a further quarter (25%) between 1km and 2km in distance.

Figure 1: A slightly higher proportion of trips occurred on Fridays than on any other day of the week



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Figure 2: The most popular start times were between 6pm and 10pm

"I like to use lime scooters when it's dark - I feel safer as a woman on the scooter than walking."

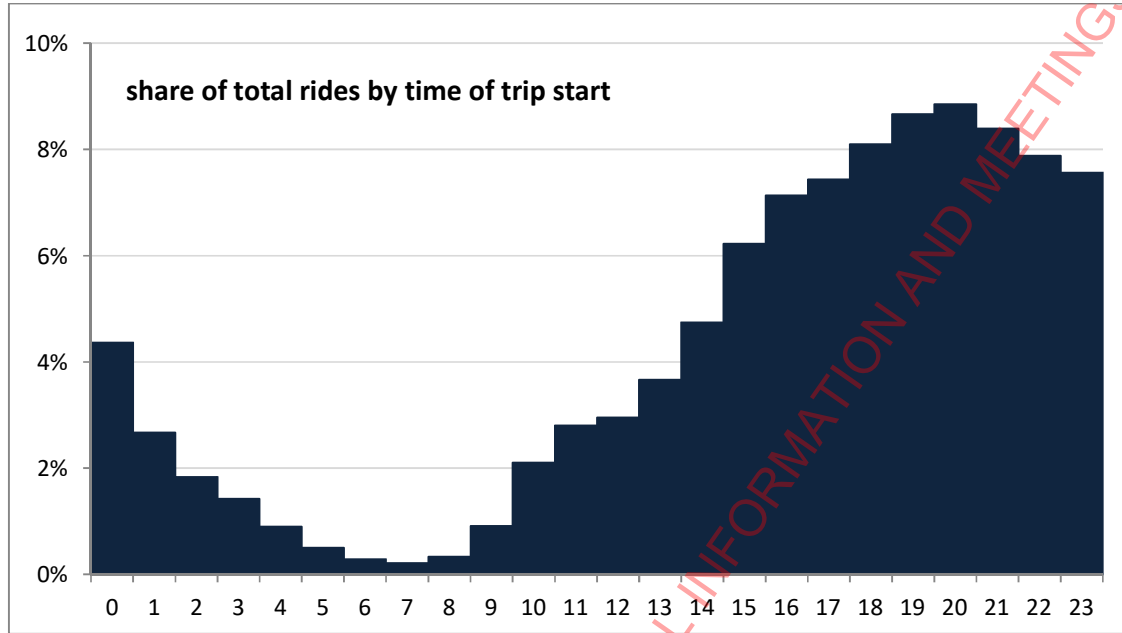
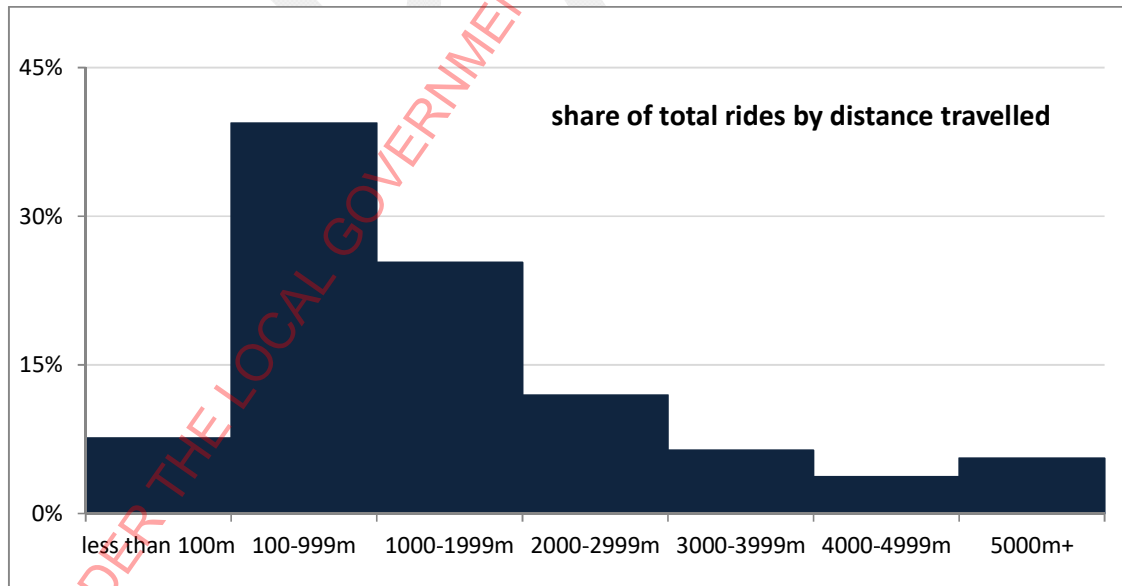


Figure 3: More than half of the trips taken were less than 2km in distance

"I think of e-scooters (and hire bikes like Onzo) as last-mile trips - too long to comfortably walk (in a reasonable time frame) and where driving is the next easiest option but due to congestion that is a frustrating option."



The main routes taken were: Knights Road, Waterloo Road, the Rivertrail, across Ewen Bridge,

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Key dropping off spots – Seaview around industrial businesses, Petone and Waterloo railway stations and other stations during the day.

In the survey three groups of users appeared:

- One off users who took a fun/recreational ride
- Occasional users who would most likely replace a foot or public transport trip
- Regular users who used them as a mode of transport for multiple purposes including to get to and from work or education, for work appointments and to get to social or sporting activities. All e-scooter owners fell into this group.

When riding e-scooters respondents to the survey felt safest using areas that were separate from cars, that is, cycle paths, shared paths and footpaths. However, there were many comments left about the safety for other footpath users with e-scooters sharing this space.

Of those non-users who reported experiencing an incident with an e-scooter most had been on foot when the incident occurred. The ACC data for the months of December 2018 through to, and including, May 2019 shows that 163 claims involving e-scooters were received by ACC from Hutt Valley residents. Less than four of these claims were made by pedestrians.

The use of footpaths for parking shared e-scooters was also noted both in the survey and in the complaints received by Council's contact centre.

How the LH results align with others from NZ and overseas... to add in

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Conclusions and Considerations

Outcome	E-scooter contribution	Evidence (examples)	Conclusion
A strong and diverse economy	Number of new local businesses selling e-scooters.	Retail sales New businesses	Somewhat
	Increased number of employees in e-scooter related businesses due to e-scooter transactions	Increased FTE count at relevant businesses	No
An accessible and connected city	E-scooters are taken on trips not catered for by public transport	Residents reporting using e-scooters for trips they could not otherwise take	Yes
	E-scooters increase the mobility of residents	Residents reporting using e-scooters for trips they could not otherwise take	Somewhat
	The infrastructure for e-scooters exists	Volume less than capacity on existing infrastructure used by e-scooter riders Low number of shared e-scooters left in a dangerous or hazardous location Footpaths are suitably maintained to facilitate e-scooter use.	Somewhat No No
	E-scooters used for trips that would otherwise have been taken in a motor vehicle	Residents reporting using a scooter for a trip where the alternative transport mode was a motor vehicle	Yes
Healthy People	E-scooters used for recreation time that would otherwise have been spent undertaking a passive activity	Residents reporting the alternative recreational activity to an e-scooter trip as: gaming, watching television or another passive activity	Somewhat
	E-scooters enable residents to participate in more activities	Residents reporting using e-scooters for trips they could not otherwise take Residents feel safe using e-scooters	Somewhat No

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Considerations for the use of e-scooters as a mode of transport

Footpath maintenance

This is relevant not only to the use of e-scooters on the footpaths but also to mobility scooters, kick scooters, skateboards, hoverboards, pedelecs.

Some key areas to focus on are high traffic areas and key routes around public transport and between public transport and areas of employment or education especially where no or limited public transport exists e.g. Petone railway station to Seaview industrial area.

Footpath speed limit

While/where multiple forms of transport are able to use footpaths that a footpath speed limit be considered – suggested limits range between 10 and 15kpm/h.

Permitted torque/power of e-scooters

That the topography of areas especially those poorly serviced by public transport facilitates the need for higher powered forms of micromobility transport modes. However, increased power needs to be matched with the relevant braking capability.

Connected third way

A connected pathway that would separate micromobility forms of transport from cars and from those on foot. A connected network is needed to allow users to get from point to point. A clearly delineated footpath would be better than the current situation. Needs to prioritise problem areas and key hot spots.

Right of Way

Education and signage about who has right of way. Promotion of the current NZTA pedestrian campaign for example. Signage reminding footpath users that pedestrians have the right of way in key 'trouble' areas e.g. river path and Petone Esplanade.

Helmets

The evidence indicates that the use of helmets especially when travelling in spaces used by equal or faster transport modes is supported by users. However, making them mandatory is not.

Education

Educating children on forms of micromobility as is currently done with bicycles might be a way to 'normalise' their use

Shared Scooter Scheme

Scooter parking

That space for parking bays and/or docking stations be provided at key locations. That correct parking practice be part of any advertising and education campaign run by private provider.

Speed limit

That a speed limit be placed on the scooters. The limit should be determined by where e-scooters are permitted to travel. While footpaths are the main carriageway the limit should be between 10-15km/h as suggested by the NZTA XX report. This could be reviewed if and when suitable cycle and shared paths are created.

Higher Torque

That higher powered e-scooter be allowed to operate as long as scooters have sufficient braking systems to handle the relevant power level. This is to enable use on the western hills areas in particular where residents are not as well serviced by other public transport options. Regardless of power level all e-scooters should still comply with any speed limit imposed.

Education

That any provider setting up in Lower Hutt be required to provide educational material on how to use their e-scooters safely including how to safely park them.

Helmets

The provision of a helmet for each scooter and each ride, by a shared e-scooter company, is problematic. The provider should however encourage the use of helmets when riding.

Unique Number

That each e-scooter in the fleet have a visible unique number so that reckless and dangerous behaviour can be reported and attributed to a user.

Bond

That a refundable bond be required from users when initially signing up to the providers app as a way of reducing the number of one off recreational users while not being a barrier to those wanting to use regularly

Appendix One

Methodology/Data Sources

Measure		Source
Mode of transport		
Who	Who is using e-scooters as a means of transport to get from A to B	Survey Lime scooter data
When	When are they using them for A to B trips	Survey Lime scooter data
Where	Where are they using them for A to B trips	Survey Lime scooter data
Trade-off	How would they get from a to B if e-scooter not available	Survey Lime scooter data
Barriers	What prevents users and non-users using e-scooters	Survey
Recreational activity		
Who	Who is using e-scooters as a form of recreation	Survey Lime scooter data
When	When are they using them for recreation	Survey Lime scooter data
Where	Where are they using them on recreational trips	Survey Lime scooter data
Trade-off	What would they be doing for recreation if not out on an electric scooter	Survey Lime scooter data
Barriers	What prevents users and non-users using e-scooters	Survey
Impact on other users		
Number of incidents	Number of reported incidents involving an e-scooter in Lower Hutt	ACC Survey Hutt City Council call centre Lime Scooter data
Severity of incident	Number of incidents at each point on scale from "a fright" to "immediate medical attention/hospital required"	ACC Survey Hutt City Council call centre Lime Scooter data
Nature of incident	Who/what else was involved in incident <ul style="list-style-type: none"> • Pedestrian/bike/car • Speed/alcohol/faulty scooter 	ACC Survey Hutt City Council call centre Lime Scooter data
Impact on infrastructure		
Volume	What streets have the heaviest use of lime scooters	Lime scooter data
Capacity	Are there heavy volumes of e-scooters in areas where infrastructure capacity is low	Lower Hutt City Council Lime scooter data
Private ownership	Has the Lime scooter trial encouraged the purchase of e-scooters	Retail sales data

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Literature

Media articles

Transport Agency Admits it rushed e-scooter process

Radio New Zealand – 29 May 2019

E-scooters between ‘rock of the footpath... hard place of the road’

Radio New Zealand – 14 July 2019

Byrnes, Evan; Juliet Hall; Chris McMahon; Dana Pontius and Josh Watts

Identifying best practice for management of e-scooters

Ohio State University

Herman, Mason

A comprehensive guide to electric scooter regulation practices

Kansas State University; Manhattan, Kansas; 2019

Trivedi, Tarak K., Charles Liu, Anna Liza M. Antonio, Natasha Wheaton, Vanessa Kreger, Anna Yap, David Schriger, Joann G. Elmore

Injuries associated with standing electric scooter use

(link)

Susan Shaheen and Adam Cohen

1 April 2019

Shared micromobility policy toolkit: Docked and dockless bike and scooter sharing

UC Berkley (doc number)

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Kantar TNS

Public response to shared e-scooters in Auckland and Christchurch

January 2019

Witzel, Sandra

How micromobility solves multiple problems in congested cities

July 14 2018 (weblink)

Accessed on 4 July 2019

Brown, Marcus

Micromobility: Safety problem or transport solution?

12 April 2019 (weblink)

Accessed on 4 July 2019

Reynolds, Patrick

(not sure)

29 April 2019 (weblink)

Accessed on 4 July 2019

Denver Public Works

Electric scooter data and survey results

8 March 2019 (weblink)

Accessed on 26 March 2019

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Lime Scooter

Year-end report 2018

?? (weblink)

Christchurch City Council: Infrastructure, Transport and Environment Committee

Lime e-scooter: Pilot update

7 November 2018

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To test the NZTA recommendations

In July 2017 the New Zealand Transport Agency (NZTA) published a research report that looked at the 'regulations and safety for electric bicycles and other low powered vehicles'. The report came up with the following summary of conclusions and recommendations along with a more detailed list.

- E-bikes and other LPV's have the ability to broaden the appeal of travel choices which contribute to public health benefits and reductions in congestion.
- E-bike sales have grown rapidly over the last three years, exceeding 13,000 in 2016. It is expected that sales will continue to grow rapidly for some time. Sales of other low-powered vehicles are relatively low.
- There is scope for greater use of footpaths and shared paths by some LPVs.
- Speed is a better determinant for safety than motor power.
- Limitations on user behaviour are an important factor for minimising negative impacts on other path and roadway users.

- A maximum power-assisted speed and size for vehicles using footpaths
 - Recommendation 6: Investigate a national guideline for advisory speeds on and access to shared roads
 - Recommendation 23: Consider a maximum motor-assisted speed for LPV's other than mobility scooters
 - Recommendation 24: Consider including a maximum speed of 15km/h for use of LPVs on footpaths
 - Recommendation 25: Contingent on adoption of the maximum device speed, consider removal of the 300W power limit for wheeled recreational devices and any other LPV class to be introduced
 - Recommendation 27: Add the requirement that an LPV 'must have an effective stopping system including brakes and/or motor control' to legislation and/or rules.
 - Recommendation 36: Consider allowing all LPV's to use footpaths if a listed speed reduction measure is engaged or the motor assistance is off.
- Relaxing maximum power limits for e-bikes and other LPVs designed for road use
- Minimum age limits and driver licensing for higher speed e-bikes and LPVs.
- Helmet wearing by LPV users depending on speed capability
 - Recommendation 35: Consider the efficacy of mandatory helmet legislation in the first instance. Then, consider whether LPV's permitted to use the road should be subject to the same helmet wearing requirement as pedal cyclists. The issues to be taken into consideration could include user age, device stability, and speed capability.
- Further promotion of user behaviours that minimise conflict with existing path and roadway users

- Recommendation 20: Continue educational efforts and consider enhanced materials such as a safety information template for supplier and retailer adoption and distribution
- Recommendation 21: Consider further means of improving local transport infrastructure

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Appendix B

Lime Proposal for Hutt City

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30 September, 2020

Wayne Guppy, Mayor, Upper Hutt
Campbell Barry, Mayor, Lower Hutt

Kia ora koutou,

Thank you for the opportunity to provide information in order to resume our services in Upper and Lower Hutt.

It was always our wish to return to the Hutt Valley to provide the wider region with a viable micromobility transport service.

Since we paused our operations in mid-2019, Lime has developed more advanced deployment models, created more robust customer service processes and improved our capability to provide the most accurate geofencing. We have piloted footpath riding detection, we have developed a special rider safety training programme, and we have created live scooter maps to show any toppled over scooters. We are always learning and experimenting new ways to help reduce reliance on cars for short trips.

Throughout this proposal we reference the many ways in which we use our technology capability, hardware and software to ensure a safe experience for riders and non-riders alike.

We apply these principles in 130 cities around the world, including six New Zealand markets where we have built strong, collaborative working relationships. We offer our commitment to taking the same approach in Upper and Lower Hutt, and we would be privileged to offer our service again.

We look forward to returning to the Hutt Valley and to further discussion about our proposed operations. Please do not hesitate to contact me if you require additional information.

Ngā mihi nui,

s7(2)(a)

A black rectangular redaction box covers the signature area, with the text "s7(2)(a)" written in red above it.

Public Affairs and Government Relations Manager, New Zealand

Hutt Valley Proposed Fleet

We propose to operate a fleet of s7(2)(b)(i) Lime Generation 2.5 scooters in the Hutt Valley. We are fortunate to have significant data from our previous service in Upper and Lower Hutt. We will use this to establish a shared scooter model that is safe, convenient and focussed on matching demand with supply.

Initially we would re-launch with a fleet of s7(2)(b)(ii) [REDACTED] Deployment would happen gradually using a combination of our operations team and local juicers. Scooters would be deployed at locations that had the most trips during our previous operation in those areas. After several weeks we would have fresh, accurate data which could confirm our assumptions around rider patterns, demand and behaviour.

Our maintenance programme would start from day one to ensure every scooter receives a mechanical check every 14 days. Of course on top of this, any scooter that is reported by a customer to have issues is picked up and brought back to the warehouse for inspection and repair.

During the initial operating period, we would gauge feedback from riders and residents in the Hutt Valley, and resolve any issues that we were unable to preempt.

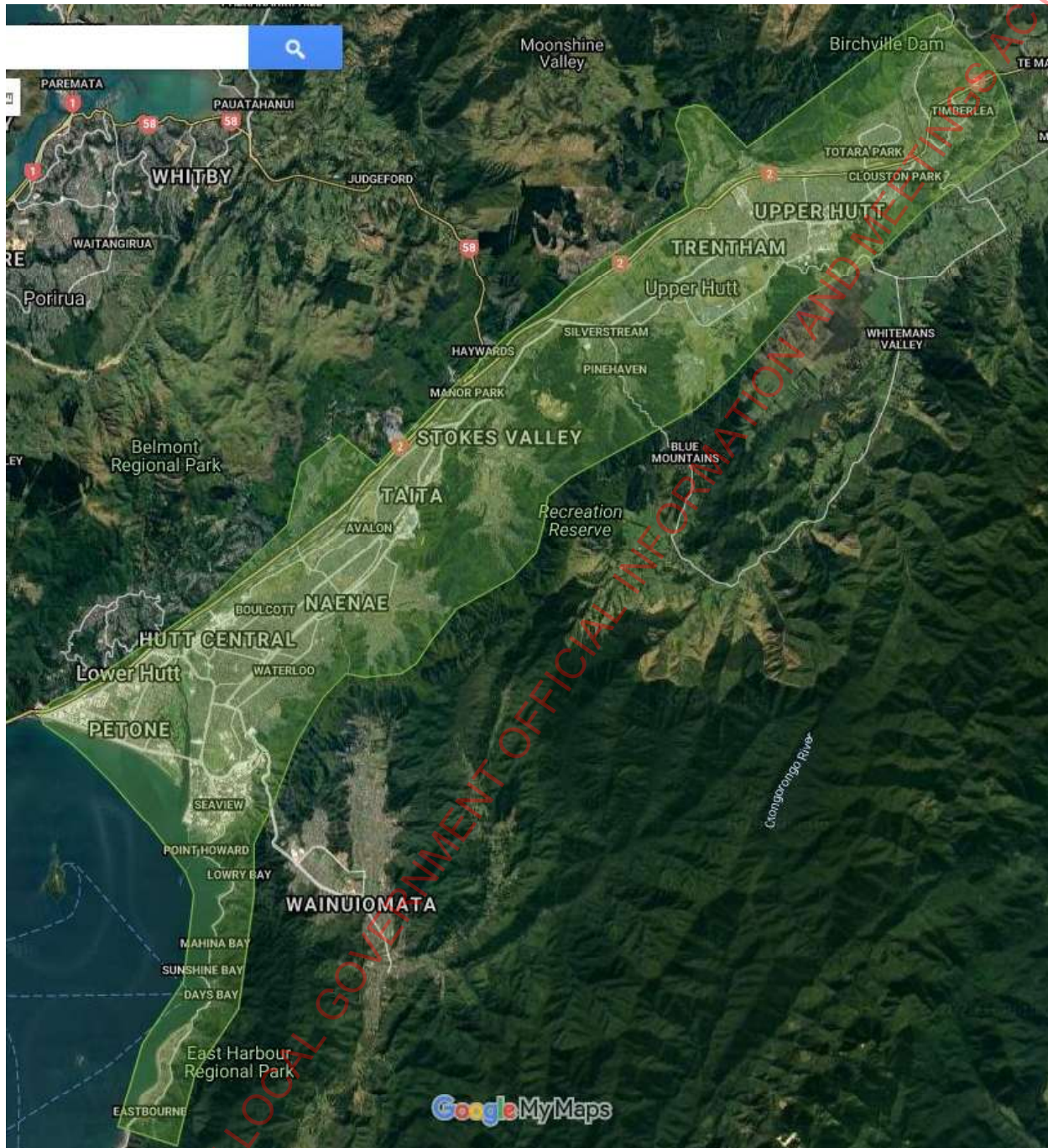
Once we have established consistent ridership and minimised the chances of any unforeseen issues, we would evaluate supply levels and may increase the places where scooters are positioned or expand the fleet.

If we need to increase the fleet size, we would deploy up to an additional s7(2)(b)(iii) scooters in areas that were undersupplied, or where demand was untested.

The area we intend to allow our customers to ride in is indicated as below in green. We have deliberately avoided the eastern hills due to hardware constraints and safety concerns, but have tried to maximise connections between public transport modes (bus and rail links) and the places of work, play and rest.

Please see the map of our intended service zone below.

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(Above) Intended Hutt Valley Service Zone.

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Contact details

Our local operations team is based in Wellington and will be available 24/7. You can contact operations manager s7(2)(a) on s7(2)(a) or s7(2)(a) regarding any operational issues or queries.

Customer enquiries: Concerns can be reported via our local helpline s7(2)(a) and email s7(2)(a). These contact channels are clearly labelled on our scooters.

Through the app: Lime has a safety centre available on the left-hand side of the home screen for easy reporting. Anyone with the app can use this function, regardless of whether they are on a trip. Riders are also prompted at the end of each ride to report any issues.

On our website: Help and safety information is available through our Trust and Safety Portal, and a form for submission is at <https://help.li.me/hc/en-us>.

We also have a dedicated Trust and Safety website <https://safety.li.me/3/>

We also have a dedicated global trust and safety team for urgent safety incidents who are trained in emergency response.

On social media: Anyone can tag @_LimeAid on Twitter for customer service.

Daily Operations Plan

Our daily operations plan is based on best practice gained from our experiences in other New Zealand markets. We will also use our previous experience in Lower and Upper Hutt to look at popular routes, ridership, deployment locations and demand to determine how we operate.

Operating hours

We operate 24/7 and our local operations team will be available around the clock, including holidays and weekends, to deploy, maintain, repair, rebalance, charge, and deploy our fleet.

Additionally, we enable a “quiet mode” between 1:00am and 5:00am to ensure scooters do not make any noise at night when they are being retrieved.

We will work with you to make any changes to our operating hours as needed to help to minimise risk during special events.

Special events: We have standard procedures in place to manage major events, including implementing special parking zones, no ride or low speed zones and fleet size. We can also incentivise riders to take a scooter to a big event rather than a private car. We will coordinate with the city on any proposed measures.

Daily Deployment Plan

Our operation is made up of three key distribution phases: Deployment, patrol and rebalancing, and retrieval and charging.

Phase one

Our daily deployment mostly takes place between 5:00am and 7:00am. Our operations team deploys scooters that have been repaired and charged overnight. Juicers deploy scooters that have been charged overnight so that they are ready for the morning commute.

Hotspots: Operations specialists and juicers deploy scooters at designated “hotspots” in groups of a maximum of six. Scooters must be deployed in an appropriate manner so they do not cause a danger or nuisance to other people

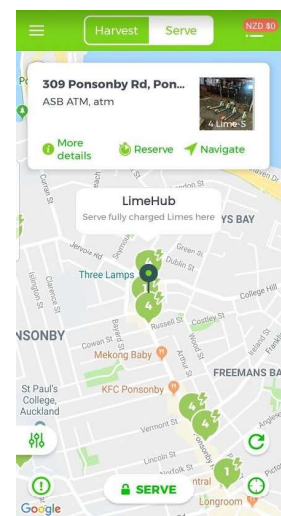
Select hotspots will be identified for deployment based on our proprietary “Hotspot Optimiser”. This is a predictive algorithm that builds up and uses historical demand to identify where to place scooters to best meet local needs, and how many to deploy at each location at different times of the day.

Public Transport hubs: Our deployment strategy includes providing regular, reliable scooter supply at public transport hubs so riders can connect with public transport for the first and last leg of their commute.

Deployment Tools: Our operations specialists and juicers use a mobile app to ensure each scooter is correctly distributed and parked well. The app provides information about the hotspot and the number of scooters permitted, as well as a photo of the hotspot and specific deployment instructions (see image at right).

Once the maximum number of scooters has been reached, the location disappears from the app to avoid overcrowding.

All juicer deployments must be photographed. Our compliance team audits the photos and if the deployment is not compliant, juicers are given additional feedback and training. In the event of a repeat offense, more stringent measures will be applied, including termination or withdrawal of charging privileges.



Subregional minimums: We are also able to set a minimum deployment number at a suburban level. This can be used to ensure the spread of deployment across different suburbs and can be used to override the hotspot optimiser to achieve transport equity goals.

Phase 2 - Patrol and Rebalancing

We monitor scooter location performance throughout the day with automated tools, multi-channel feedback and hands-on field support to ensure scooters remain appropriately parked, charged and in good repair. Real-time dashboards allow us to dispatch team members to rebalance scooters immediately and track trends to plan for fleet deployment in the future.



Screenshot of live toppled scooter tool

The field operations team and juicers work to relocate the fleet to better address demand and ensure that scooters are not overcrowding the public right of way in certain areas. They move improperly parked vehicles, minimise obstructions and ensure the right number of devices are deployed in each area.

Our scooters have the latest smart technology, which includes GPS for both maintenance and re-balancing. We are able to identify the scooter's exact location at all times, status, number of kilometres travelled and trips taken. This custom technology means that certain events automatically create a trigger to notify the operations team for action. These events include:

- Losing GPS signal
- Located in a "no parking" zone or outside the service area - When a scooter

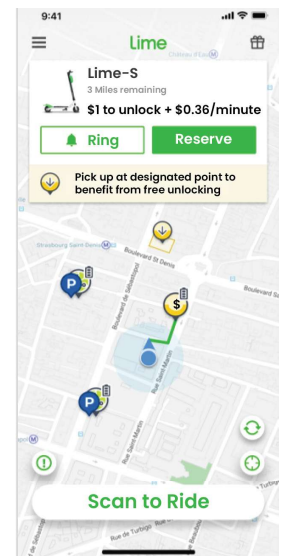
leaves the service area it goes into “maintenance mode.” The scooter will not appear on the app, and riders will not be able to start a ride.

- Low battery (less than 15%) As described above in **phase 3** of our daily deployment, this activity typically occurs outside the peak commute or business hours.
- Receiving one low rated ride with a damage issue tag
- Receiving three consecutive low rated rides with no tags
- Scooters reported in the app as damaged
- Customer service report of hardware issue
- Toppled over

Scooters that are reported to be damaged or inoperable, including low battery levels, are put into maintenance mode and cannot be hired. Field staff and juicers also proactively inspect any device they encounter for any damage and, if applicable, they will remove the scooter from service and return it for maintenance.

NEW in 2020 Incentivised rebalancing/redistribution: The “bonus scooter” feature encourages riders to move scooters from a less desirable to more desirable locations (see image at right). We can activate this feature to reduce oversupply of scooters, move improperly parked scooters, or return scooters that are outside the service area.

We replace the scooter icon for scooters we want moved with a dollar sign in the app. Riders who take those scooters and ride them to a low scooter density area will be awarded with ride credits.



Phase 3: evening retrieval and maintenance

Scooter retrieval typically starts at 10:00pm, when juicers are able to collect scooters from the streets. Juicers collect about 65% of scooters each day. Our operations team retrieves designated scooters for scheduled inspection and maintenance needs or to perform repairs.

Charging: Our operations team and juicers recharge our scooters. We always know when scooters need to be charged through the battery percentage display within our operations back-end systems and mobile app. Juicers can also see low battery scooters available for retrieval.

Juicers retrieve scooters for charging throughout the day once the battery drops below 15%, the day time battery threshold. In the evening, Juicers collect any scooters under the night time battery threshold. Juicers take the scooters home or to a powered location and charge them

before deploying them before 7.00am to ensure that scooters are available for the morning commute.

Our operations software allows us to constantly monitor scooter charge. Our batteries have a lifespan of nearly three years. Through our battery management system (BMS), we are able to maximise the possible life of our batteries, reducing our waste while providing a consistent rider experience.

When the charge falls below our designated charge level, the system automatically places the scooter into maintenance mode which means it is unavailable to be ridden until charged.

We also have the ability via our operations app and administrative systems to shut down one or more scooters remotely if needed.

Influencing behaviour

Electric scooter share schemes should not cause disruption or nuisance for other users of the road network. We use a number of tools to help our scooters fit seamlessly into the cities we serve and to support our operational team's efforts.

Geofencing

Geofencing creates virtual boundaries that limit rider action in sensitive areas. We can adjust zones based on Upper Hutt and Lower Hutt's unique needs, special events and requests from private landowners.

NEW in 2020: Lime has invested in new patent-pending "rapid zone detection" geofencing technology. This industry-leading capability allows scooters to implement geofence zone commands much faster and more accurately.

Our server now contains all zone maps and compares these to the scooter's GPS coordinates to determine whether the scooter is in a zone or not. When a new zone is identified, the server will send corresponding commands (e.g. slow down, stop, prevent ride ends) to the scooter within three to five seconds. We added on-board mapping to our scooters and used the mapping to trigger when the scooter connected with our server to receive zone information.

As a result, our scooters now detect and implement geofences 90% faster than they did in 2019, and with 30% more accuracy.

Service Zone (Boundary Limits) - This is the area where scooters can be used. Riders can clearly see the service area when they open the Lime app. Riders who go outside the service area will not be able to end a trip, and will continue to be charged until the scooter is back

inside the service area.

If a scooter is moved outside the service area and abandoned it will automatically go into maintenance mode. This means it can't be ridden. It will trigger a signal to be retrieved.

No-Park Zone - Lime's system prevents a rider from ending their ride in a no-park zone. We use this zone type where parking is prohibited and it is shown in red in the app so that riders can clearly see where the scooters are not able to be parked.

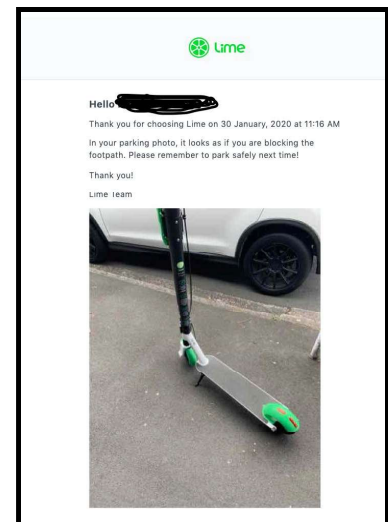
Preferred Parking Zone - Lime uses geofencing to create areas where riders are encouraged to park, Preferred parking zones are shown in blue on the app and are often combined with no parking zones to encourage responsible and safe parking behaviour in particularly sensitive areas. We can incentivise riders to park in these zones with ride credits.

Low-Speed Zone - In low-speed zones, we cap the scooter's top speed at a specified level, and the speed is automatically reduced to that level when the rider enters the low-speed zone.

Parking validation: The app includes a parking confirmation screen that will require a rider to manually confirm that the scooter is properly locked. "Yes" will allow the trip to end, "No" will route the user back to the map view, and the trip will continue until the user affirms that the scooter is properly parked.

End of trip photo: At the end of each ride, riders submit a photo showing their correctly parked scooter. Lime reviews the photos and contacts riders after their trips to

thank them for parking correctly and may offer credits for doing so. Alternatively, we ask riders to park more responsibly next time. We take action against rider accounts for repeat violations. This could include a fine or account suspension.



Incentives: We offer an incentive programme to improve parking behaviour. Using in-app messaging and direct emails, we offer riders who park in preferred parking zones the chance to win \$100 in Lime credit. These incentives have improved parking behaviour in other cities, such as Santa Monica.

NEW in 2020 Comfort mode: We have developed a speed control toggle called "comfort mode". This enables riders to set the scooter's maximum speed lower than the area's maximum speed, or to the rider's desired level of comfort. This feature empowers riders with the option to set the maximum speed for their ride (currently 17 km/h) and is an additionally convenient way for them to feel both safe and comfortable on our scooters.

Enforcement: We encourage riders to use our product in a manner that is safe for all members of the public and do this via direct rider communication and in-app messaging.

Fining and deactivation policy: We are able to fine riders for failing to adhere to rules and regulations or for violations of our terms of service. In addition, we can automatically implement fines for parking outside of the service zone. Riders can have their account revoked for repeated poor behaviour, vandalism, and other violations. In addition, in cases of confirmed underage riding, the rider account will be immediately suspended or terminated.

NEW in 2020 First-in-kind footpath riding detection technology: In San Jose, California, we introduced our first of its kind footpath detection technology. The technology works by collecting accelerometer and speed data from the scooter, and detecting the vibration of the underlying riding surface (e.g. a road or footpath). We use the information to educate the rider about proper riding etiquette in San Jose, where footpath riding is not permitted. The aggregate footpath riding data will be used to let the city know where additional investment in protected lanes is needed. While not yet available in New Zealand, we continue to innovate as a company.

Servicing and repairs

Lime engages in extensive product testing and quality assurance protocols to ensure that our scooters provide a safe riding experience. Quality assurance happens at the time of manufacturing, via independent field testing before deployment and through routine maintenance checks of our scooters once they are in operation.

Once they are operational, our scooters are regularly serviced and repaired. The maintenance process starts with a full inspection at the warehouse by a Lime technician. The following are all inspection triggers:

- **Preventative Maintenance:** We believe a distance based approach to preventative maintenance is the best. This is because scooters and bikes are not used evenly so prioritising by trips or distance means that we are always servicing the scooters that have been used the most.

If a scooter has not had an inspection in 14 days or 50 trips, it is flagged for immediate retrieval for service. There are also many other touchpoints at which scooters are maintained or flagged for retrieval and servicing.

- **Rebalancing:** Our operations team inspects each scooter being rebalanced.
- **Deployment:** Our team inspects any scooters collected and maintenance is performed before morning deployment.
- **Customer Service Reports:** Scooters relating to any issue reported to our customer

service line are flagged for immediate retrieval and inspection.

- **In-app Rider Reports:** Scooters that are poorly rated for three rides in a row or marked in the app as damaged are immediately flagged for retrieval.
- **Self-Reporting:** Our scooters automatically notify the operations team for inspection upon certain events that can signal faulty, damaged, or vandalised scooters. Each issue has a specific error code that the operations team recognises. Issues can include, idling for more than 24 hours, losing GPS signal, low battery (less than 25%), successive failed unlocks, etc.

Any scooter flagged for inspection or repair is automatically placed in “maintenance mode.” The operations team is notified and the scooter cannot be rented until it has been inspected.

If at any time a scooter shows signs of ineffective, broken, or damaged parts, it is immediately removed from circulation and repaired or retired. If we cannot fix a scooter to a safe and operable condition, we break it down and recycle parts.

Maintenance and Repair Process

All scooters that are brought back to the warehouse go through a three-step maintenance protocol:

1. Entry diagnosis
2. Repair and reconditioning of used spare parts
3. QC/Redeployment

Step 1: The scooters are unloaded and placed into “Triage 1”. Our technician shift lead inspects the entire scooter before placing it in the “repair queue” using the diagnostic functions in the operations app. Scooter inspections include a full 65-point evaluation: screws, brakes, handlebars, grips, battery damage or wear, lights, cleanliness, test ride, and more. The inspection is done in accordance with our Standard Operating Procedures (SOP) in the operations app.

Step 2: Each technician takes one scooter at a time from the repair queue using the FIFO Method (first in, first out). This method allows us to ensure that every scooter is handled in a timely manner and no scooter is overlooked. Once they move the scooter back to their technician station they will complete another diagnostic.

Step 3: After diagnostics, technicians will repair the scooter if necessary. Every technician station is equipped with the necessary tools and parts to complete every kind of repair. In addition, the shift lead audits the repairs (Triage 2) and provides guidance to our technicians if

needed.

Step 4: After the scooter has been repaired, the shift lead will do an additional quality control check to ensure that the repairs have been done correctly and that the scooter meets quality and safety standards before being moved to a charging station.

Step 5: After charging, the shift lead inspects each scooter before moving it to the “deployment zone”. This provides an additional quality check for every scooter that leaves the charging station.

Deploying Scooters: The operations specialist then checks out the scooters stationed in the deployment zone. Before loading into a van, the operations specialist will perform a fifth and final quality check before deployment. After the final check, the scooters are redeployed into the fleet.

Communication and education

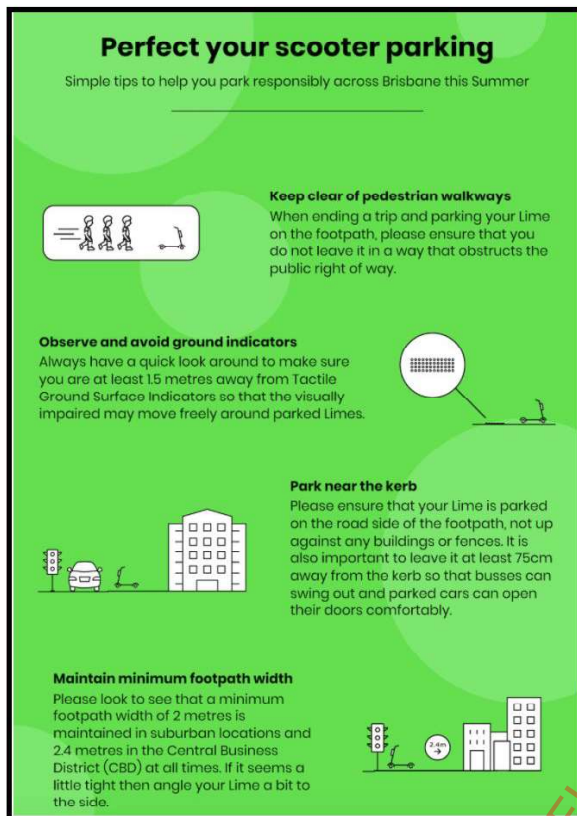
Before we start operating Lime scooters in the Hutt Valley, we will email all local riders on our database to let them know that we are returning. We will also have an in app-message and send a push notification to our database.

Once we are operating, we will include safety messaging and tips reminding riders to look out for others. We are happy to engage with any stakeholders you believe we should meet with in advance of launching scooters. This could include the local business associations, schools, advocacy groups etc.

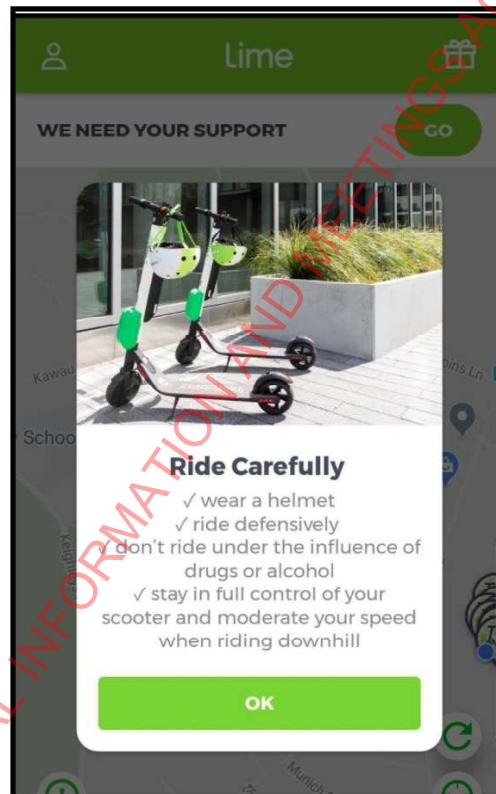
We would also work with the Council communications teams to provide FAQs and any other messaging and information that may be useful.

More generally, Lime uses a number of channels to encourage safe experiences for our riders and residents in cities where we operate. These include:

- In-app training tutorial upon sign up showing safe riding and good parking behaviour
- Event partnerships e.g. sporting or music events
- On-scooter messaging
- Regular direct communication with riders through in-app messages, push notifications, social media, and emails
- Community events
- Instructional video highlighting some simple rules that will help keep the community safe while riding <https://www.li.me/how-to-lime>.



Example infographic - parking education (email)

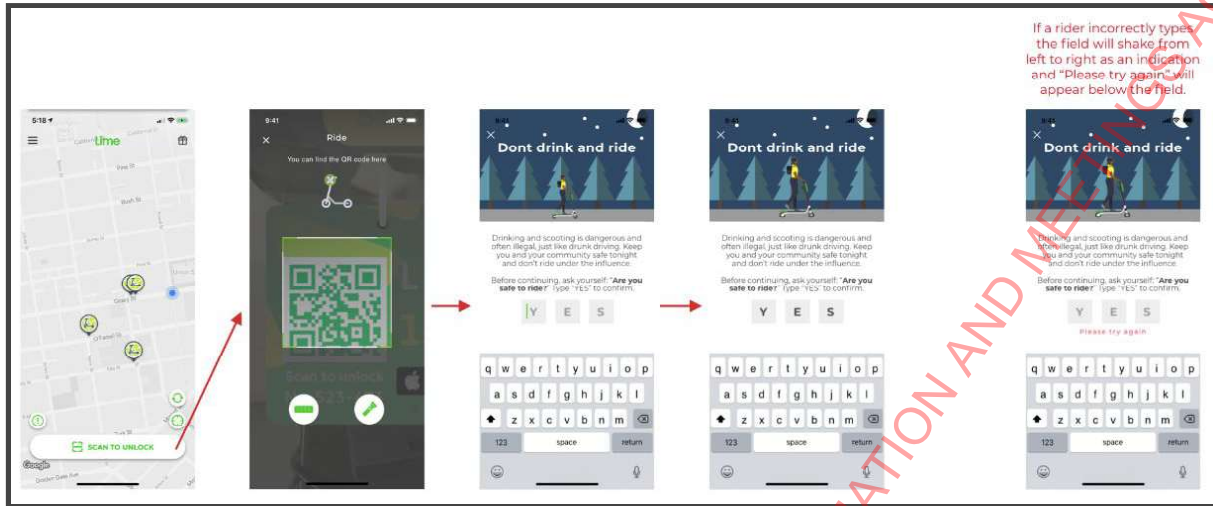


Example infographic - parking education (In-app)

First Ride Events: In 2019, we developed our First Ride programme, which consists of a 30-minute interactive and hands-on scooter safety course for riders to learn the rules of the road and ride a Lime scooter in a safe and contained environment. We also distribute helmets at these events.

Sober riding validation: Lime requires all users to perform a cognitive task before being able to unlock a scooter after 10.00pm each day. A screen pops up every evening that requires additional validation by having a rider explicitly type "YES" to unlock a scooter as shown in the screenshots below.

Lime is developing technology to further discourage drinking and riding as well as working to raise awareness at events to remind customers "if you wouldn't drive, you shouldn't ride".



Google Maps integration: Through our Google Maps partnership, users can access the location of Lime scooters, their battery level, the estimated price of the journey depending on the destination, the recommended route (including bike paths) and the options for combining with public transport.

Customer service

Lime provides 24/7 customer support. Lime users and non-users can contact us with questions or to provide feedback before, during, or after a trip using contact information found in the mobile app, on our website, and on the scooter.

Issues requiring on-the-ground attention are immediately relayed to our operations team to be addressed within two hours. A scooter is automatically put into maintenance mode (meaning it cannot be rented) if there is any report of a safety or maintenance issue.

Customer support technicians track all inbound messages as "tickets". Each ticket is categorised and a procedure for resolving the issue is initiated. Our customer support team is trained to deal with various situations and resolutions to ensure that inbound messages are treated consistently.

When customer support identifies riders who have improperly parked a scooter they follow up with educational messaging and work with local operations to arrange collection. Repeat offenders may be subject to a fee, account, suspension, or account termination.

Lime aims to resolve all customer service concerns in less than 24 hours. We have a dedicated in-house Trust and Safety team for safety related incidents where the team are trained specifically for sensitive handling of emergencies.

When reviewing incidents we may consider data analysis, verbatim feedback and established patterns of behaviour. Outcomes from incident reviews include warnings or users being removed from the app in line with our terms of service.

Our system manages, categorises, and tracks all customer interactions, allowing us to create reports for various issue types, including response times.

Incident reporting and investigation

At Lime, rider safety is paramount. To ensure our fleet's safety and to mitigate against any potential hardware safety concerns, we commit to a rigorous identification, validation, and testing process for all our scooters before introducing them into the field. We also conduct regular servicing, preventative maintenance and safety monitoring of our fleet when deployed, as described above.

If we learn of a serious injury from customer support, police, media, or any other channel, we activate our emergency response and trust and safety teams. These teams are specially trained for sensitive handling of emergencies. Our emergency response procedure includes:

Gather Incident Details and Plan: Upon learning of an incident, we identify the rider and scooter involved, gather other details about the incident and create a tailored response plan. The scooter automatically uploads its telemetry data to our servers to ensure that no data is lost.

Outreach and Support: We offer our support as appropriate to those directly affected by the incident, the police, and local officials to ensure each group is properly taken

care of. For police, this includes guiding them through how to submit requests to our Law Enforcement Portal to provide the appropriate information. See below.

Scooter Retrieval: Once identifying the scooter involved, we create an "Urgent Retrieval Ticket," which tells our local operations team to collect the scooter before performing other tasks and securely store the scooter as-is in our warehouse, making it available to local authorities as appropriate. We do not re-deploy or modify the scooter until after the incident is fully resolved other than to ensure the scooter does not cause harm to anyone while in storage (e.g. ensure the battery does not short if it was damaged).

Scooter Analysis: We use all available data including telemetry logs pulled from the scooter to best aid investigations and to help flag potential issues. After any reported incident, our

engineers will analyse this data along with our trust and safety team to learn from the incident and make any improvements as necessary.

A comprehensive analysis may have many outcomes, including working with the hardware and engineering teams to design an improved component or sourcing a more reliable part from a new vendor. This process includes reviewing past maintenance records to identify patterns and failure rates to determine if they are in-line with the norm, or if they constitute outliers.

Law Enforcement Response: Lime has a dedicated Law Enforcement Response Team (LERT) to handle data and safety requests. In addition to the existing approach for receiving and complying with law enforcement data requests, Lime uses the [portal](#) to receive, handle, and comply with law enforcement data and safety requests.

Insurance: Lime has partnered with leading global insurance provider Allianz in an industry first to focus on improving the safety of electric scooters. Using Allianz and Lime's respective expertise, this partnership aims to promote and accelerate the transition to new forms of sustainable mobility and the sharing economy by tackling the most important problem in solve: security. The collaboration will focus on tactical developments that directly and indirectly improve security. These initiatives include:

- Awareness campaigns on the benefits of wearing helmets
- Additional reductions in the cost of purchasing certain helmets
- Education campaigns for new users of electric two-wheelers
- Technological cooperation to develop new software and programmes even reducing the risk of accidents, upstream, during and after journeys.
- Collaboration to conduct surveys and better understand where micromobility users are most vulnerable

s7(2)(b)(ii)

Data requirements and reporting

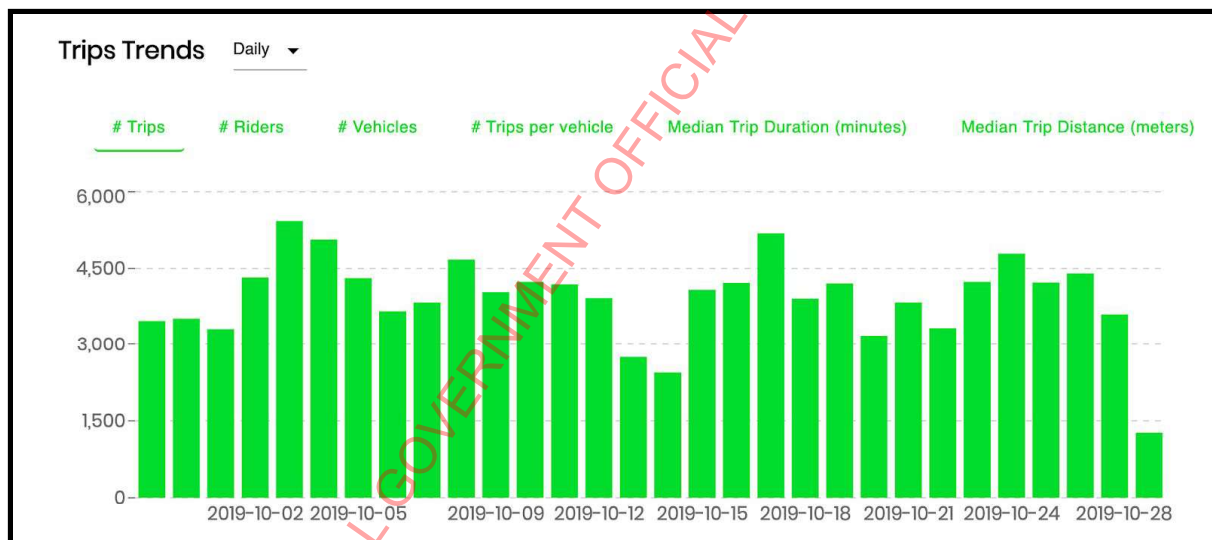
Lime has one of the most robust data compliance and research teams in the micromobility industry. Lime supports the Mobility Data Specification (MDS) standard in sharing data with cities. MDS offers access to the following data sets and can be exported as Excel or CSV file.

Trips: Including the entire trip route in GeoJSON format (usable in nearly all GIS tools) **Vehicle List:** By status, including details on why a scooter is unavailable. **GBFS:** An older format that lists all available vehicles in an easily consumed format **MDS API:** MDS allows continuous,

accurate data monitoring and compliance, and the data shown is the same that powers all of our applications.

Insights dashboard: Lime provides access to a visual data insights dashboard (sample screenshots provided below) that includes the following information:

- # of trips
- # of vehicles
- # of riders
- # of trips per vehicle
- Median trip duration (minutes)
- Median trip distance (metres)
- Heatmaps of ride routes
- Aggregate summary of distribution and GPS-based natural movement



This data refreshes every hour and can be visualised daily, weekly and monthly. Also available is a downloadable report that provides trip-level detail.

Ride Report: We proudly partner with Ride Report and share our API data feed with them as well.

Customised data: We also provide additional data such as survey results and other information such as the use of our programmes including Lime Pass, (offering daily, weekly and monthly ride bundles).

We note that Lime protects its riders' personal information and anonymises and/or

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aggregates information provided in any data or reports it shares with the city.

Sustainability

Lime is the first micromobility provider in the world globally to commit to charging all of our products on renewable energy. We are always looking for ways to improve our operations to reduce our effect on the environment.

In February 2020, we announced our commitment to transitioning our operations fleet vehicles to be 100% zero-emissions by 2030. As part of our commitment to this goal, Lime will become the first global micromobility provider to join The Climate Group's EV100.

Lime's commitment through the EV100 includes annual reporting requirements. The Climate Group requires members to submit an electrification roadmap within a year of joining, with regular updates and accountability required for meeting the target of full electrification by 2030 or sooner. We expect to complete the full transition well ahead of the 2030 EV100 target.

Scooter lifespan: An important part of Lime's commitment to being the world's most sustainable scooter company is ensuring that every scooter we manufacture and deploy has a long lifespan. This is currently **in excess of 18 months** based on verified field data, rather than lifespan estimates from the manufacturer.

Recycling and End of Life: When the scooter reaches the end of its life, we achieve nearly 100% landfill diversion. More than 96% of the material is recycled, and the very small remaining components can be used for waste energy recovery. We follow these procedures:

- All steel/aluminium alloy metals are recycled with our local recycling partner.
- Unusable batteries are recycled through our local recycling partner, ensuring that we follow appropriate environmental procedures for this waste.

In the North Island, we have partnered with the [Abilities Group](#) to manage waste and minimise our effect on the environment. Abilities is a non-profit, incorporated society dedicated to enriching the lives of people with disabilities through meaningful work.

Their work involves resource recovery and recycling of paper and cardboard, metals, plastics and waste electronic components. Abilities Group holds relevant "Basel Permits" issued by the Ministry for the Environment, to enable export of residual hazardous components for recycling at approved facilities overseas.

Abilities Group looks after all of our general waste and recycling, including recycling all steel and aluminium alloy metals, all plastics and packaging and unusable batteries.

Batteries and recycling: Lime scooter batteries comply with UN 38.3, an international safety standard that addresses the quality and safety of lithium ion batteries. One of the criteria of this is rigorous testing for battery leakage in various situations, including testing to ensure integrity when submerged.

Environmental impact: We always treat our scooters as precious assets that should do more environmental good than harm. But some people still treat them inappropriately. Lime will work with Upper Hutt City and Hutt City Council and local agencies to mitigate this risk as much as practicable to ensure our scooters do not negatively affect sites of cultural importance and/or end up in the water.

In the unfortunate circumstance that scooters are in the water, our teams are equipped with tools for easy recovery of scooters near the shore and where recovery will not endanger vulnerable ecosystems or sensitive parklands. Should this not be possible, we partner with local dive or rowing/boating organisations and community groups to safely recover the scooter(s).

Our operations managers monitor fleets to ensure they are used within the agreed on service zones and retrieve scooters that fall outside this area.

Charging with renewable energy: Our scooters are charged with 100% renewable energy from around the world. We buy renewable energy through direct utility contracts (Germany, France, San Francisco) or the purchase of certified Renewable Energy Certificates (RECs) for all charging, globally. We are currently in negotiations with a local energy company on an agreement that will mean all New Zealand warehouses are charged with renewable energy and we will look forward to sharing these details with you soon.

Carbon emission savings: Lime is proud of the carbon savings it has achieved from its programmes to-date. For our current total of over 160 million km travelled, based on our rider surveys to determine mode-shift from vehicles, we estimate saving more than 64 million km travelled by car and 16,000+ metric tons of CO2 reduced. This is equivalent to 6.8 million litres of petrol, or taking 3,200 passenger vehicles off the road for a year.

Carbon offsets: In our operations, we are constantly working toward more efficient, lower carbon operations practices by using carbon-free cargo bikes and electric fleet vehicles. For the emissions that we can't reduce, we neutralise those emissions through carbon offset. We buy verified carbon offsets through NativeEnergy to ensure a carbon neutral fleet of Lime-operated vehicles globally.

Offset projects include a Gold Standard community water filtration project in Ethiopia (designed to follow UNFCCC protocol for low greenhouse gas emitting water purification systems), and a commercial wind facility in the USA, certified by the Verified Carbon Standard (VCS).



Sustainability advisor: Lime has added Former Obama White House Climate Director & Clinton EPA Chief Carol M Browner as our sustainability advisor. She has led many environmental initiatives for the US Government globally, including climate negotiations.

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Lime FAQ

How do I unlock a Lime scooter?

1. View the Lime map to locate available scooters
2. Walk to the nearest scooter
3. Use the Lime or Uber app to scan the vehicle's QR code or enter the 7-digit plate number to unlock the ride. If it is too dark, tap the flashlight icon once you open the QR code scanner.

How do I download the Lime app?

To download the Lime app, simply click [here](#) and you'll automatically be redirected to the appropriate download page for your mobile device. You can also search "Lime" in both the App and Google Play stores. The sign-up process provides clear instructions in-app on how to find, reserve, unlock and ride.

You can also use Lime scooters through the Uber app. Lime is the only micromobility operator promoting opportunities for riders to avoid taking a car trip in the Uber app and with Google Maps for multimodal journey planning.

Is there a minimum age requirement to use a Lime scooter?

Customers must agree to Lime's [terms and conditions](#), which include the requirement for users to be 18 years or older before they can set up an account.

Are there any safety instructions?

Before taking their first trip, all riders must take Lime's in-app "How to Ride" training which covers safe riding and parking, local rules and regulations and instructions on how to check that their e-bike or scooter is ready to ride.

Upon taking their first ride with Lime, each rider receives a dedicated safety email that includes road rules, riding tips and parking tips.

Do I need to wear a helmet?

You are not legally required to wear a helmet in New Zealand when riding an electric scooter. However, Lime encourages riders to wear one. Lime also offers discounted, Lime branded helmets if you would like to buy your own. They also give away helmets at safety events.

Where can scooters be ridden?

E-scooters can be used on the footpath or the road and on cycle paths, which are physically separated by a barrier or are off the road altogether. Currently, scooters are not allowed to be used in designated cycle lanes, which are lanes painted onto the road surface and have no barrier in between.

How far can a scooter go on a single charge?

Lime scooters have a range of about 30km, depending on use.

How fast can scooters go?

Lime scooters travel a maximum speed of about 25 km/h but there may be speed limits in place in certain areas.

How much does a Lime cost?

Lime charges a fixed rate to unlock a vehicle and then per minute to ride. You can tap the vehicle icon or scan to ride to see the current rate.

If you want to reserve a vehicle before the hire, you will be charged a per minute starting fee from when you press the reservation button until you unlock the reserved vehicle or cancel your reservation.

Charges are rounded up to the nearest minute and rates and promotions may vary by location and time but will be specified in our app.

More information: <https://help.li.me/hc/en-nz>

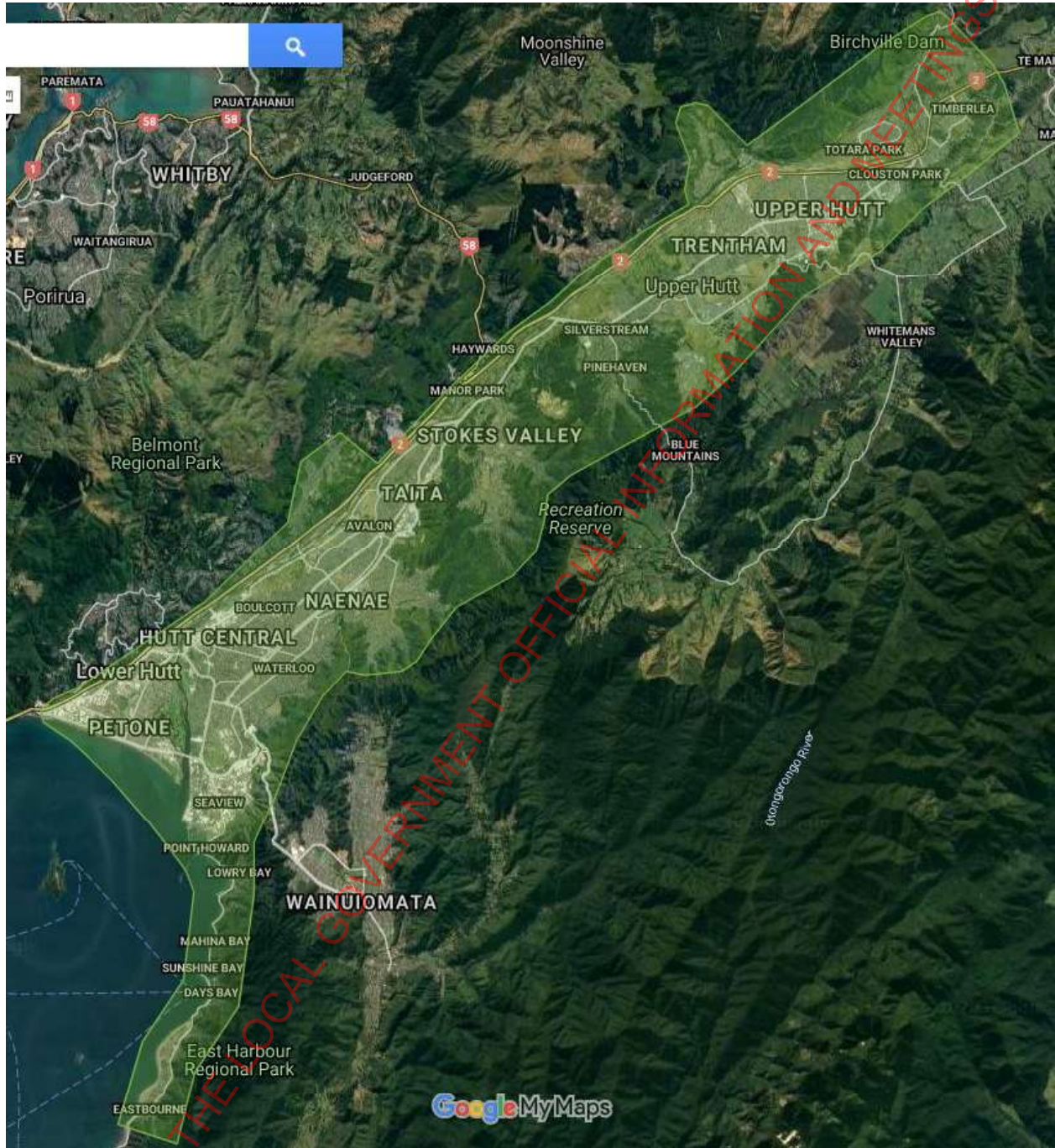
How many scooters will be available?

Lime will initially deploy 57(2)(b)(ii) scooters across the Hutt Valley. Lime actively monitors supply and demand to ensure scooters are available at the right places at the right time. These locations may change slightly over time and depending on the day of the week.

Where will the scooters be located?

Lime will deploy scooters across the service zone in Lower and Upper Hutt (see image below). The scooters will be deployed in groups of no more than four.

If riders try to take the scooters outside the service zone, they won't be able to lock the scooters and they will continue to be charged.



During what time period will scooters be available?

Lime scooters will be available to hire between 5am and 1am daily. They will be deactivated outside those hours, which means you won't be able to ride them.

Lime contact details: Riders and non-riders can contact Lime at s7(2)(a) or via the help menu on the left hand side of the Lime app home page.

Media enquiries can be sent to s7(2)(a)

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Memorandum of Understanding

This Memorandum of Understanding ("MoU") is entered into between Hutt City Council, a local authority under the Local Government Act 2002 ("HCC"), and Lime Technology Limited (NZBN 9429046973979), trading as "Lime" ("operator").

Throughout this MoU, HCC and the operator may each be referred to as a "party" or may be jointly referred to as "parties".

This MoU documents the terms and responsibilities between the parties regarding the operator's provision of a maximum of [REDACTED] shared electric scooters ("e-scooters) in the HCC territorial authority.

The Legal Authority for this agreement is established: Under the provisions of the Local Government Act 2002, the Hutt City Council Public Places Bylaw 2016 and Trading in Public Places Bylaw 2018.

Date of Issue: 4 December 2020

Purpose and Intent:

1. The parties wish to ensure the management of public places and to provide reasonable controls to protect the health and safety of the public, while meeting customer expectations and supporting the wider transport objectives of HCC.

Relationship Principles:

2. The parties acknowledge that the following relationship principles will govern their interactions.
 - 2.1. The parties will be collaborative, conduct their interactions with each other in a professional manner, and communicate in a way that is open and effective and;
 - 2.2. The parties will address any issues that arise in a timely manner and engage in discussions to resolve any issue in good faith.
 - 2.3. The parties will promote and endeavour to ensure the safe and convenient passage of pedestrians on the footpath.

Obligations of the Operator

3. In order to uphold the purpose and intent of this MoU, Lime agrees to the following:

Location and placement of E-Scooters

4. The operation shall only be operated within public space within the area defined in Appendix A, excluding cemeteries and State Highways.
5. The operator will create geofences to restrict parking, reduce speed and mark preferred parking zones in areas outlined in Appendix B.
6. For the purposes of this MoU, e-scooters must not be parked or allowed to remain on or in inappropriate locations including, without limitation:
 - 6.1. on footpaths that are narrow;
 - 6.2. where they could pose a safety hazard;
 - 6.3. where they could interfere with pedestrian access generally or access to amenities; or
 - 6.4. any other areas identified by Council staff, at their sole discretion, to be an inappropriate location.
 - 6.5. In the path of pedestrian crossing points, or in the path of pedestrian traffic adjacent to those crossings.
 - 6.6. At the kerb within the bus stop exits or directly adjacent to a taxi stand or mobility parking.
7. The operator will ensure e-scooters are effectively rebalanced to avoid excessive build up in any one area and;
 - 7.1. move any inappropriately parked e-scooter (i.e. where an e-scooter is parked in an inappropriate location, but where it is not causing an unreasonable hazard) within 24 hours of being notified by HCC or the public;
 - 7.2. move any e-scooter located outside the service area (as defined in Appendix A) within 24 hours of being notified by HCC or the public.

Education and Communication

8. The operator will inform its riders of the requirements set out above in clauses 5 and 6.
9. The operator will educate customers about safety checks, responsible riding, safe speeds and correct parking, including the effect of poor placement to the general public, as well as slow speed and preferred parking zones.
10. 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.
11. The operator will supply the HCC, and keep current full 24/7 contact details for key Lime staff in order to facilitate and maintain urgent and non-urgent communication.
12. The operator will maintain an 0800 call service for the general public to highlight issues with safety, operation or parking of the scooters directly to the operator.
13. The operator agrees to meet with HCC (either in person or remotely) as reasonably required to discuss any matters that may arise from the operations, particularly in relation to resolution of complaints.

Safety and maintenance

14. The operator must ensure that:
 - 14.1. Each e-scooter is legal and approved under standards or definitions set out by Te Waka Kotahi NZTA as a wheeled recreational device; each e-scooter has:
 - 14.1.1. a working bell

- 14.1.2. a steady or flashing rear-facing red light(s) that can be seen at night from a distance of 200 metres; and
- 14.1.3. a white or yellow headlight(s) that can be seen at night from a distance of 200 metres;
- 14.2. The design, performance and assembly of each e-scooter complies with appropriate standards; and
- 14.3. Each e-scooter is regularly inspected and maintained with routine maintenance taking place at least every 14 days.
15. The operator must provide the ability for users as well as the general public to report safety and maintenance issues. This must include an email address and New Zealand contact phone number on each e-scooter.
16. The operator must move any dangerous, inappropriately placed or hazardously placed e-scooters (e.g. on a roadway, up a tree, in a river, etc.) within 6 hours of being notified by HCC or the public
17. The operator must deactivate any e-scooter reported to be unsafe or faulty (e.g. brake fault, light out, etc.) and recover that device for inspection within one to three days.

Obligations and Responsibilities of HCC

18. The HCC agrees to undertake the following:
 - 18.1. Assign and provide the operator with a key representative who may be contacted by Lime to discuss any matter to which this MoU relates;
 - 18.2. To reasonably advise the operator if any e-scooter is seen located outside the service area or parked inappropriately so that the operator can remedy this in a timely manner.
 - 18.3. Liaise with the operator's key representative about deployment, rebalancing, relocation, and redistribution plans.
 - 18.4. Refer a member of any disability or mobility sector or public interest group wishing to raise an issue or express concern in respect of the use and operation of the operator's e-scooters. Any referral shall be made at first instance to the operator's key representative named in this MoU.

Reporting

19. To enable better integration with public and shared modes of transportation across the city, the operator must maintain a documented Application Programme Interface (API) that can be made available to third party developers.
20. The operator commits to facilitating provision of the information outlined in Appendix C.

Key Representatives

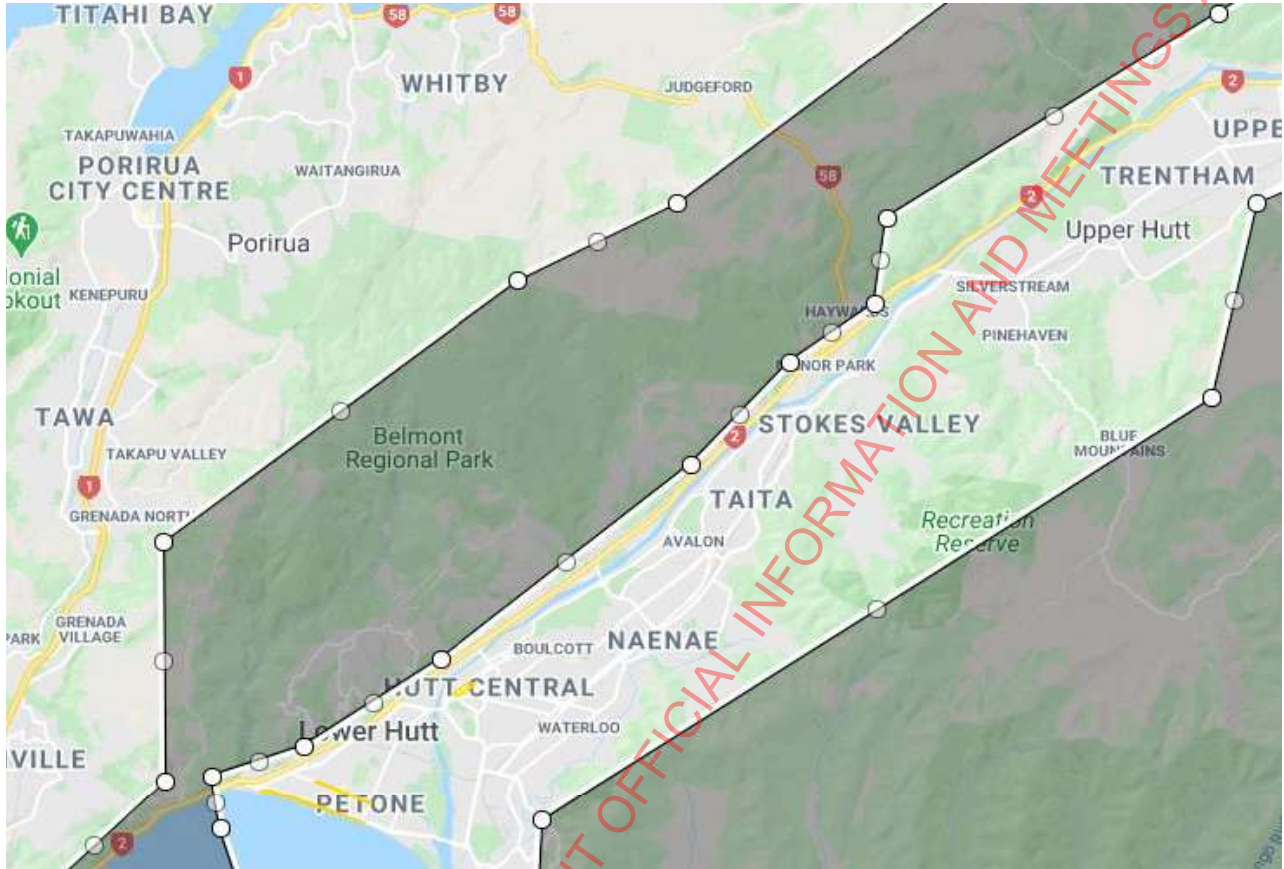
21. The HCC nominates Damon Simmons (Traffic Asset Manager) as their representative in respect of any discussions or actions to be carried out under this MoU. The key representative's contact details are: damon.simmons@huttcity.govt.nz, phone s7(2)(a)

22. Lime nominates s7(2)(a) as its representative in respect of any discussions or actions to be carried out under this MoU. The key representative's contact details are: s7(2)(a).

General

23. The parties acknowledge that the Local Government Official Information and Meetings Act 1987 and Privacy Act 1993 apply to their respective operations and will act to ensure compliance with these Acts.
24. Any policy developed by the operator or the obligations upon either party under this MoU may be superseded by requirements or obligations imposed by statute, regulation or legal process.
25. The operator shall carry adequate, sufficient and suitable public liability and professional indemnity insurance for an amount not less than s7(2)(b)(ii) respectively and will provide evidence of this to the Council if requested.
26. There is no operating fee associated with the provision of shared e-scooters in HCC.
27. This MoU shall start at the date of issue and, unless terminated in accordance with the terms of this MoU, shall continue unless the parties agree to terminate the MoU.
28. If either party wishes to terminate the MoU it will provide 14 days written notice of its intention.
29. Immediately following the termination of this MoU, the operator will remove all e-scooters and any ancillary signage and equipment from Council land within a timeframe agreed between the Council and the operator.
30. HCC reserves the right to review the conditions of this MOU 12 months after the date of issue and, if agreement on any proposed new conditions cannot be reached, terminate the agreement with 14 days written notice.

APPENDIX A: SERVICE AREA



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APPENDIX B: RESTRICTED SPEED AND PARKING ZONES

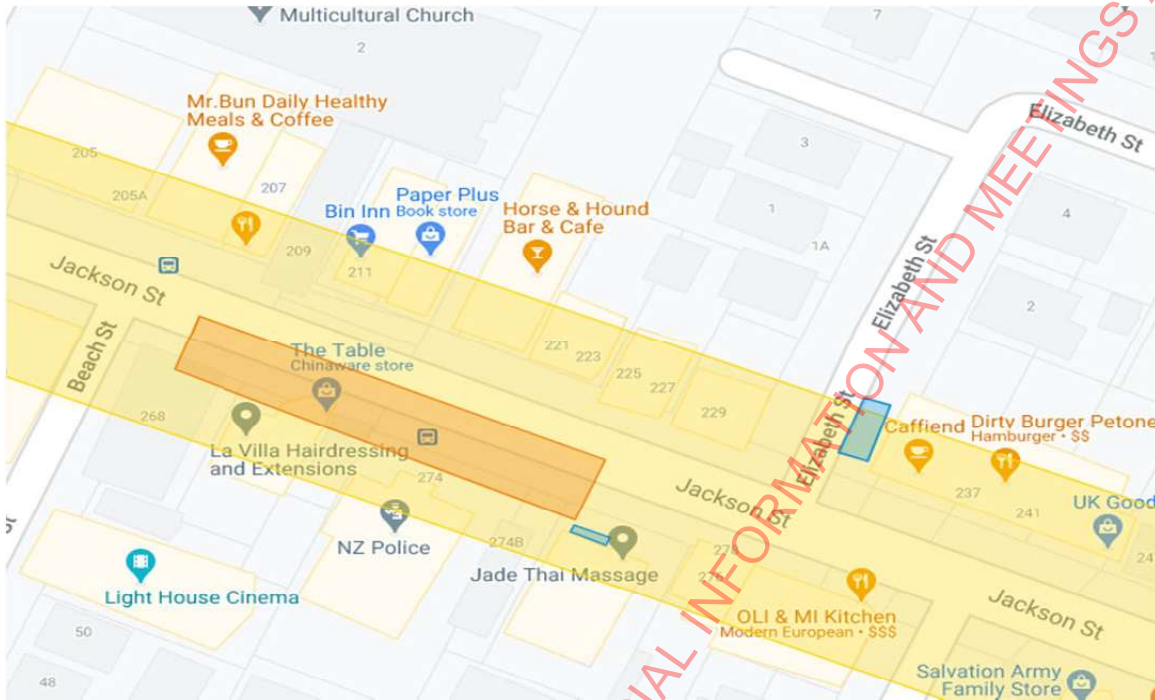


Figure 1 Jackson Street No Parking and Preferred Parking Zones

(Red=No Park, Yellow = Low Speed, Blue = Preferred Parking)



Figure 2 Jackson Street Low Speed Zone

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APPENDIX C: REPORTING INFORMATION

Reporting measure	Format	Description
Number of users.	Dashboard	
Total number of rides per day and per month.	Dashboard	
Average distance covered per trip.	Dashboard	
Average time of trip;	Dashboard	
Start and end trip location data.	Dashboard	
Overlay of deployment locations with demand “hot spots”.	Dashboard	
Heat map of use, e.g. routes.	Dashboard	
Carbon Emissions reduced	Dashboard	
Complaints Received		Number of contacts made in relation to complaints within the HCC operating area.
Complaints Resolution		Number of complaints resolved/ unresolved. Response time to resolve complaint.

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Signed for and on behalf of the Hutt City Council

s7(2)(a)


Director, Economy and Development

Date of Issue: 3/12/2020

Signed for and on behalf of Lime

s7(2)(a)


Government Relations and Public Affairs Manager, ANZ

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ELECTRIC SCOOTER SHARE SCHEME – LIME PROPOSAL

Wednesday 21 October 2020

Attendees:

Kara Puketapu-Dentice (KPD), Matt Boogs John Gloag (JG), Damon Simmons (DS), Caryn Ellis (CE), Enid Davids
Absent: Bradley Cato and Gavin Bird

Ref	Action	Responsibility	Completed Yes/No	Comments
1.	Project management			
1.1	Establish project manager to oversee the implementation of this project			Seek external. Transport team does not have capacity.
2.	Safety			
2.1	Workshop requirements for permit/contract: Geo-fencing No ride zones Maximum group size Age of fleet over 18mths (p18 of proposal) Care when recovering ditched scooters, so not to damage e.g. penguin habitat sea grass etc. (p19 of proposal)			
2.2	Connect with NZTA to confirm if there has been any implementation of rules or guidance.			
2.3	Connect with Wellington City Council to obtain pointers for implementation and operation.			
2.4	Touch base with Upper Hutt City Council (Lime proposal covers them too)			
3.	Customer Services			
3.1	Determine who answers the Lime phone. To be New Zealand based to ensure responsive and so that HCC doesn't become the quasi Lime Hotline.			

Ref	Action	Responsibility	Completed Yes/No	Comments
3.2	Obtain previous standard procedures for answer queries. Refresh			Caryn to forward previous
4.	Communications plan			
2.1	Consider comms docs from last time as a potential base. Update FAQs etc.			Caryn to forward previous
2.2	Are there any stakeholder groups that Lime should meet with in advance before re-launching the scooters (p12 of proposal)			
5.	Hardware/software			
5.1	Confirm what proportion of Lime scooters are expected to be deployed are the upgraded 'advanced deployment models' with the additional functionality to ensure greater controls to be implemented. Generation 2.5			Lime scooter fleet presently in storage in Wellington. Confirm if old or upgraded stock.
6.	Legal questions			
6.1	On what grounds could HCC say 'no' even if it didn't want Lime scooters operating in the Lower Hutt?	BC		
6.2	How would HCC go about getting Lime out of the city at a later point?	BC		
6.3	What powers does HCC have over the operation of Lime scooters?	BC		Perhaps bylaw re: littering the footpath. HCC has no power on the road.
	Other			
7.	Homework on Abilities Group (page 18 of proposal)			Ensure legitimate and no exploitation etc. for management of waste for Lime.
8.				
9.				
10.				

LIME PROPOSAL | PRE MORTEM RISK SESSION WRITE UP

Prospective hindsight / potential causes of failure	Action / response plan – mitigate, avoid, share, accept	Who
<p>1. Safety and pinning for national rules when none exist</p> <p>There is a loophole in the law – they're uncontrolled. (NZTA rules are silent and it is left to local authorities to control)</p> <p>Helmets</p> <p>Inconsistent rules between scooters and cycles</p> <p>Footpath users safety</p> <p>Dangerous for old people – I'm scared to leave my house</p> <p>Dangerous for sight impaired – trip hazard</p> <p>Get them off the footpath, cycle path, road</p> <p>Travelling too fast – dangerous for other footpath users</p> <p>Hurting themselves on scooters – they're not safe</p> <p>I almost got killed by one. Death</p>	<p>Incorporate rules via contract/permit. Run workshop to determine.</p> <p>Consider: a) controls heavy b) controls light or c) partnership light.</p> <p>HCC input zones and rules for safety based on previous experience. E.g.</p> <ul style="list-style-type: none"> - Parts of Jackson street slow or push zone - Areas where scooters can and can't be left (e.g. directly at mall entrance) - Reduce speed limits overall (not 30km/h) - Helmets (?) <p>Scooter parking racks a condition of operation (or potential cost share) – with Lime contact centre number clearly signposted for Lime Call Centre.</p> <p>Proposal notes that Lime has more tool this time around. Tech to reduce speed and incentivising of riders.</p>	
<p>2. No Council controls</p> <p>Poor relationship with the company</p> <p>Lime – unusual entry and exit</p>	<p>Establish KPI's that protect the safety of the community and provides an 'out' at Council's discretion/based on missed KPI's/poor performance.</p> <p>Schedule regular meetings as part of contract to ensure feedback can be given to Lime and monitor the success of the operation in Lower Hutt.</p>	
<p>3. Parking of scooters (blocking access)</p> <p>Scooter users leaving them in the middle of the footpath</p> <p>Juicers setting them out in the wrong place</p>	<p>Via permit/contract (refer above)</p>	

Prospective hindsight / potential causes of failure	Action / response plan – mitigate, avoid, share, accept	Who
<p>4. Customer service and messaging</p> <p>No Council messaging * How much money are you making out of this? You care more about money than safety Queries – who is handling HCC became Lime contact centre Lime staff overseas (not in NZ) Who let them on my street</p>	<p>Potentially charge a licence fee to recover costs of implementing controls. Confirm lime liability for alleged accidents e.g. scooters being ridden into parked cars. (refer p16 of proposal, USD2m) Potential clause re: after the first month, only x amount of calls per month to Damon or HCC can recover / charge Lime for officers time (to encourage Lime to change model/fix things and run smoothly). Establish set procedures for incoming queries (use previous as a base. Ensure re-direct calls to Lime – not Damon).</p> <p>Establish Comms Plan for messaging and frequently asked questions on website, press release, for HCC Customer Contact Centre. Mayor input for comms.</p>	
<p>5. Other</p>		
<p>Scooter failure ACC claims</p>	<p>Proposal notes scooters are improved and have better functionality.</p>	
<p>Overseas provider *</p>	<p>via Comms (?). Lime has approached HCC. Other providers have not.</p>	
<p>Places to ride – Wainuiomata A lack of a phased approach</p>	<p>Proposal provided outlines the re-launch to be gradual – §7(2)(b)(i) §7(2)(b)(ii)</p>	

Success – what are we trying to achieve

- Travel mode options
- Less people in cars – micro-mobility
- Less emissions / environmental
- Maximise the positive experience
- Less resistance – seamless reintroduction back into the city
- Popular to use last time around

1st and last mile of travel

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From: s7(2)(a)@joltscooters.co.nz>
Sent: Tuesday, 14 January 2025 12:53 pm
To: Rogan Murugadhas
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hello Rogan,

Thank you for your reply.

If it assists us in anyway we are willing to propose a trial to the E-Scooter speed limits and restrictions.

1. Limit the vehicle speed to 15kmh in Lower Hutt.
2. Prevent vehicles from entering zones with higher speed limits such as Harcourt Werry Drive
3. Prevent scooters from being used during night hours eg, 10pm - 5am.

Please let me know if any of these would work in assisting our application.

Thank You,

s7(2)(a)

On Tue, 14 Jan 2025 at 12:03, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a)

Apologies for the delayed response as I was away on my break and just returned, clearing out my emails. Regarding your e-scooter operation in Lower Hutt City, we have encountered some delays due to ongoing speed review changes with the new government policies. This has made it challenging to come to a decision promptly.

My manager has been diligently reviewing the previously approved e-scooter policies and assured me that he would get back to you on this. Unfortunately, he is currently on vacation and have not returned yet. I will ensure we come to a decision once he is back to work.

Thank you for your understanding and patience.

Thanks,

Rogan

Rogan Murugadhas

Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: s7(2)(a)@joltscooters.co.nz
Sent: Thursday, 19 December 2024 4:12 pm
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Cc: Paul Hewitt <Paul.Hewitt@huttcity.govt.nz>; Campbell Barry <Campbell.Barry@huttcity.govt.nz>; s7(2)(a)@joltscooters.co.nz
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Good Afternoon Hutt City Council,

We have been trying to reach out regarding the progress of our application for JOLT.

Since we first reached out to you in May we feel we have not been getting any feedback.

Could we please have the form for application for a new e-scooter operator for Hutt City.

Thank you,

s7(2)(a)

s7(2)(a)

Chief Executive Officer
Wellington, New Zealand



On Mon, 9 Dec 2024 at 3:38 PM, s7(2)(a)@joltscooters.co.nz wrote:

Good Afternoon Rogan,

We're very eager to get our vehicles into Lower Hutt and have had many expressions of interest from the community.

Could we get an estimated time frame for this process please so we can plan accordingly?

Thank you,

s7(2)(a)

s7(2)(a)

Chief Executive Officer
Wellington, New Zealand

On Mon, 25 Nov 2024 at 11:48 AM, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a)

Thanks for your email. My manager is looking into this. He would confirm what needs to be done for the next steps. Will get back to you with an update.

Thanks
Rogan

Get Outlook for iOS <<https://aka.ms/o0ukef>> Rogan Murugadhas

Traffic Engineer

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt 5010](#)

P: M: s7(2)(a) W: www.huttcity.govt.nz **IMPORTANT:** The information contained in this e-mail message may be legally privileged or confidential. The information is intended only for the recipient named in the e-mail message. If the reader of this e-mail message is not the intended recipient, you are notified that any use, copying or distribution of this e-mail message is prohibited. If you have received this e-mail message in error, please notify the sender immediately.
Thank you

From: s7(2)(a) <[s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)>
Sent: Monday, November 25, 2024 11:45:32 AM
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Good morning Rogan,

Just checking for an update for our permit application.

Is there anything I can do to help expedite the process?

Kind regards,

s7(2)(a)

s7(2)(a)

Chief Executive Officer

Wellington, New Zealand

[https://joltscooters.co.nz/assets/images/1_logo.webp]

On Mon, 18 Nov 2024 at 11:12 AM, s7(2)(a) [redacted]
s7(2)(a) @joltscooters.co.nz<mailto:s7(2)(a)@joltscooters.co.nz>> wrote:

Good Morning Rogan,

Thank you for the response, that's all good! I hope you're feeling better this week.

I'll await your email tomorrow

Kind regards,

s7(2)(a) [redacted]

s7(2)(a) [redacted]

Chief Executive Officer

Wellington, New Zealand

[https://joltscooters.co.nz/assets/images/1_logo.webp]

On Mon, 18 Nov 2024 at 11:00 AM, Rogan Murugadhas
<Rogan.Murugadhas@huttcity.govt.nz><mailto:Rogan.Murugadhas@huttcity.govt.nz>> wrote:

Hi s7(2)(a) [redacted]

Apologies, I was sick last week and could not respond to your email. I have already discussed this with my manager, I will let you know tomorrow what he thinks about it.

Thanks

Rogan

Rogan Murugadhas
Traffic Engineer

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt 5010](https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g)
<<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g>>

P: M: s7(2)(a) [redacted] W: www.huttcity.govt.nz<<http://www.huttcity.govt.nz>>

[cid:ii_1933c2ead62b351e2845]

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From: s7(2)(a)@joltscooters.co.nz<mailto:s7(2)(a)@joltscooters.co.nz>>
Sent: Thursday, November 14, 2024 11:39 AM
To: Rogan Murugadhas
<Rogan.Murugadhas@huttcity.govt.nz<mailto:Rogan.Murugadhas@huttcity.govt.nz>>
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Good Morning Rogan,

Are there any updates on this?

Kind regards,

s7(2)(a)

On Wed, 18 Sept 2024 at 04:21, s7(2)(a)@joltscooters.co.nz<mailto:s7(2)(a)@joltscooters.co.nz>> wrote:

Good Evening Rogan,

I had a little mishap and misplaced the document so I had to recreate it.

I have attached the new copy. Thank You!

Kind regards,

s7(2)(a)

On Wed, 18 Sept 2024 at 13:45, Rogan Murugadhas
<Rogan.Murugadhas@huttcity.govt.nz<mailto:Rogan.Murugadhas@huttcity.govt.nz>>> wrote:

Thanks, a much.

Regards

Rogan

Rogan Murugadhas
Traffic Engineer

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt
5010](https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g)<[https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010
?entry=gmail&source=g](https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g)>

P: M: s7(2)(a) W: www.huttcity.govt.nz<<http://www.huttcity.govt.nz>>

[cid:ii_1933c2ead62ad7999132]

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From: s7(2)(a) <[s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)<mailto:[s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)>>>

Sent: Wednesday, September 18, 2024 1:44 PM

To: Rogan Murugadhas

<Rogan.Murugadhas@huttcity.govt.nz<mailto:Rogan.Murugadhas@huttcity.govt.nz>>>

Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

I have attached a PDF previously but let me revise it and include all the information in the above email.

Give me a few hours!

On Wed, 18 Sept 2024 at 13:43, Rogan Murugadhas
<Rogan.Murugadhas@huttcity.govt.nz<mailto:Rogan.Murugadhas@huttcity.govt.nz>> wrote:

Hi s7(2)(a)

Is there any PDF document you could share with us in addition to this?

Thanks

Rogan

Rogan Murugadhas
Traffic Engineer

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt
5010](https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g)<[https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010
?entry=gmail&source=g](https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g)>

P: M: s7(2)(a) W: www.huttcity.govt.nz<<http://www.huttcity.govt.nz>>

[cid:ii_1933c2ead62ad7999132]

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From: s7(2)(a) [REDACTED]@joltscooters.co.nz<mailto:s7(2)(a) [REDACTED]@joltscooters.co.nz>>
Sent: Wednesday, September 18, 2024 1:41 PM
To: Rogan Murugadhas
<Rogan.Murugadhas@huttcity.govt.nz<mailto:Rogan.Murugadhas@huttcity.govt.nz>>
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Good Afternoon Rogan,

Absolutely!

The green area around Lower Hutt is our proposed service area.

The red zones are No Parking / No Riding (Eg, SH2 or Hutt River)

Yellow Zones are slow speed (15kmh eg, Outside Queensgate Mall & Parts of Jackson St)

We are not looking to enter Stokes Valley, Naenae or the Bays at this point.

[cid:ii_1933c2ead6211bfad143]

As for speeds, The maximum speed is 25kmh on our vehicles but can be limited to any speed.

Scooter Drop Spots will be located in Higher Foot Traffic areas such as Train Stations, certain bus stops,

event locations and around Queensgate Mall.

All scooters will be managed by in house staff and we do not utilise contractors meaning there is more

of a responsibility for us in terms of retaining the permit if we were granted one.

Anyone is able to request an area to be blocked by geo fencing shall any issues arise. All schools

have been geo fenced

and tests are required for riders between 9PM - 4AM Friday - Sunday to prevent drink driving.
Helmets are provided on request

and are free.

Council will get access to login to our admin panel to view statistics and we have the ability to send MDS information to your servers.

Let me know if you had anymore questions.

Kind Regards,

s7(2)(a)

On Wed, 18 Sept 2024 at 13:31, Rogan Murugadhas
<Rogan.Murugadhas@huttcity.govt.nz<mailto:Rogan.Murugadhas@huttcity.govt.nz>> wrote:

Hi s7(2)(a)

I hope this message finds you well. I apologize for the delayed response, as I seem to have missed your earlier email.

Could you kindly provide the speed zones, the specific areas where you are proposing to drop off the Jolt Scooters and any other additional information with respect to the E-scooters? This information would be very helpful.

I have discussed this with my manager, and he mentioned that, due to the speed reversal proposal introduced by the new government, obtaining the permit may be more challenging compared to previous years.

Nonetheless, if you could share the relevant details, my manager will be able to advise on the next steps.

Thank you for your understanding, and I look forward to hearing from you.

Thanks

Rogan

Rogan Murugadhas
Traffic Engineer

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt 5010](https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g)
<<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g>>

P: M: [s7\(2\)\(a\)](mailto:s7(2)(a)@huttcity.govt.nz) W: www.huttcity.govt.nz <<http://www.huttcity.govt.nz>>

[cid:ii_1933c2ead62ad7999132]

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From: [s7\(2\)\(a\)](mailto:s7(2)(a)@joltscooters.co.nz) <[s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)>

Sent: Thursday, August 8, 2024 5:19 PM

To: Rogan Murugadhas

<Rogan.Murugadhas@huttcity.govt.nz> <<mailto:Rogan.Murugadhas@huttcity.govt.nz>>>

Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hey Rogan,

Just wanting to check to see if you've had a chance to go through the PDF and if you've received it.

Thanks!

s7(2)(a)

[Image removed by sender.]

On Wed, 5 Jun 2024 at 1:13 AM, s7(2)(a) <s7(2)(a)@joltscooters.co.nz> wrote:

Hello Rogan,

I have attached a short PDF description of some of the things that I mentioned in the meeting, If there is anything else you'd like us to add please let me know.

Thank You,

s7(2)(a)

On Mon, 27 May 2024 at 10:53, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a)

I have sent you the invite. Please sign up at the reception and give me a call tomorrow once you arrive.

Thanks

Rogan Murugadhas
Traffic Engineer - Transport

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt](https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt?entry=gmail&source=g)<<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt?entry=gmail&source=g>>, Lower Hutt 5010

M: [s7\(2\)\(a\)](mailto:s7(2)(a)@huttcity.govt.nz) W: www.huttcity.govt.nz<<http://www.huttcity.govt.nz>>

[cid:ii_1933c2ead62ad7999132]

[cid:ii_1933c2ead627605c1154]<<http://hutt.city/watershortage>>

Rogan Murugadhas
Traffic Engineer

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt 5010](https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g)<<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g>>

P: M: [s7\(2\)\(a\)](mailto:s7(2)(a)@huttcity.govt.nz) W: www.huttcity.govt.nz<<http://www.huttcity.govt.nz>>

[cid:ii_1933c2ead62ad7999132]

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From: [s7\(2\)\(a\)](mailto:s7(2)(a)@joltscooters.co.nz) <[s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)>

Sent: Monday, May 27, 2024 9:47 AM

To: Rogan Murugadhas

<Rogan.Murugadhas@huttcity.govt.nz><<mailto:Rogan.Murugadhas@huttcity.govt.nz>>>

Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hello Rogan,

I am more than happy to attend in person. Could we do 2PM?

Thank You,

s7(2)(a)

[Image removed by sender.]

On Mon, 27 May 2024 at 9:45 AM, Rogan Murugadhas
<Rogan.Murugadhas@huttcity.govt.nz<mailto:Rogan.Murugadhas@huttcity.govt.nz>> wrote:

Hi s7(2)(a)

Thanks for your response. If you are close by to Hutt City, we are happy to meet at the office or else online should be good enough. Let me know which time will suit you as indicated earlier; I will send you an invite.

Thanks

Rogan

Rogan Murugadhas
Traffic Engineer

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt
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P: M: s7(2)(a) W: www.huttcity.govt.nz<<http://www.huttcity.govt.nz>>

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From: s7(2)(a)@joltscooters.co.nz <mailto:s7(2)(a)@joltscooters.co.nz>>
Sent: Friday, May 24, 2024 4:49 PM
To: Rogan Murugadhas
<Rogan.Murugadhas@huttcity.govt.nz <mailto:Rogan.Murugadhas@huttcity.govt.nz>>
Subject: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hello Rogan,

Thank you for your email, I am available next week to meet and overview our projected operations in Lower Hutt and showcase our current operations in Upper Hutt.

I can do any time frame you suggested, let me know if you prefer Zoom or I can come into the HCC office.

Kind Regards,

s7(2)(a)

[Image removed by sender.]

On Fri, 24 May 2024 at 4:32 PM, Rogan Murugadhas
<Rogan.Murugadhas@huttcity.govt.nz <mailto:Rogan.Murugadhas@huttcity.govt.nz>> wrote:

Hi s7(2)(a)

Thank you for your enquiry regarding the Jolt E-Scooter permit. I apologize for the delayed response as it took some time to determine the appropriate contact for this type of permit.

I would like to inform you that we have had an internal discussion, and my Business Unit Manager(Paul Hewitt) would like to meet with you to discuss your Jolt E-Scooter plans in detail, including zones, speeds, and other related matters. Would you be available to meet next Tuesday between 9 AM - 11 AM or 2 PM - 4 PM?

Thank you for your patience as we strive to ensure public safety.

Please feel free to call me if you have any further questions.

Regards

Rogan Murugadhas
Traffic Engineer - Transport

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt](#)
<<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt?entry=gmail&source=g>>, Lower Hutt 5010

M: s7(2)(a) W: www.huttcity.govt.nz<<http://www.huttcity.govt.nz>>

[cid:ii_1933c2ead62ad7999132]

[cid:ii_1933c2ead627605c1154]<<http://hutt.city/watershortage>>

Rogan Murugadhas
Traffic Engineer

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt](#)
5010<<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g>>

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[Image removed by sender.]

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[Image removed by sender.]

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[Image removed by sender.]

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§7(2)(a)

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Chief Executive Officer

Wellington, New Zealand

[Image removed by sender.]

--

s7(2)(a)

Chief Executive Officer
Wellington, New Zealand



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From: Rogan Murugadhas
Sent: Thursday, 19 September 2024 9:12 am
To: Evandro Scherer
Subject: FW: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267
Attachments: JOLT for Lower Hutt Final.pdf

Importance: High

Hi Evandro,
Please find the information for the Jolt E-scooters.

Thanks
Rogan

From: §7(2)(a)
Sent: Wednesday, September 18, 2024 1:41 PM
To: Rogan Murugadhas
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

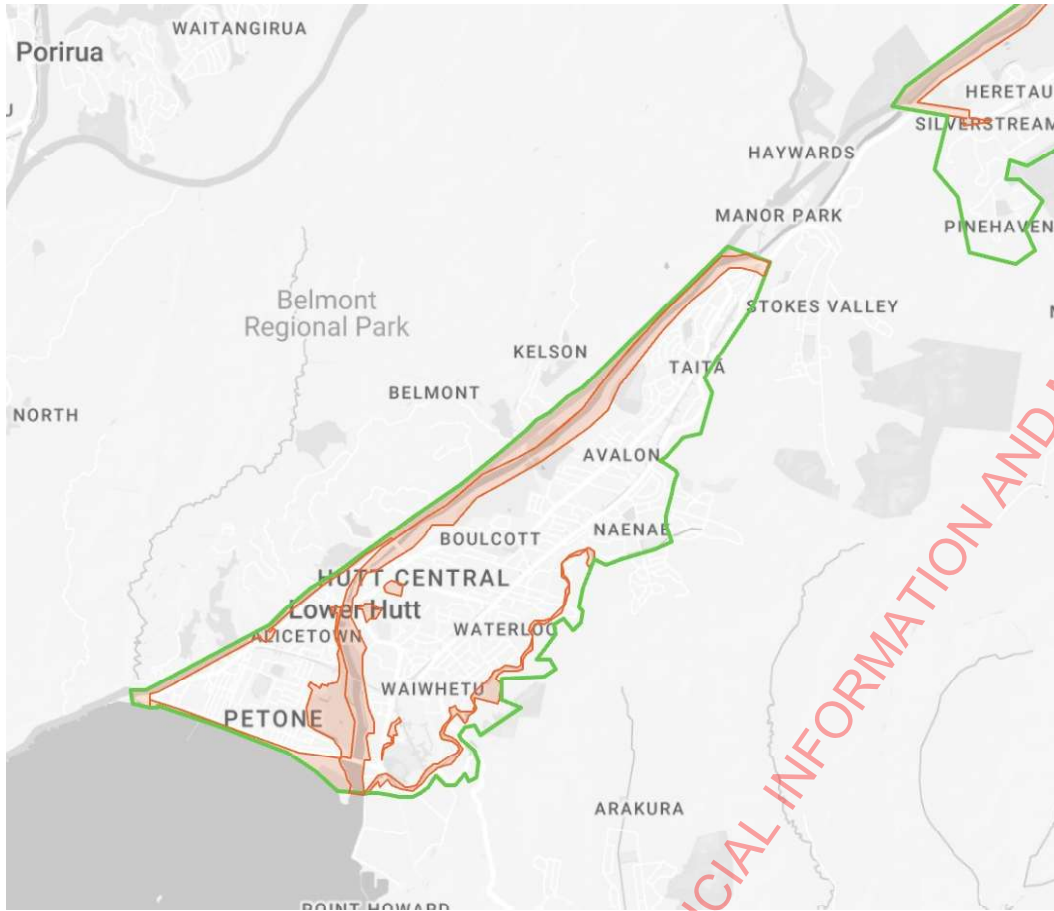
Good Afternoon Rogan,

Absolutely!

The green area around Lower Hutt is our proposed service area.
The red zones are No Parking / No Riding (Eg, SH2 or Hutt River)
Yellow Zones are slow speed (15kmh eg, Outside Queensgate Mall & Parts of Jackson St)

We are not looking to enter Stokes Valley, Naenae or the Bays at this point.

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As for speeds, The maximum speed is 25kmh on our vehicles but can be limited to any speed.

Scooter Drop Spots will be located in Higher Foot Traffic areas such as Train Stations, certain bus stops, event locations and around Queensgate Mall.

All scooters will be managed by in house staff and we do not utilise contractors meaning there is more of a responsibility for us in terms of retaining the permit if we were granted one.

Anyone is able to request an area to be blocked by geo fencing shall any issues arise. All schools have been geo fenced and tests are required for riders between 9PM - 4AM Friday - Sunday to prevent drink driving. Helmets are provided on request and are free.

Council will get access to login to our admin panel to view statistics and we have the ability to send MDS information to your servers.

Let me know if you had anymore questions.

Kind Regards,

s7(2)(a)

On Wed, 18 Sept 2024 at 13:31, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a)

I hope this message finds you well. I apologize for the delayed response, as I seem to have missed your earlier email.

Could you kindly provide the speed zones, the specific areas where you are proposing to drop off the Jolt Scooters and any other additional information with respect to the E-scooters? This information would be very helpful.

I have discussed this with my manager, and he mentioned that, due to the speed reversal proposal introduced by the new government, obtaining the permit may be more challenging compared to previous years.

Nonetheless, if you could share the relevant details, my manager will be able to advise on the next steps.

Thank you for your understanding, and I look forward to hearing from you.

Thanks

Rogan

Rogan Murugadhas

Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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From: s7(2)(a)@joltscooters.co.nz>
Sent: Thursday, August 8, 2024 5:19 PM
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hey Rogan,

Just wanting to check to see if you've had a chance to go through the PDF and if you've received it.

Thanks!

s7(2)(a)



s7(2)(a)

s7(2)(a)@joltscooters.co.nz
www.joltscooters.co.nz

On Wed, 5 Jun 2024 at 1:13 AM, s7(2)(a)@joltscooters.co.nz> wrote:

Hello Rogan,

I have attached a short PDF description of some of the things that I mentioned in the meeting, If there is anything else you'd like us to add please let me know.

Thank You,

s7(2)(a)

On Mon, 27 May 2024 at 10:53, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a)

I have sent you the invite. Please sign up at the reception and give me a call tomorrow once you arrive.

Thanks

Rogan Murugadhas

Traffic Engineer - Transport

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt, Lower Hutt 5010

M: s7(2)(a) W: www.huttcity.govt.nz



We're currently at:
Water Restriction Level 2

Wellington Water Hutt City [Click to learn more](#)



No sprinklers or irrigation.
Only water your garden by hand.

Rogan Murugadhas

Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) W: www.huttcity.govt.nz



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From: s7(2)(a) [redacted] <[redacted]@joltscoters.co.nz>
Sent: Monday, May 27, 2024 9:47 AM
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: Re: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hello Rogan,

I am more than happy to attend in person. Could we do 2PM?

Thank You,

s7(2)(a) [redacted]



On Mon, 27 May 2024 at 9:45 AM, Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> wrote:

Hi s7(2)(a) [redacted]

Thanks for your response. If you are close by to Hutt City, we are happy to meet at the office or else online should be good enough. Let me know which time will suit you as indicated earlier; I will send you an invite.

Thanks

Rogan

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Rogan Murugadhas
Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



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Sent: Friday, May 24, 2024 4:49 PM
To: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: [EXTERNAL] Re: Jolt E- Scooter Permit RFS 1038267

Hello Rogan,

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I can do any time frame you suggested, let me know if you prefer Zoom or I can come into the HCC office.

Kind Regards,

s7(2)(a)



s7(2)(a)

s7(2)(a)@joltscoters.co.nz
www.joltscoters.co.nz

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Thank you for your patience as we strive to ensure public safety.

Please feel free to call me if you have any further questions.

Regards

Rogan Murugadhas
Traffic Engineer - Transport

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt, Lower Hutt 5010

M: s7(2)(a) W: www.huttcity.govt.nz



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We're currently at:
Water Restriction Level 2




[Click to learn more](#)



No sprinklers or irrigation.
 Only water your garden by hand.

Rogan Murugadhas
 Traffic Engineer

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010
 P: M: s7(2)(a) W: www.huttcity.govt.nz



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JOLT

s7(2)(a)
 s7(2)(a)@joltscoters.co.nz
 www.joltscoters.co.nz

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jdscooters.co.nz

JOLT for Lower Hutt



September 2024



Tourism

Tourists and locals are able to use E-Scooters and E-Bikes to navigate the city any time of day



Sustainable

With less carbon emissions than cars E-Scooters are the perfect option for our carbon footprint



Supporting Local

JOLT is owned and operated by Kiwi's and was founded in the Hutt Valley, NZ

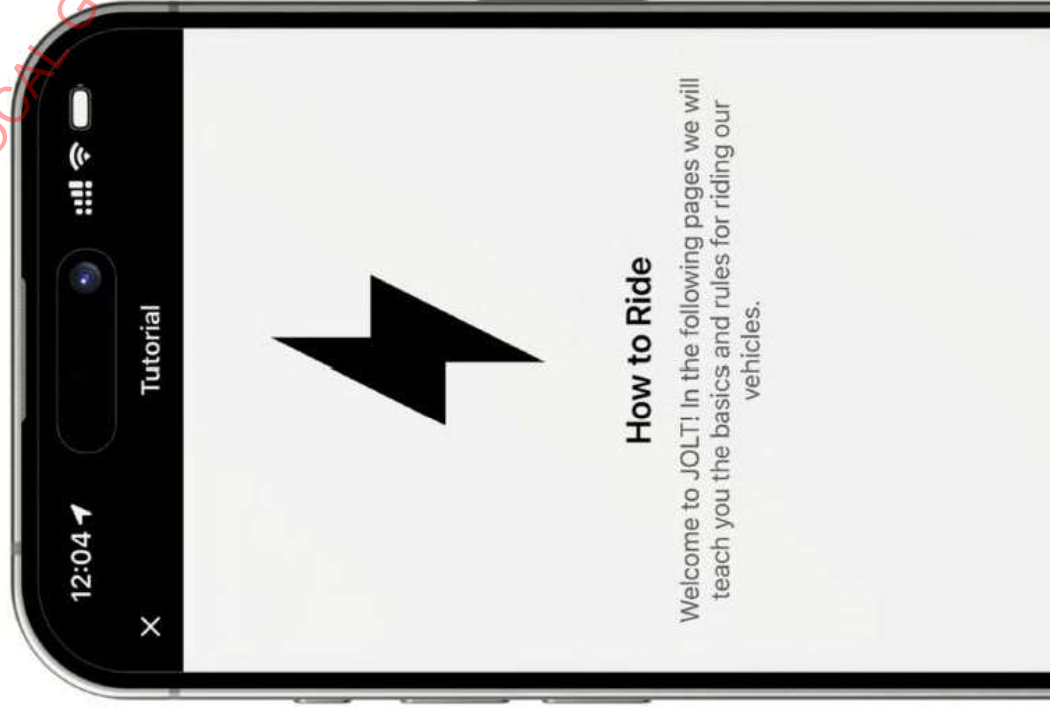
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Educating our community

JOLT educated our community by showing a tutorial before they start their first ride.

We also hold regular classes for our community with popup tents where anyone is able to participate in a class and learn how to ride, park and use the service.

Riders who do not follow the rules are passed through our 3 stage escalation process.



3

STEP
ESCALATION



Email Warning



Phone Call



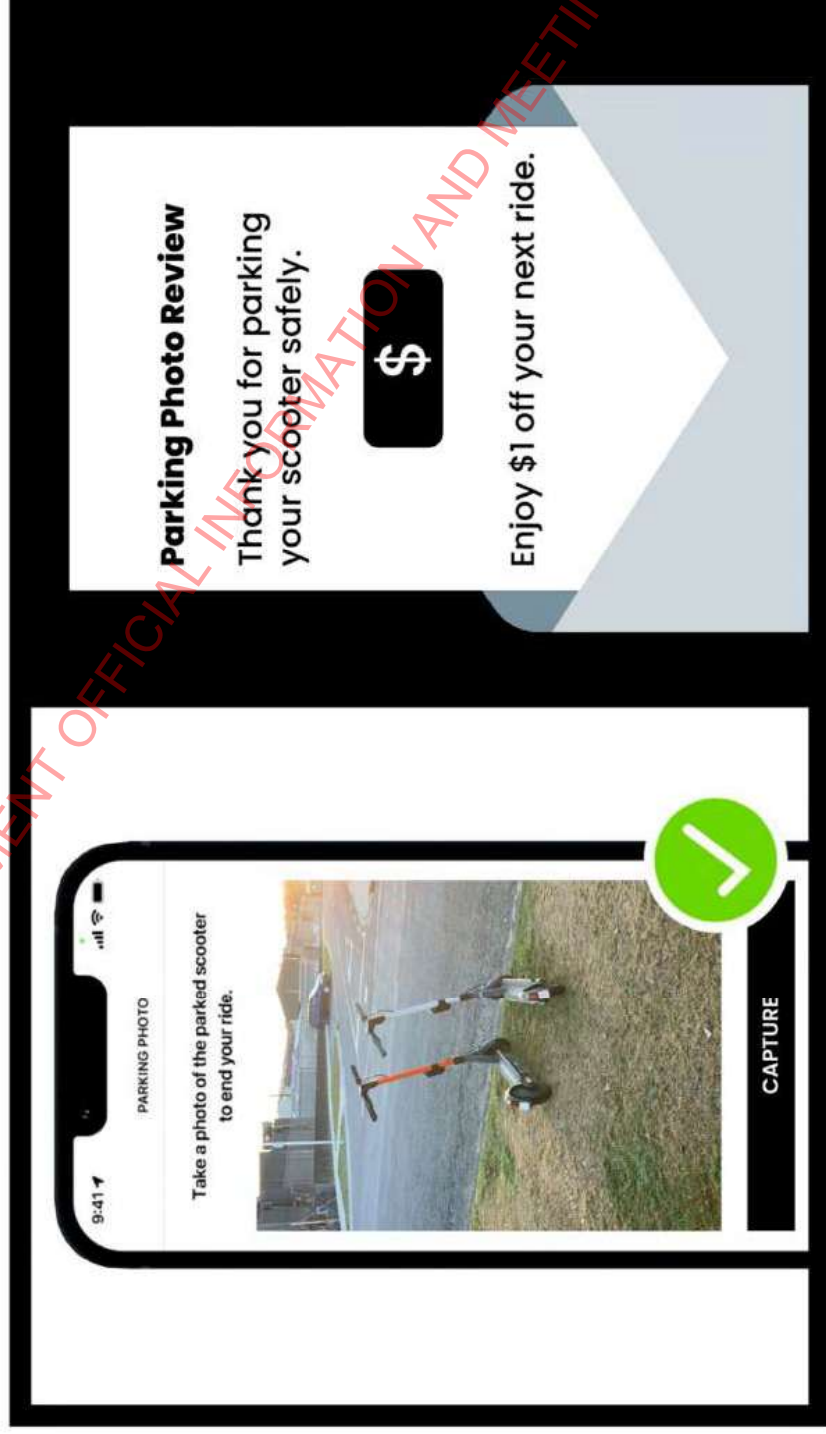
Fine/Ban

Parking Rewards

We incentivise riders to park safely ensuring our vehicles are parked correctly, out of the way and not damaged.

All end parking photos are reviewed by our operations team.

Scooters that do not meet our parking guidelines will result in the rider being contacted and our operations team will be sent out to correct any issues.

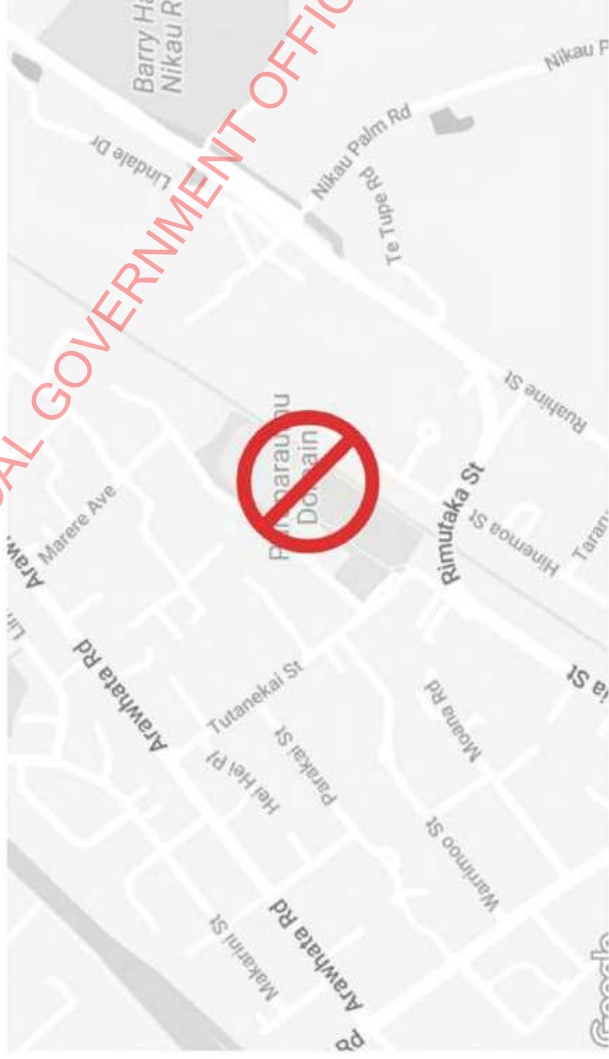


Geo Fencing Areas

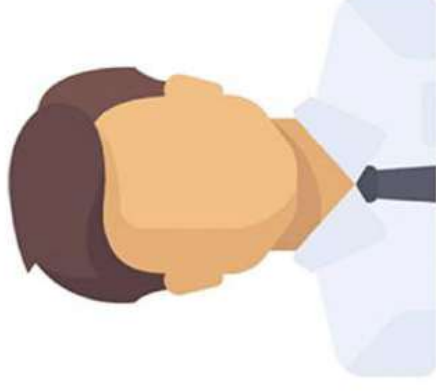
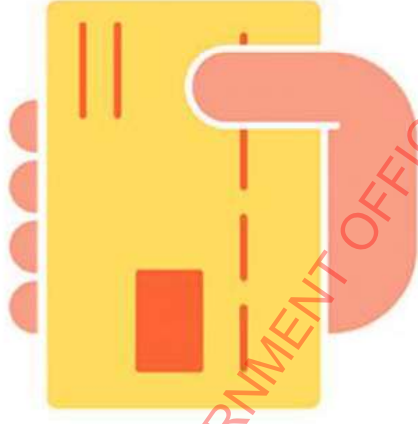
All scooters have IOT devices which prevent them from entering preset areas such as beaches where the throttle will be disabled until the scooter returns into a rideable zone.

Some areas such as malls are speed limited to prevent crashes into pedestrians.

Scooters have a maximum reaction time of 5 seconds when entering a geo fenced area.



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JOLT is dedicated to providing affordable more sustainable rides for the whole community. This is why we offer discounted rates for Students, Low Income and Gold Card Holders.

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Operating Area for Lower Hutt



JOLT is proposing the above operating area.

We do not have plans to be in the Bays, Stokes Valley, Naenae or the northern suburbs such as Belmont, Kelson and Maungaraki

The Green Area indicates the overall operating zone.

Red is for No Parking, Riding or both (Such as inside Queensgate Mall, SH2 & the Hutt River)

Yellow Zones indicate slow speed (Such as Jackson St & Around Queensgate Mall)



Speed Restrictions are able to be implemented

Our vehicles are able to travel up to 25km/h.
This can be changed and limited to a lower number.

Anyone is able to request geo fenced areas for low speed or no riding.

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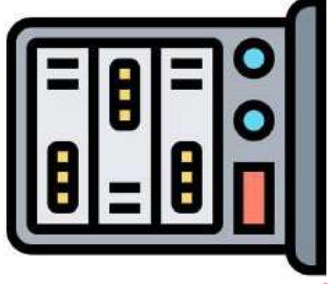


We're tight with drink riding

Anyone starting a ride between 9pm – 4am Friday – Sunday will need to conduct a quick test before starting their ride.

Each test is random and will reduce the number of drunk riders.

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We're open to sharing information

All our cities receive a login to our admin panel which allows councillors to view statistics of their city.

We are also GBFS and MDS compliant and can send information to the city's internal servers for data collection.

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JOLT

Thank you!

joltscooters.co.nz
@joltscooters.co.nz





RE: HCC Jolt Permit to operate in our network

From Tessa Sefton <Tessa.Sefton@huttcity.govt.nz>
Date Tue 8/26/2025 2:14 PM
To Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Cc Paul Hewitt <Paul.Hewitt@huttcity.govt.nz>

1 attachment (492 KB)
JOLT Permit - August 2025 APPROVED 260825.pdf;

Hi Evandro,

Please find signed copy attached.

Nāku noa,

Tessa Sefton

Ringa Āwhina Tāhūhū ki Te Kaihautū Ōhanga me te Whanaketanga | Executive Assistant to the Director of Economy and Development

Hutt City Council, 30 Laings Road, Lower Hutt 5040

M: **W:** www.huttcity.govt.nz



From: Jon Kingsbury <Jon.Kingsbury@huttcity.govt.nz>
Sent: Monday, 25 August 2025 12:25 pm
To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>; Tessa Sefton <Tessa.Sefton@huttcity.govt.nz>
Cc: Paul Hewitt <Paul.Hewitt@huttcity.govt.nz>
Subject: FW: HCC Jolt Permit to operate in our network

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RELEASED UNDER THE LOGAN GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

Hi Evandro

I will approve this, but we need to ensure that these are not left outside places such as rest homes, churches etc.

Tessa – can you please add my signature?

Jon Kingsbury
Director, Economy & Development

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: s7(2)(a) **W:** www.huttcity.govt.nz



A yellow banner with a white border. On the left, it says "Help shape the heart of our city!" in bold black text, followed by "What do you think about our city centre streets?" in a smaller font. Below this is a white button with the text "Click here to have your say by 1 September". On the right, there is a small illustration of a red car with a person inside, and a person riding a bicycle. The Hutt City logo is in the bottom right corner of the banner.

From: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>

Sent: Monday, 4 August 2025 10:31 am

To: Jon Kingsbury <Jon.Kingsbury@huttcity.govt.nz>

Cc: Paul Hewitt <Paul.Hewitt@huttcity.govt.nz>

Subject: HCC Jolt Permit to operate in our network

Hi Jon,

I hope you had a nice weekend.

I have been in discussions with Jolt Scooters regarding their approval to operate in the Hutt. We are now in the final stages, with **approval in principle** granted to them. This morning, I reviewed how approval was previously granted for Lime Scooters and found a **MOU** signed by Kara (former Director of Economy & Development). I presume that, for the Jolt permit, you would be the person to sign off?

s7(2)(g)

I have attached the final version of the permit. If you are happy to sign this off and return it to me; I will then get the signature from Jolt.

Once the agreement is fully signed, I will liaise with the Comms team to inform the public about the introduction of these e-scooters in the city.

Kind regards,

From: **s7(2)(a)** [\[REDACTED\]@joltscoters.co.nz](mailto:[REDACTED]@joltscoters.co.nz)
Sent: Thursday, July 31, 2025 11:46 AM
To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Cc: **s7(2)(a)** [\[REDACTED\]@joltscoters.co.nz](mailto:[REDACTED]@joltscoters.co.nz)
Subject: [EXTERNAL] Re: HCC Jolt Permit (in principle)

Kia Ora Evandro,

Thank you for sharing this exciting news with us! All looks good on our side and we are happy to proceed with the application process. As for the permit fee please let us know the banking details and we'll send over payment when everything is ready on your side.

Thank you again and I hope you have a great weekend.

Kind regards,

s7(2)(a)

On Thu, 31 Jul 2025 at 07:39, Evandro Scherer <Evandro.Scherer@huttcity.govt.nz> wrote:

Kia ora [REDACTED]

I hope this message finds you well.

Over the past month, I have been engaging with our Legal team regarding the establishment of the permit for your business to operate here in Hutt.

I am pleased to advise that the permit has been approved in principle. Before I proceed with the final approval, I would appreciate it if you could review the attached document. Should you require any clarification or wish to discuss any part of it, please feel free to get in touch and I will be happy to assist.

If everything is in order from your side, please confirm, and I will proceed with finalising the application.

Ngā mihi,

Evandro Scherer
Transport Engineering Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: [REDACTED] **W:** www.huttcity.govt.nz



Don't paws on your dog's rego
Pay by 31 July for the early payment discount!

[Paw-lease click here to find out more](#)

HUTT CITY
TE AWA KAIRANGI

Drawing by Amelio, 7

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From: [s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)
Sent: Tuesday, July 8, 2025 12:47 PM
To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Cc: [s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)
Subject: Re: [EXTERNAL] Re: Meeting invite - Jolt & HCC

Good Afternoon, Evandro,

Thank you very much for your swift response. I have attached the updated document along with the map.

I had a few questions regarding a few points.

1. Speed limit of 15km/h globally. Currently, 15km/h is reserved for slow speed zones such as high pedestrian areas and is quite slow enforcing this globally will most likely result in poor performance in this mode of transportation. Areas such as backstreet suburbs should be more than suitable to handle 25km/h or 20km/h speeds on these vehicles.
2. Professional indemnity insurance. We had the Upper Hutt City council ask for this too, but they later retracted this as it wasn't needed for this category of business. Would you be able to check with legal to see if you would still like us to have it?

I have also attached our insurance certificates for General and Statutory liability.

On Tue, 8 Jul 2025 at 12:04, Evandro Scherer <Evandro.Scherer@huttcity.govt.nz> wrote:

Hi [s7\(2\)\(a\)](mailto:s7(2)(a)@joltscooters.co.nz)

We have made good progress in your application.

Please find the attached draft document of the permit, would you mind filling out the information that is missing from the document?

We need the NZBD and some information from you regarding to what business the document should refer to.

Also, we reviewed the list of sites designated as no-riding zones and slow-speed zones. Please find what 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.

Could you please update the map of the areas based on the above and get back to us?

Once I receive your reply, we will progress with the next steps (review from our Legal team).

Regards

Evandro Scherer

Transport Engineering Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: §7(2)(a) W: www.huttcity.govt.nz **IMPORTANT:** The information contained in this e-mail message may be legally privileged or confidential. The information is intended only for the recipient named in the e-mail message. If the reader of this e-mail message is not the intended recipient, you are notified that any use, copying or distribution of this e-mail message is prohibited. If you have received this e-mail message in error, please notify the sender immediately. Thank you

From: §7(2)(a) @joltscooters.co.nz

Sent: Tuesday, July 8, 2025 9:29 AM

To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>; Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>

Subject: Re: [EXTERNAL] Re: Meeting invite - Jolt & HCC

Good Morning Evandro and Rogan,

Just checking up on the status of our application for an E-Scooter MoU, did you have any time frames available?

Thanks,
s7(2)(a)

s7(2)(a)

Chief Executive Officer

Wellington, New Zealand

[<https://joltscooters.co.nz/assets/images/JOLT-Circle.png>]

On Thu, 8 May 2025 at 9:20 AM, s7(2)(a) @joltscooters.co.nz <mailto:s7(2)(a)@joltscooters.co.nz> wrote:
Good Morning Evandro,

Next Tuesday would be perfect.

Kind regards,

s7(2)(a)

s7(2)(a)

Chief Executive Officer

Wellington, New Zealand

[<https://joltscooters.co.nz/assets/images/JOLT-Circle.png>]

On Wed, 7 May 2025 at 8:39 AM, Evandro Scherer
<Evandro.Scherer@huttcity.govt.nz> wrote:
Thanks s7(2)(a) for your reply,

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Next week, I have some availability on Tuesday (13/05) afternoon from 2.30 to 4.00pm or Thursday (15/05) afternoon - anytime.

Alternatively, I am very flexible on 20 May.

Please let me know when is an ideal time to you, so I will send you a calendar invite.

Regards

Evandro Scherer

Transport Engineering Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt
5010 <<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g>>

P: § 7(2)(a) M: § 7(2)(a) W: www.huttcity.govt.nz/IMPORTANT: The information contained in this e-mail message may be legally privileged or confidential. The information is intended only for the recipient named in the e-mail message. If the reader of this e-mail message is not the intended recipient, you are notified that any use, copying or distribution of this e-mail message is prohibited. If you have received this e-mail message in error, please notify the sender immediately. Thank you

From: § 7(2)(a) <[§ 7\(2\)\(a\)@joltscooters.co.nz](mailto:§ 7(2)(a)@joltscooters.co.nz)>
Sent: Tuesday, May 6, 2025 3:59 PM
To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Cc: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>
Subject: [EXTERNAL] Re: Meeting invite - Jolt & HCC

Kia Ora Evandro,

Thank you very much for your email and nice to e-meet you, As for your checklist we have gone through this and will amend our proposal document accordingly to provide the best answers to your questions and concerns.

As for the construction of the Riverbank project we are fully aware and are able to adjust our zones accordingly to prevent riders from accessing these zones. Additionally we would like to consult with you regarding appropriate new riding areas that LHCC and JOLT are able to agree on. Our current geo fence was based off a previous operator in the Hutt and was only a

starting ground.

For the meeting, I would be completely for this. As for in person my current schedule is quite full, perhaps if you send some availability on your side I can cross reference and move some meetings around to suit your schedule.

Again, nice to meet you and I look forward to hearing from you soon.

Ngā mihi,

§7(2)(a)

On Tue, 6 May 2025 at 14:45, Evandro Scherer

<Evandro.Scherer@huttcity.govt.nz>

<<mailto:Evandro.Scherer@huttcity.govt.nz>><<mailto:Evandro.Scherer@huttcity.govt.nz>>> wrote:

Kia ora §7(2)(a)

I'm Evandro, Transport Engineering Manager at Hutt City Council, and I'll be assisting you with the engineering requirements related to your application for the Jolt scooters. I understand you've been in contact with Rogan from my team and Paul, our Head of Transport. To support a smoother and more efficient progression, I'd like to propose a meeting to further discuss your proposal and clarify some key points. I've attached a checklist outlining discussion items—please take a moment to review it before we meet. Ideally, it would be great to meet in person. However, if that's not feasible, I'd be happy to arrange a meeting via Teams. Additionally, I'd like to bring to your attention that many of the sites under consideration fall within areas scheduled for construction under the Riverlink project. Are you aware of this? Some of the proposed works may also involve Parks & Reserves assets. While we can move forward on our end, however, their separate approval will be required. I'll help guide you through this as part of our discussion.

Please let me know your availability so we can arrange a suitable time to catch up.

Ngā mihi,

Evandro Scherer

Transport Engineering Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt

5010 <<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g>>

P: §7(2)(a) M: §7(2)(a)

W: www.huttcity.govt.nz IMPORTANT: The information contained in this e-mail message may be legally privileged or confidential. The information is intended only for the recipient named in the e-mail message. If the reader of this e-mail message is not the intended recipient, you are notified that any use, copying or distribution of this e-mail message is prohibited. If you have received this e-mail message in error, please notify the sender immediately. Thank you

--

§7(2)(a)

Chief Executive Officer

Wellington, New Zealand

[<https://joltscooters.co.nz/assets/images/JOLT-Circle.png>]



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§7(2)(a)

Chief Executive Officer

Wellington, New Zealand

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§7(2)(a)

Chief Executive Officer

Wellington, New Zealand



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Evandro Scherer
Transport Engineering Manager

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt 5010

P: M: §7(2)(a) **W:** www.huttcity.govt.nz



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PERMIT TO TRADE IN A PUBLIC PLACE

OPERATOR NAME: STRAYDA HOLDINGS LIMITED

Trading as "JOLT"

s7(2)(a)

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 \$7(2)(b)(ii) 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 \$7(2)(b)(ii) 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 s7(2)(b)(ii) 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)

Chief Executive Officer

Date of issue: 08/26/2025

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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.



Outlook

Fw: HCC Jolt Permit - approval

From Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>

Date Tue 8/26/2025 3:04 PM

To Sharon Winyard <Sharon.Winyard@huttcity.govt.nz>

1 attachment (466 KB)

JOLT Permit - August 2025 APPROVED 260825.pdf

GL Code: 10.1428.2209.T222NM

From: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>

Sent: Tuesday, August 26, 2025 3:04 PM

To: s7(2)(a) @joltscooters.co.nz; Sharon Winyard <Sharon.Winyard@huttcity.govt.nz>

Cc: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>

Subject: HCC Jolt Permit - approval

Kia ora s7(2)(a)

I am pleased to let you that Jolt's permit to operate in Hutt is now **approved**.

To validate the permit, please sign off the attached document and send it back to us. Meanwhile, @Sharon Winyard (transport admin) will work on the invoicing for the payment of the permit. Please let us know to what e-mail address should be used for invoicing purposes.

Kind Regards

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From: [REDACTED]@joltscooters.co.nz
Sent: Friday, August 22, 2025 7:27 AM
To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Subject: Re: HCC Jolt Permit (in principle)

Hey Evandro,

Just checking in this week for any updates, would there be a time frame on when the executive would be able to sign off on this?

Thank You,

[REDACTED]

[REDACTED]

Chief Executive Officer

Wellington, New Zealand



On Fri, 15 Aug 2025 at 6:30 AM, [REDACTED]@joltscooters.co.nz > wrote:

Hello Evandro,

Thank you very much for the update! Hope to hear from you next week.

Kind regards,

[REDACTED]

[REDACTED]

Chief Executive Officer

Wellington, New Zealand



On Thu, 14 Aug 2025 at 11:08 AM, Evandro Scherer <Evandro.Scherer@huttcity.govt.nz> wrote:

Hi [REDACTED]

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Our Director is overseas this week - so I am expecting an outcome on the upcoming week.

Regards

Evandro Scherer
Transport Engineering Manager

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt 5010](#)

P: [M: s7\(2\)\(a\)](#) **W:** www.huttcity.govt.nz



Help shape the heart of our city!
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HUTT CITY
TEAWA KAIRANGI

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From: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Sent: Thursday, July 31, 2025 11:38 AM
To: [s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)
Cc: [s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)
Subject: HCC Jolt Permit (in principle)

Kia ora
[s7\(2\)\(a\)](mailto:s7(2)(a)@joltscooters.co.nz)

I hope this message finds you well.

Over the past month, I have been engaging with our Legal team regarding the establishment of the permit for your business to operate here in Hutt.

I am pleased to advise that the permit has been approved in principle. Before I proceed with the final approval, I would appreciate it if you could review the attached document. Should you require any clarification or wish to discuss any part of it, please feel free to get in touch and I will be happy to assist.

If everything is in order from your side, please confirm, and I will proceed with finalising the application.

Ngā mihi,

From: [s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)
Sent: Tuesday, July 8, 2025 12:47 PM
To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Cc: [s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)
Subject: Re: [EXTERNAL] Re: Meeting invite - Jolt & HCC

Good Afternoon, Evandro,

Thank you very much for your swift response. I have attached the updated document along with the map.

I had a few questions regarding a few points.

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1. Speed limit of 15km/h globally. Currently, 15km/h is reserved for slow speed zones such as high pedestrian areas and is quite slow enforcing this globally will most likely result in poor performance in this mode of transportation. Areas such as backstreet suburbs should be more than suitable to handle 25km/h or 20km/h speeds on these vehicles.

2. Professional indemnity insurance. We had the Upper Hutt City council ask for this too, but they later retracted this as it wasn't needed for this category of business. Would you be able to check with legal to see if you would still like us to have it?

I have also attached our insurance certificates for General and Statutory liability.

On Tue, 8 Jul 2025 at 12:04, Evandro Scherer <Evandro.Scherer@huttcity.govt.nz> wrote:

Hi [REDACTED]

We have made good progress in your application.

Please find the attached draft document of the permit, would you mind filling out the information that is missing from the document?

We need the NZBD and some information from you regarding to what business the document should refer to.

Also, we reviewed the list of sites designated as no-riding zones and slow-speed zones. Please find what 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.

Could you please update the map of the areas based on the above and get back to us?

Once I receive your reply, we will progress with the next steps (review from our Legal team).

Regards

Evandro Scherer
Transport Engineering Manager

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt 5010](#)

P: M: [§7\(2\)\(a\)](#) W: [www.huttcity.govt.nz](#) IMPORTANT: The information contained in this e-mail message may be legally privileged or confidential. The information is intended only for the recipient named in the e-mail message. If the reader of this e-mail message is not the intended recipient, you are notified that any use, copying or distribution of this e-mail message is prohibited. If you have received this e-mail message in error, please notify the sender immediately. Thank you

From: [§7\(2\)\(a\)](#) [@joltscooters.co.nz](#)

Sent: Tuesday, July 8, 2025 9:29 AM

To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>; Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz>

Subject: Re: [EXTERNAL] Re: Meeting invite - Jolt & HCC

Good Morning Evandro and Rogan,

Just checking up on the status of our application for an E-Scooter MoU, did you have any time frames available?

Thanks,

[§7\(2\)\(a\)](#)

[§7\(2\)\(a\)](#)

Chief Executive Officer

Wellington, New Zealand

[<https://joltscooters.co.nz/assets/images/JOLT-Circle.png>]

On Thu, 8 May 2025 at 9:20 AM, [REDACTED] <mailto:[REDACTED]>@joltscooters.co.nz > wrote:
Good Morning Evandro,

Next Tuesday would be perfect.

Kind regards,

[REDACTED]

[REDACTED]

Chief Executive Officer

Wellington, New Zealand

[<https://joltscooters.co.nz/assets/images/JOLI-Circle.png>]

On Wed, 7 May 2025 at 8:39AM, Evandro Scherer <Evandro.Scherer@huttcity.govt.nz> wrote:

Thanks [REDACTED] for your reply,

Next week, I have some availability on Tuesday (13/05) afternoon from 2.30 to 4.00pm or Thursday (15/05) afternoon - anytime.

Alternatively, I am very flexible on 20 May.

Please let me know when is an ideal time to you, so I will send you a calendar invite.

Regards

Evandro Scherer

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Transport Engineering Manager

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt 5010](#) <<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g>>

P: [s7\(2\)\(a\)](#) M: [s7\(2\)\(a\)](#) W: www.huttcity.govt.nz IMPORTANT: The information contained in this e-mail message may be legally privileged or confidential. The information is intended only for the recipient named in the e-mail message. If the reader of this e-mail message is not the intended recipient, you are notified that any use, copying or distribution of this e-mail message is prohibited. If you have received this e-mail message in error, please notify the sender immediately. Thank you

From: [s7\(2\)\(a\)](#) <[s7\(2\)\(a\)@joltscooters.co.nz](mailto:s7(2)(a)@joltscooters.co.nz)> >
 Sent: Tuesday, May 6, 2025 3:59 PM
 To: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz> >
 Cc: Rogan Murugadhas <Rogan.Murugadhas@huttcity.govt.nz> >
 Subject: [EXTERNAL] Re: Meeting invite - Jolt & HCC

Kia Ora Evandro,

Thank you very much for your email and nice to e-meet you, As for your checklist we have gone through this and will amend our proposal document accordingly to provide the best answers to your questions and concerns.

As for the construction of the Riverbank project we are fully aware and are able to adjust our zones accordingly to prevent riders from accessing these zones. Additionally we would like to consult with you regarding appropriate new riding areas that LHCC and JOLT are able to agree on. Our current geo fence was based off a previous operator in the Hutt and was only a starting ground.

For the meeting, I would be completely for this. As for in person my current schedule is quite full, perhaps if you send some availability on your side I can cross reference and move some meetings around to suit your schedule.

Again, nice to meet you and I look forward to hearing from you soon.

Ngā mihi,

[s7\(2\)\(a\)](#)

On Tue, 6 May 2025 at 14:45, Evandro Scherer <Evandro.Scherer@huttcity.govt.nz> <<mailto:Evandro.Scherer@huttcity.govt.nz>> > wrote:

Kia ora [s7\(2\)\(a\)](#)

I'm Evandro, Transport Engineering Manager at Hutt City Council, and I'll be assisting you with the engineering requirements related to your application for the Jolt scooters.

I understand you've been in contact with Rogan from my team and Paul, our Head of Transport. To support a smoother and more efficient progression, I'd like to propose a meeting to further discuss your proposal and clarify some key points. I've attached a checklist outlining discussion items—please take a moment to review it before we meet. Ideally, it would be great to meet in person. However, if that's not feasible, I'd be happy to arrange a meeting via Teams.

Additionally, I'd like to bring to your attention that many of the sites under consideration fall within areas scheduled for construction under the Riverlink project. Are you aware of this? Some of the proposed works may also involve Parks & Reserves assets. While we can move forward on our end, however, their separate approval will be required. I'll help guide you through this as part of our discussion.

Please let me know your availability so we can arrange a suitable time to catch up.

Ngā mihi,

Evandro Scherer

Transport Engineering Manager

Hutt City Council, [30 Laings Road, Hutt Central, Lower Hutt](#)

[5010](https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g) <<https://www.google.com/maps/search/30+Laings+Road,+Hutt+Central,+Lower+Hutt+5010?entry=gmail&source=g>>

P: [s7\(2\)\(a\)](#) M: [s7\(2\)\(a\)](#) W: www.huttcity.govt.nz IMPORTANT: The information contained in this e-mail message may be legally privileged or confidential. The information is intended only for the recipient named in the e-mail message. If the reader of this e-mail message is not the intended recipient, you are notified that any use, copying or distribution of this e-mail message is prohibited. If you have received this e-mail message in error, please notify the sender immediately. Thank you

--

§7(2)(a)

Chief Executive Officer

Wellington, New Zealand

[<https://joltscooters.co.nz/assets/images/JOLT-Circle.png>]

--

§7(2)(a)

Chief Executive Officer

Wellington, New Zealand



The attachment referenced above has not been provided again because it is included within Document (13).

The following pages (371 - 377) have been removed as they are withheld in full under section 7(2)(g).

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Outlook

Fw: Jolt permit & brochure

From Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
 Date Mon 9/15/2025 8:37 AM
 To Kylie Armstrong <Kylie.Armstrong@huttcity.govt.nz>
 Cc Kathy Riley <Kathy.Riley@huttcity.govt.nz>

📎 2 attachments (7 MB)
 JOLT Permit - August 2025 APPROVED 260825.pdf; Proposal & Overview for Lower Hutt.pdf;

Morena Kylie

As requested, please find attached the permit for Jolt to operate in the city, as well as a brochure they have provided.

From: Evandro Scherer <Evandro.Scherer@huttcity.govt.nz>
Sent: Friday, September 5, 2025 3:40 PM
To: Kathy Riley <Kathy.Riley@huttcity.govt.nz>; Eddie Anand <Eddie.Anand@huttcity.govt.nz>
Subject: Jolt permit & brochure

Kia ora Eddie and Kathy,

Thank you for meeting yesterday to discuss the JOLT permit, which has now been approved.

I've attached a copy of the permit and a brochure from JOLT prepared by §7(2)(a) (CEO). I'm happy to connect you with §7(2)(a) so he can clarify any questions you may have. I would also like to discuss with him the approach to installing their e-scooter parking bays across the

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city.

It also came to my mind that we also have new Locky Docks being installed (there is one planned opposite the Council building)— this seems a good opportunity to include them in our comms plan.

Have a great weekend.

Ngā mihi,

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PERMIT TO TRADE IN A PUBLIC PLACE

OPERATOR NAME: STRAYDA HOLDINGS LIMITED

Trading as "JOLT"

s7(2)(a)

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 \$7(2)(b)(ii) 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 20 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 s7(2)(b)(ii) 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)



Chief Executive Officer

Date of issue: 08/26/2025

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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.

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Document 16
Email Attachment (2)

joltscooters.com.au

JOLT for Lower Hutt



May 2025

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About us

Our Story

JOLT was founded in 2021 by 2 kiwis with a mission to help thousands of kiwis reimagine the way they travel by creating a new culture of shared mobility.

We're currently operating in 4 cities across New Zealand and have partners using our software in the United States and the Middle East.

JOLT is the only certified carbon-neutral operator in New Zealand, with over 1 million rides and 200,000 registered members we're slowly overtaking international operators.

To encourage sustainability we utilise a mixed fleet of new and refurbished vehicles to minimise the global carbon footprint for E-waste



JOLT

JOLT Max Plus X E-Scooter



Our latest generation E-scooter is custom-built for sharing, and designed for safety, comfort and reliability. These vehicles have a lifespan of up to 5 years.

With a hydraulic suspension, industry-leading brakes, smart high-powered safety lights, and a rapid IoT... it's simply the best ride yet.

Key features

- 120 km range
- 25 km/h maximum speed
- Full Hydraulic Suspension System
- Industry-leading tri brake system
- Wired helmet lock
- Swappable battery
- Aircraft-grade aluminium frame
- Rear wheel drive
- Safe downhill speed limiting
- Automatic collision and accident detection
- Automatic detection of vehicle faults
- Number plates
- Loud mechanical bell
- Antibacterial hand grip coatings
- Shock-absorption polymer tyres
- Elevated dual kickstand
- Indicators
- Always-on responsive side lights

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Rider App

The JOLT rider app

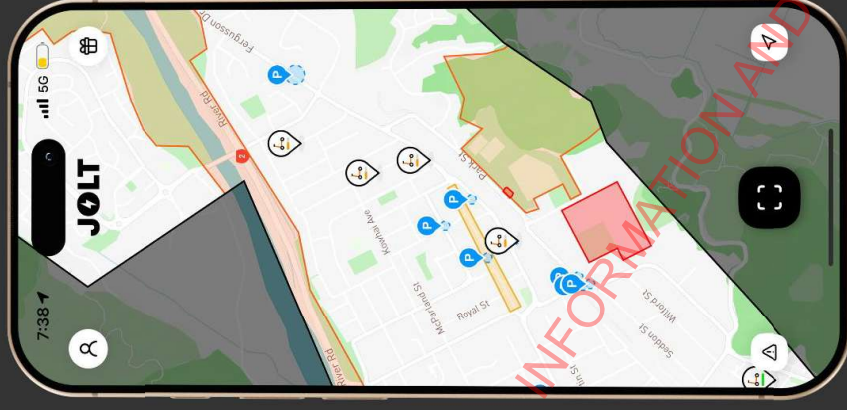
Our rideshare app unlocks access to hundreds of vehicles from anywhere, at any time with a simple tap of a button.

Fast, reliable and full of features, with JOLT, your destination is at your fingertips. Just open the app, locate a vehicle, and you're ready to ride.

The JOLT app has a 4.8-star rating in Australia and New Zealand and has peaked as #5 in most downloaded in the travel category.

We allow riders 12+ with full adult supervision and 16+ to create an account with JOLT.

JOLT



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Our Tools and Software

All our software and programmes were made in New Zealand all in-house by JOLT. We spent thousands of hours developing and refining the experience for our riders, staff and external contractors.

Developing our software in-house means we have full control over the systems and are able to customise it with no limitations. From the rider app to the firmware on the vehicles, it has been all completely customised to JOLT's specifications.

All our data is stored in Auckland, New Zealand where we have full access to the data center. This means all our user data is securely stored within the country. We hire full-time cyber security auditors that work around the clock to keep JOLT's data secure.

We also utilise government grade machine learning tools to mitigate attacks against our servers and keep the service up 24/7, 365.



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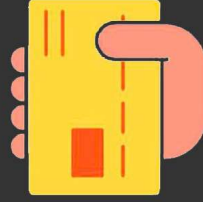
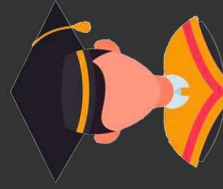
Here for all

Rides for all

We understand our vehicles cannot be accessed by everyone but we've come up with ways to include a great majority of users in our goal.

Some of our vehicles are fitted with seats for those who cannot stand for long periods of time. We also have concessions for our riders who are on a Low-Income benefit, Gold Card, Community Services Card holders and Students.

In order to get a concession rider need to get in contact with us by emailing our customer support team.



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Here for all

JOLT

How we support our accessible communities

At JOLT, we're committed to creating a transport solution that works for everyone. We collaborate closely with Living Streets Wellington to listen to and act on feedback from the accessibility community.

One of the most common concerns we hear is about our e-scooters blocking driveways, accessways, and sidewalks. Currently, under NZTA regulations, e-scooters are not permitted to operate in cycle lanes—they must use either the road or the sidewalk. We've formally asked the Minister of Transport to review these rules, with the goal of placing our vehicles where they cause the least disruption.

To further support visually impaired members of the community, we've started trialing raised braille text on the handlebars of our vehicles, including our 0800 contact number. This provides an immediate way to identify the vehicle and reach out for assistance if needed.

Our e-scooters also feature IoT technology that emits a clear audio message if the vehicle is moved. These messages can be customized—for example, if the vehicle is moved multiple times, it can play an alert like "Please call us for help."

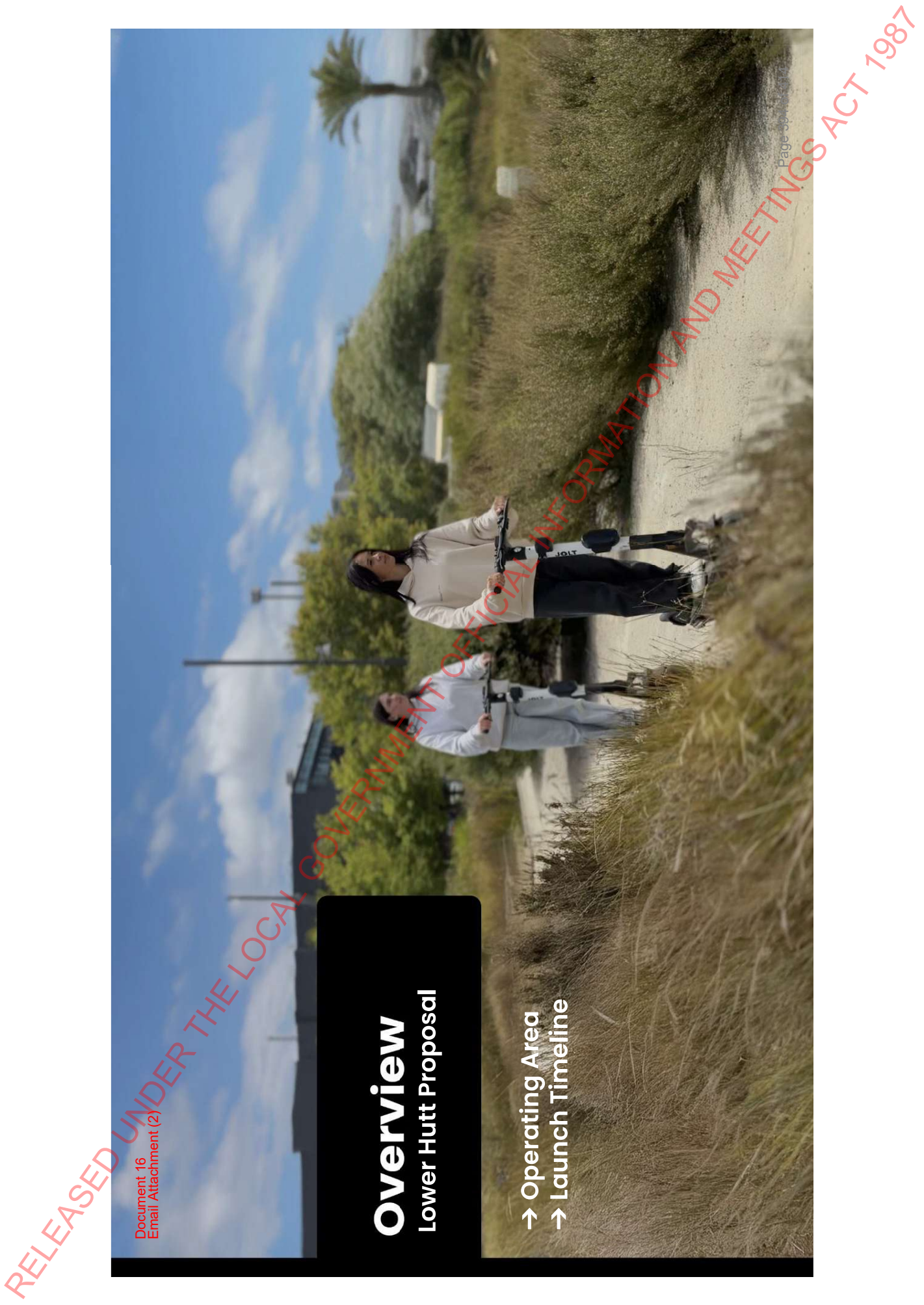
We know there's always more to do, and we're committed to making our services safer and more inclusive for all.

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Overview

Lower Hutt Proposal

- Operating Area
- Launch Timeline



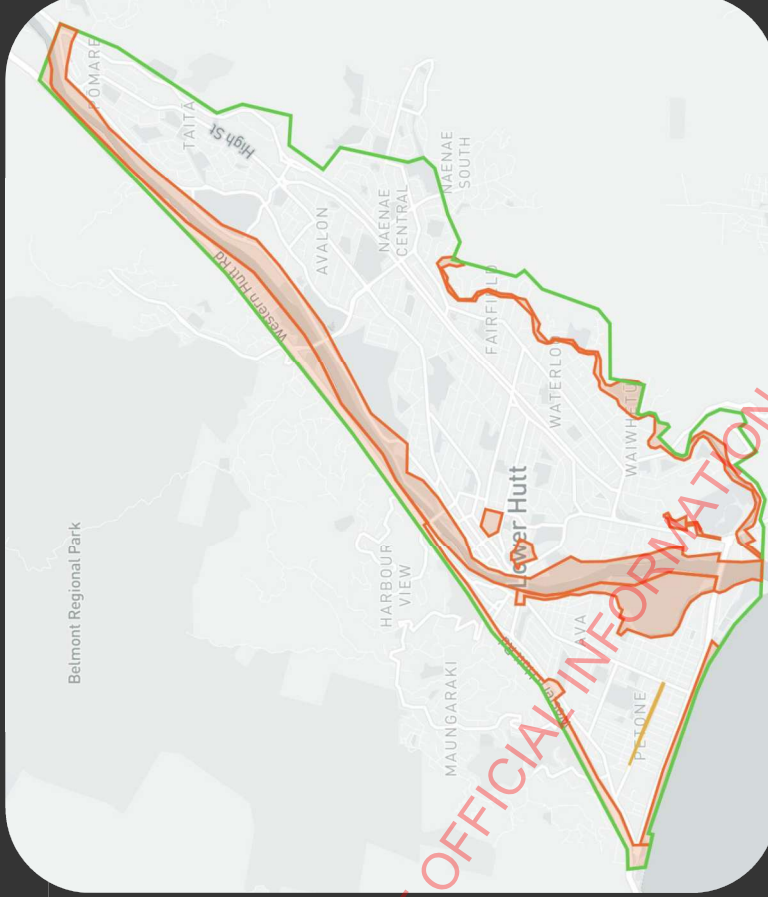
Hutt Overview

Lower Hutt service snapshot Proposed Service Area

JOLT is able to create new zones upon request or private property owners. Zones are loaded on vehicles for onboard geofencing.

GPS-ENFORCED RIDE ZONES

- Green Operational Area
- Red No Parking Area
- Dark Red No Riding Area
- Yellow Slow Zone



Indicative operational zone in Lower Hutt. GPS-enforced Slow and No ride zones will be created for high pedestrian areas.

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Implementation Timeline Proposed Launch Timeline

Phase 1

0-2 months

Prepare operations in the Hutt. Recruitment of [redacted] training [redacted]

Phase 2

3-6 months

Pilot launch with [redacted] E-scooters to fine-tune [redacted] gather [redacted] Hutt [redacted]

Phase 3

7-12 months

Full deployment of [redacted] s7(2)(b)(ii) E-scooters [redacted] a 12-month [redacted] consultation with the [redacted]

Phase 4

12 > months

Full implementation timeline [redacted] operations [redacted] markets. [redacted]

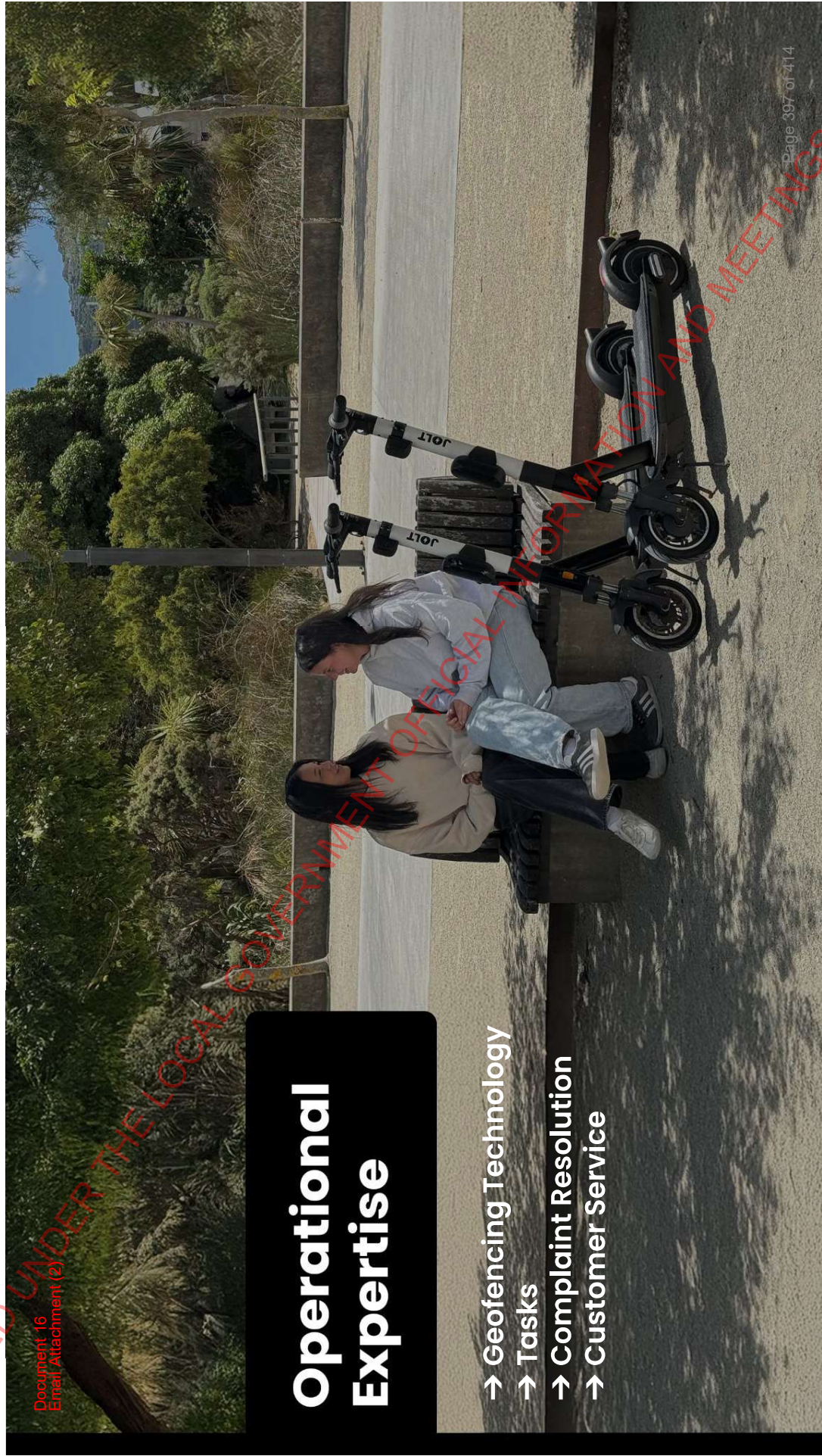
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Operational Expertise

- Geofencing Technology
- Tasks
- Complaint Resolution
- Customer Service



Operational Expertise

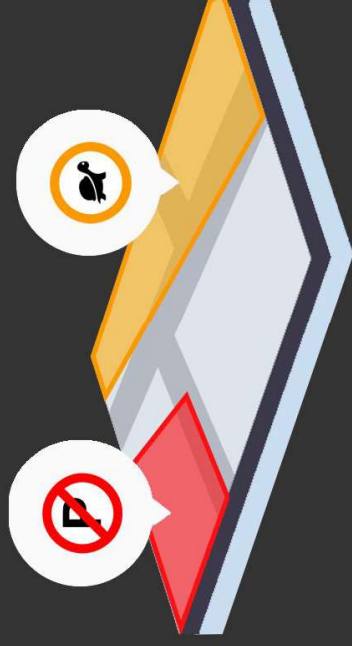
JOLT's Geofencing technology

Our industry-leading geofencing technology allows us to apply rules and restrictions based on the location of any one vehicle.

JOLT vehicles are internet-connected and have advanced vehicle positioning hardware with the ability to accurately determine and report the vehicles' position.

For each zone, JOLT has the ability to enforce rules in real-time and does so with safety as the top priority. When entering any of these zones, we also communicate with the rider both in-app and out-of-app (audio alerts from the scooter itself) to ensure they are aware of changes.

JOLT



Slow-Zone

Speed limits such as 10 or 15 km/h and as low as 8 km/h can be set in these zones.



No-Ride Zone

These are areas where riders are not allowed to ride and operate our motorized vehicles.



No Parking Zone

Areas where a rider is not allowed to park. The rider is given a clear message upon entering this area and when the rider attempts to park they are prevented from ending their trip.

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Operational Expertise

Tasks

JOLT's proprietary task-management system delivers a seamless operational workflow

Tasks helps JOLT deliver the most reliable and responsive operation possible, and ensures our vehicles are where people need them the most. It runs on algorithms that automatically generate and prioritize operational tasks to our operators instantly, based on live data flowing from the multiple sensors in our scooters.

Some key tasks managed by our task system include but are not limited to the following:

- **"Bunching Prevention"**
When the system detects there are too many vehicles within a specific radius a rebalance task is automatically issued to move vehicles elsewhere to prevent grouping.
- **Dangerous parking reports**
Catered to manage scooters parked in non-designated areas and needed to be removed promptly. This task can be created in numerous ways - eg, a parking photo review, report from the public, or the Council directly. All JOLT scooters are clearly marked with an identity number, and a website address and 24-hour hotline for customer service.
- **Removal / Collection Tasks**
Targeted for low charge, unrideable or vehicles flagged for maintenance.
- **Rebalancing**
Moving vehicles from one spot to another to make sure supply is optimally located in approved areas, based on user demand.
- **Device in water body**
These tasks help to keep vehicles away from areas where vandalism or environmental damage could occur.
- **"Fallen Scooter" alerts**
Response task is sent out automatically by our sensors if vehicles are not in an upright position.

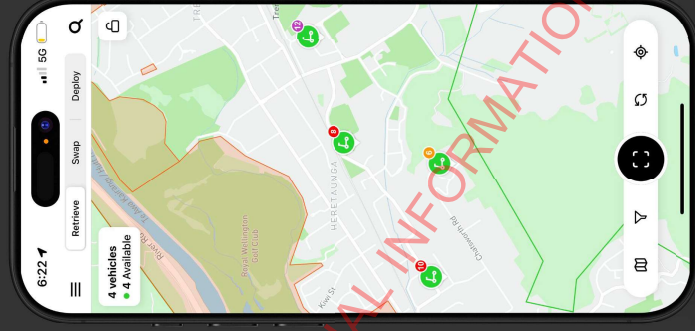
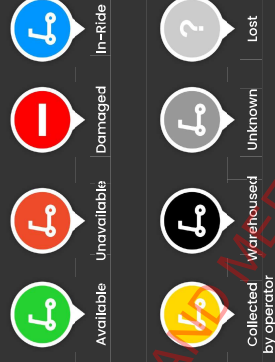
How it works:

Vehicles are continuously scanned for any issues they might have or pose to the community. If the system notices something irregular a task is automatically issued and assigned to an operator. They are assigned based on their skills, location and severity of the task.

The operator must complete the task before they clock out at the end of the day.

Tasks are assigned a number 1-12 the higher the number the higher the priority of the task.

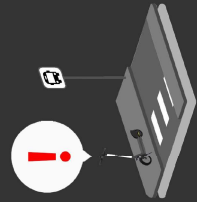
Vehicle Status Pins



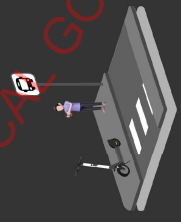
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Operational Expertise

Complaint Resolution Process



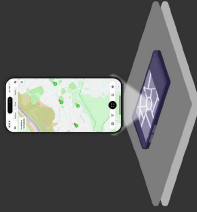
01. A rider parks a scooter illegally, dangerously or a scooter has fallen.



02. The scooter is reported to JOLT or the council by a citizen or a government official.



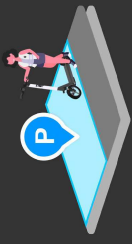
03. Messages are forwarded to our customer service team 24 hours a day.



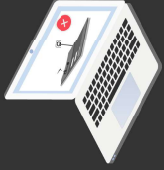
04. The vehicle is automatically flagged by our system and a task is issued and assigned



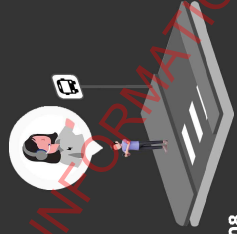
05. Our operations team is sent out to complete tasks. Reports are prioritised higher for a faster response time.



06. Our operations team resolves the issue and takes a photo for our CS team to close the case.



07. Our ride inspection team will review the images and issue fines if necessary.



08. Our CS team will inform the contactee that the issue has been resolved and if the last rider has been contacted.

Our internal KPI is to complete these urgent tasks within 30 minutes of receiving a complaint or an auto alert.

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Customer Service Matrix

How we respond to issues raised by riders, the community, council and police



12x Reporting Channels	8x Request Categories	Level 1 Action Automated/ Customer Service Agent	Level 2 Action Respective Teams
<p>Form via joltscooters.com</p> <ol style="list-style-type: none"> 1. "Report a JOLT" 2. "Report an Injury/Incident" <p>JOLT App Function</p> <ol style="list-style-type: none"> 3. In-app "Help" button 4. In-app End Trip comment <p>JOLT Vehicles</p> <ol style="list-style-type: none"> 5. 24 hours Toll-Free hotline with Interactive Voice Response (IVR) 6. Scan to Report QR code on raised lettering label (Trial Phase) 7. Team support email <p>JOLT Owned Channels</p> <ol style="list-style-type: none"> 8. Facebook 9. Instagram 10. TikTok <p>Police Form</p> <ol style="list-style-type: none"> 11. Dedicated form for Police to request for details <p>Council Form</p> <ol style="list-style-type: none"> 12. Exclusive for Council to report faults 	<p>Non-critical Requests</p> <ol style="list-style-type: none"> 1. General how-to enquiries 2. Damaged or malfunctioning JOLT 3. Helmet missing 4. Fail to connect or end trip 5. Payment related concerns or refunds <hr/> <p>Critical Requests</p> <ol style="list-style-type: none"> 6. Accident or injury involving a JOLT 7. Complaints on riding area 8. Report on crimes or vandalism 	<p>Non-critical Requests Basic FAQs Resolved via IVR. Otherwise, request will be directed to CS for next level of support</p> <p>Credit & Payment Issues CS will investigate, resolve issues and trigger refunds if applicable.</p> <p>Vehicle related Requests Task is automatically created and assigned to an operator</p>	<p>Issues not resolved at Level 1 will be escalated to Level 2.</p> <p>Respective teams will be notified and task to access the situation on a case by case basis.</p> <ol style="list-style-type: none"> 1. Critical Vehicle Requests High priority task created for our team to take action immediately 2. Crimes and other Illegal Acts The operations team will investigate, issue warning or ban users. 3. Accidents Our investigation team will access and work with the affected personnel, authority and insurance company. 4. Fraud Our fraud team will work with police and proceed to ban user temporarily. 5. Geofence Change Request Our operations team will follow up with Council's or private property owners request.

All CS logs will be recorded and a task will be created for action via Zendesk

safety

- Hardware
- Software
- Helmets
- Three Step Escalation
- Fit to ride
- Live Trip Tracking



How JOLT drives safe riding behaviour



Safety through Technology Hardware

Partner: Ninebot Segway, leading global manufacturer and firmware designer for micromobility, with over 20 years of safety track records.

Tri Brake system: Independently operated brakes provide redundancy and enable emergency stops in lesser time and shorter distance.

Dual Suspension enhances road holding, rider balance and road cornering capabilities.

Helmet Lock: Ensures all rides start with a helmet, with an anti-bacterial coating applied.

Rear-wheel drive: Prevents skidding as it provides greater control to the rider, particularly important on slippery surfaces.

Sturdy Frame designed with Lower Center of Gravity: highly durable aircraft-grade material with additional reinforcement prevents breakage and reduces tipping to enhanced stability and balance.

JOLT

30cm (11.5 inch) tyres using non-slip and Shock-Absorption Polymer: Gives the vehicle suspension and greater tolerance for obstacles, gaps and/or slippery terrains while still allowing for responsive handling and agility.

Bright Headlight (stays on at all times, cannot be disabled by the rider) and **Tail-light seen 200m away:** Improves visibility of rider to other road users.

Mechanical Bells (Loud and durable): loud and audible outdoors from a distance of 50+ meters providing road users have sufficient time to react to vehicles passing by.

Dual Kickstand: To ensure the vehicle is kept upright at all times even during the toughest of weather conditions.

LED Display: Lets our riders know their current speed and has an audible tone when overspeeding occurs, it also shows zone types that riders are in (such as no parking, no riding, slow zone) and if the vehicle is out of service.

How JOLT drives safe riding behaviour



Safety through Technology Software

Remote diagnostic systems: automatically identifies and reports faults and renders the scooter unrideable as a preventive measure.

IoT Communications Device with enhanced reliability and accuracy: Ensures vehicle never loses its geofence function even in the absence of internet and enforces real-time (within 100 milliseconds) application of geofencing restrictions such as no-go and go-slow zones.

Push-to-Go (push off to 3 km/hour before the acceleration throttle is responsive); prevents accidental acceleration while the vehicle is standing

Battery Management System: prevents overheating, short-circuiting, current-surfing and over-charging.

Geofencing capabilities and real-time communication: notify riders both in-app and out-of-app (audio alerts from the scooter itself) to ensure they are aware of the geofence restrictions set for the zone



Safety through Training Tutorials

How-To-Ride: Tutorials are mandatory for all new riders for each region. This lets us specify areas that councils may want extra attention on. Such as the Viaduct in Auckland and the Golden Mile in Wellington.

"HALF-JOLT Power Mode" (first ride/ new users): where riders could get familiar with handling the vehicles before accessing full power.

Interactive Safety Quiz: retests requirements and incentivises users with credits if they get a score >80%.

Real World Safety Training Course: Gain real-life riding experience through bespoke e-scooter riding course conducted by professional safety instructors.

Cognitive Test: Function enabled after 9:00pm (where risk of intoxicated riding is the highest). If they fail to achieve a full passing mark, the rider will not be able to start a ride for the next 12 hours.

How JOLT drives safe riding behaviour



Safety through Communications

Periodic Nudge (educational messages delivered to individual riders at specific points): reinforces positive influence on good riding behaviour where messages appear when they are most relevant

Customer Service: Our team reaches out to riders who may be in violation of our riding rules. Vehicles are able to detect if anti-social behaviour is occurring on vehicles such as "burnouts" and "skids" and automatically place an alert on the rider.



Safety through Point System Scorecard for Riders' behaviour

Safety badges up for collection once rider completes a safety initiative

Free credits given to incentivised riders to participate and complete safety training, quiz and practise good riding behaviour (helmet selfie, safe parking)



Safety through Complaint Resolution

In-app feedback channel and hotline provided to riders/public to provide their feedback

Tasks (a fleet management tool that detects illegal parking and faulty vehicles) **coupled with the support from our responsive operations team** ensure timely resolution



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Safety



Helmets on every ride

We instruct every user to wear a helmet for every JOLT ride. We have put in place a three-pronged approach around ensuring availability and maintaining hygiene and creating awareness.

- 1) **Availability:** Helmets are mounted on the vehicles themselves for riders' use in case they are not carrying their own. While we encourage riders to return their helmets once they have completed a trip, we also have a capability to detect if they have not. Based on this information, we are able to create a task on the scooter to indicate to our staff that a helmet is missing which is then replaced by them.
- 2) **Creating Awareness:** We have dedicated a significant proportion of our communications on customer email, and in-app communication to messaging about helmet use. These comms range in style from straight education pieces, to incentivised promotions.
- 3) **Maintaining Hygiene:** Every helmet also carries a sticker explaining the long-term anti bacterial hygiene solution that we apply to our helmets, to help reduce consumer anxiety about cleanliness.



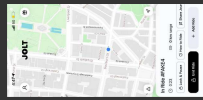
Start Trip



Scan QR code to activate vehicle

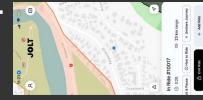


With a press the helmet will unlock

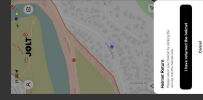


Rider puts helmet on and begins trip

End Trip



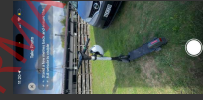
Rider reaches destination



Before rider can end trip, they must re-attach helmet with lock



If helmet is not detected, rider will be prompted



Rider needs to take a photo of the vehicle for image recognition



Once helmet is reattached, the trip will end

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3 Step Escalation



Email Warning

A warning email is sent to the rider informing them of our riding rules and the impacts they are causing on the community.



Phone Call

A customer support member will call the rider and inform them that if unsafe behaviour continues we will take enforcement action.



Fine / Suspension

The rider is now in fines ranging from **s7(2)(b)(ii)** and their JOLT account is at a high risk of being suspended. This is final and riders are **unable** to appeal.

Utilising this escalation method, we're able to reduce anti-social riding, bad parking and damage to our vehicles by up to 40% more than other operators. Once riders know we're paying attention to how they're using our service their behaviour tends to turn for the better.

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Measures against anti-social behaviour Rider Check to deter drink riding

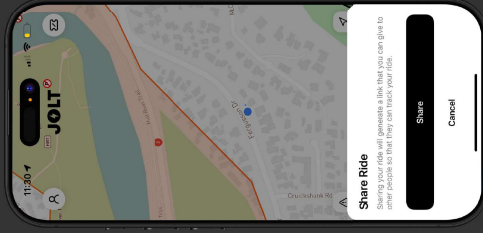
Riding under the influence of alcohol is dangerous. JOLT is managing this with two approaches.

- (1) Pre-set pop-up messages by time and location to enable us to influence specific risky behaviours, such as drunk riding. After 9pm, from Thursday to Sunday, any rider attempting to start a JOLT ride will see the specific "Don't Drink and Ride" message as a pop-up.
- (2) A pre-trip drunk riding deterrence test to check a rider's cognitive response (scientifically correlated with alcohol intake) before they can start a trip. This test feature will be enabled on Thursday to Sunday after 9:00pm, where the risk of intoxicated riding is the highest. Those who fail the test will have their access to JOLT suspended for up to 12 hours (the number of hours for deactivation is customisable).

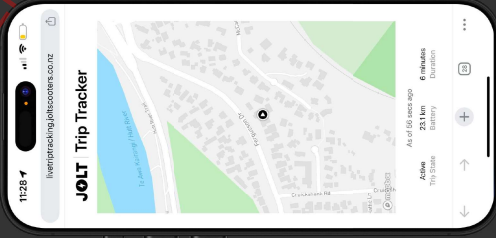
Live Trip Tracking

Share your ride status with friends and family

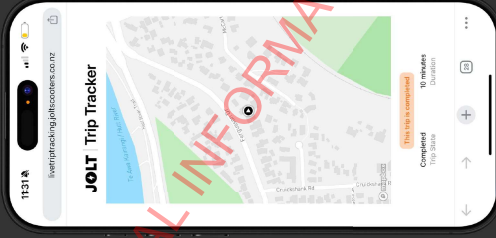
JOLT is the only operator in the world to introduce live trip tracking. When in-ride you can click a button and seamlessly share a link to friends and family that shows your live location along with the vehicles location. This feature was originally built to allow parents to check up on their children's rides ensuring they get to where they're going safely. (The JOLT app is not required to view trip tracker)



Start live trip tracking once riding



Share the link and view the ride



Once done, the overview will be shown

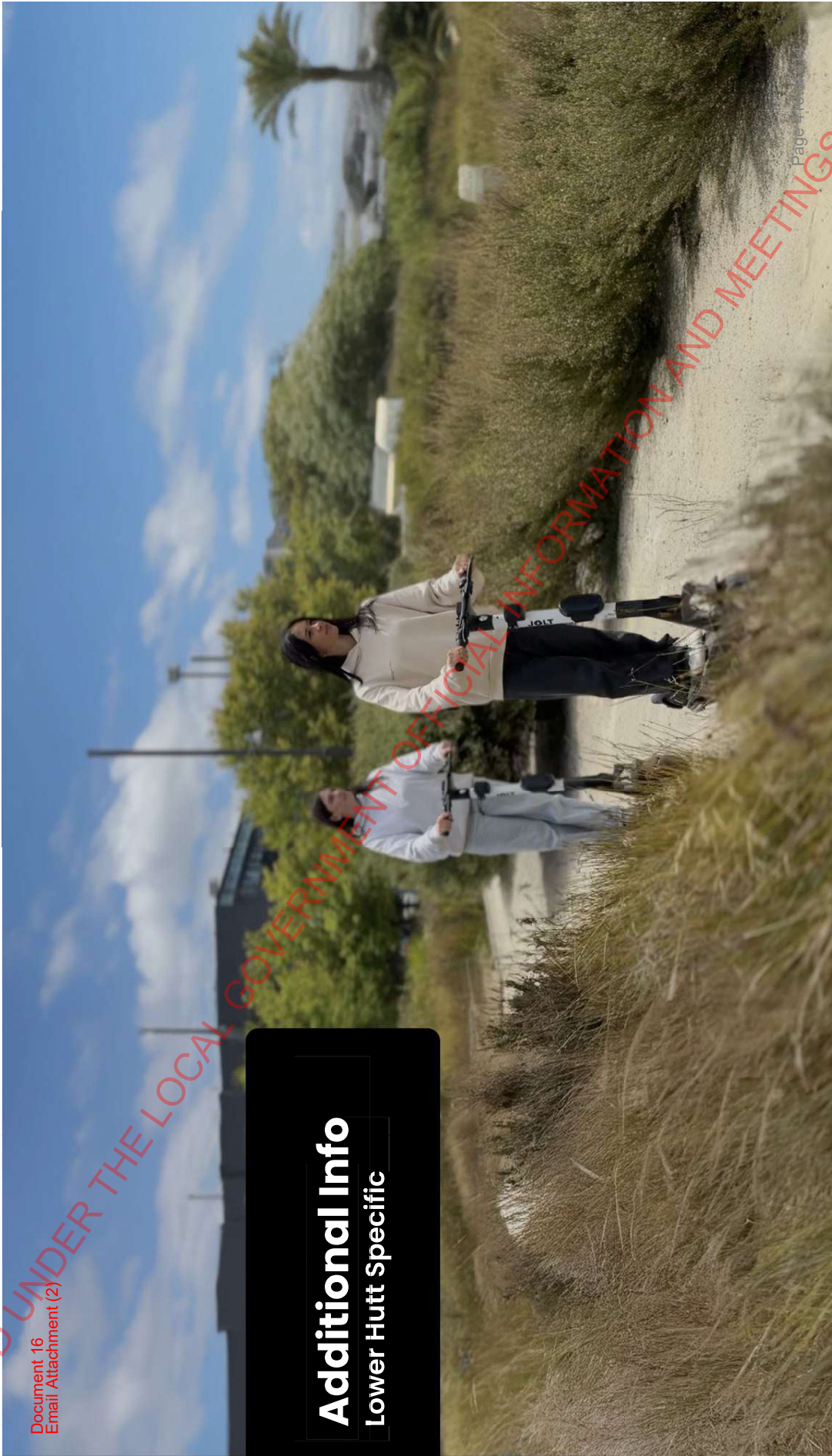
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Additional Info

Lower Hutt Specific



Additional info

Hutt Valley operations contact information



Operations Manager

[Redacted]

s7(2)(a)

[Redacted] @joltscooters.co.nz

[Redacted]

Lead Developer

[Redacted]

s7(2)(a)

[Redacted] @joltscooters.co.nz

[Redacted]

Field Operations

[Redacted]

s7(2)(a)

[Redacted] @joltscooters.co.nz

[Redacted]

Customer Support

[Redacted]

JOLT Ne [Redacted]
0800 000 926
help@joltscooters.co.nz

[Redacted]

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Additional info

User Statistics and Market Performance

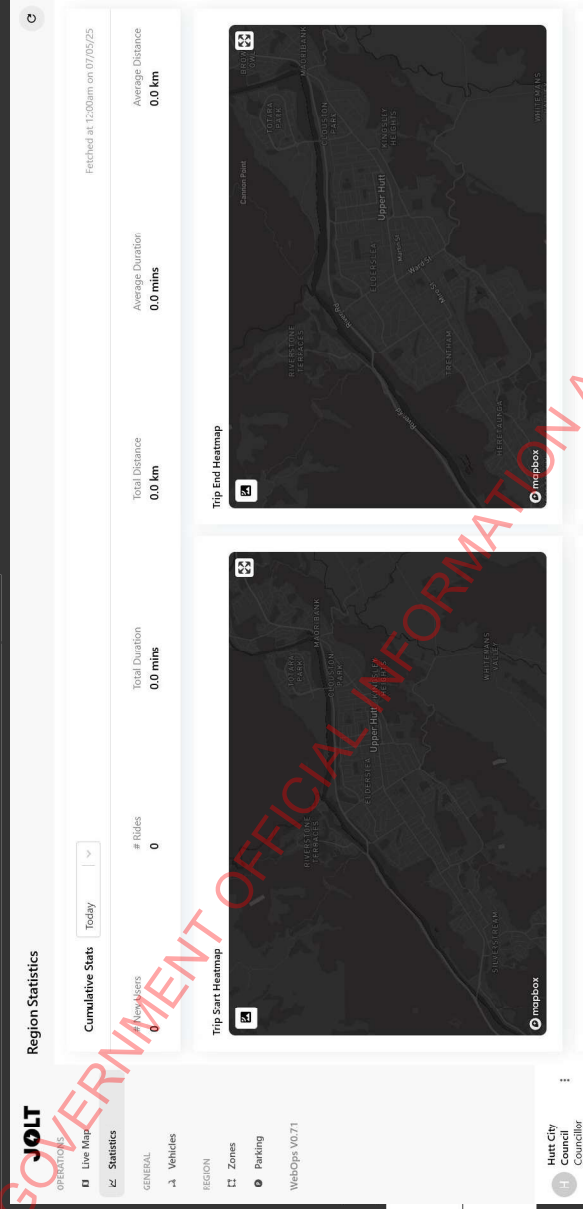
All our council's have access to WebOps our proprietary admin panel.

We allow access for our cities to view statistics on the market which include signed up users, rides, duration of rides, distance and more..

We also utilise machine learning based off our statistics to find where most trips are started and ended, where the most can open occur and the routes our users are taking. This helps us better connect directly with low riders!

JOLT is GBFS (2.3) which allows us to push information to the council instead of manually reviewing WebOps*

*Your city must be setup to accept MBDS connections. This is only the case for larger cities that have a fee schedule and keep a closer eye on rides / revenue



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Additional info

Insurance Certificates

Certificate of Insurance

s7(2)(b)(ii)

10 February 2025

This certificate is confirmation that the following insurance contract is current and in force.

The Insured

Jolt Scooters	
Policy Number	s7(2)(a)
Client Number	s7(2)(a)
Period of Insurance	21/08/2024 to 21/08/2025 at 4:00pm
Insurer	The Holland Insurance Company Pty Ltd
Wording	s7(2)(a)

General Liability

Business Description	electric vehicle rental
Limit of Indemnity	s7(2)(b)(ii)
Excess	As per Policy
Territory	New Zealand
Jurisdiction	New Zealand
Endorsements/Special Terms	As per Policy

General Liability

Certificate of Insurance

s7(2)(b)(ii)

10 February 2025

This certificate is confirmation that the following insurance contract is current and in force.

The Insured

Jolt Scooters	
Policy Number	s7(2)(a)
Client Number	s7(2)(a)
Period of Insurance	21/08/2024 to 21/08/2025 at 4:00pm
Insurer	The Holland Insurance Company Pty Ltd
Wording	s7(2)(a)

Statutory Liability

Business Description	electric vehicle rental
Limit of Indemnity	s7(2)(b)(ii)
Excess	As per Policy
Territory	New Zealand
Jurisdiction	New Zealand
Endorsements/Special Terms	As per Policy

Statutory Liability

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Document 16
Email Attachment (2)

JOLT

Thank you!

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