



Agenda

1. Introduction
2. Lime
3. History of Adaptive Vehicles
4. Lime Able
5. Lime Access



WHO IS LIME?

Lime is the world's largest shared electric vehicle company.



Lime Around the World

>230

Cities

>5

Continents

>300M

Trips

>26,000+

Tons of CO2 avoided



OUR MISSION

Build a future where transportation is shared, affordable and carbon-free.



Milestones

Serving Oakland
Since 2017

2.7M
Miles
Traveled

46%
Commuter
timeTrips

647,800
Car trips
replaced

26,100
Gallons of
gas saved



Our Core Principles

01 Safety



02 Sustainability



03 Community



04 Innovation



History of Adaptives

- Lime was first company in world to provide adaptive scooters in Oakland.
- Equity Pricing
 - \$32 for a daylong rental, with a fifty percent discount for registered low-income users



Mayor Libby Schaff

“I helped found Oakland’s first-ever Department of Transportation because our community deserves dedicated leadership and innovation making our city safer and easier to travel -- for *every single Oaklander*. Tens of thousands of Oaklanders manage disabilities every day. This program is an exciting step forward in our work to better serve them, expanding access to new shared mobility options.

Lime Able



(L-R) Seated, two-wheeled Lime electric scooter; Three-wheeled upright hand cycle; Standing, three-wheeled electric scooter



(L-R) Seated, three-wheeled electric scooter; Compact balance stability tricycle; Dual seated pedal powered, three-wheeler



Rental Cost

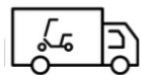
- Rentals at launch were available at a cost of \$32 per day. As a result of our outreach, we learned that affordable rates are increasingly important to the community, and high rental rates are often a barrier to usage.
- Therefore, **Lime now offers our adaptive vehicles free of charge.** We require a \$5 refundable deposit.



LIME ABLE

www.li.me/en-us/adaptive-vehicles/





Easy to reserve

Riders can reserve an adaptive vehicle and we will deliver it to them directly to the location of their choosing



Yours for 24 hours

The vehicle is available for the rider's exclusive use for a **24 hour period**



Convenient

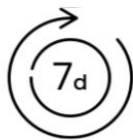
The Lime team will contact you and schedule a delivery of the vehicle at your desired location



Easy usernames

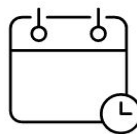
Email address submitted via the reservation form **must be the same** as the email used in the Lime app





Reserve ahead

Riders have the ability to reserve a vehicle up to **seven days in advance**



Next day requests

The reservation request must be submitted **at least 24 hours in advance** of your desired delivery time



Platform agnostic

Reservations are accepted online and through the Lime app



Reservation Process

- Riders can reserve an adaptive vehicle and we will deliver it to them directly to the location of their choosing.
- Vehicles are available for their exclusive use for a 24-hour period.
- Riders have the ability to reserve a scooter up to seven days in advance.
- The program accepts reservations seven days a week, 24 hours a day (request must be made 24 hours before desired delivery time).
- **Reservations are now accepted online at our landing page <https://www.li.me/en-us/adaptive-vehicles/> as well as through the Lime app.**

VZW Wi-Fi 17:24

X

Safety Center

Learn more about safe riding

How to ride

Report an accident

Lime's commitment to safety

Adaptive Vehicle Reservation

Verizon 08:47

Done docs.google.com AA ↺

Lime SF Adaptive Vehicle Reservation

At Lime, we believe in providing mobility for all. That is why we've launched our Pilot Program in San Francisco. Please use this form to reserve an adaptive vehicle in San Francisco.

*Each reservation is for a 24 hour period and requires a refundable deposit of \$5 (Access users it is free).

*Each reservation request must be submitted at least 24 hours in advance of your desired delivery time.

*Our team will use this form to contact you and schedule a delivery of the vehicle to your desired location.

*Email address must be the same as your Lime app.

Reserve an Adaptive Vehicle:

Email
Email address must be the same as used for your Lime app.

Phone Number
Provide a phone number we can reach you at via text message

United States +1

Delivery Address
Please provide delivery address for adaptive vehicle

Select City
Please Select

Adaptive Vehicle Options

Three-wheel stand up scooter

Three-wheel sit down scooter

Two wheel sit down scooter

What date are you requesting a vehicle?
Requests must be made at least 24 hrs in advance

Add a date 24 hours in advance

What time would you like the vehicle dropped off?
Requests must be made at least 24 hrs in advance

Please Select

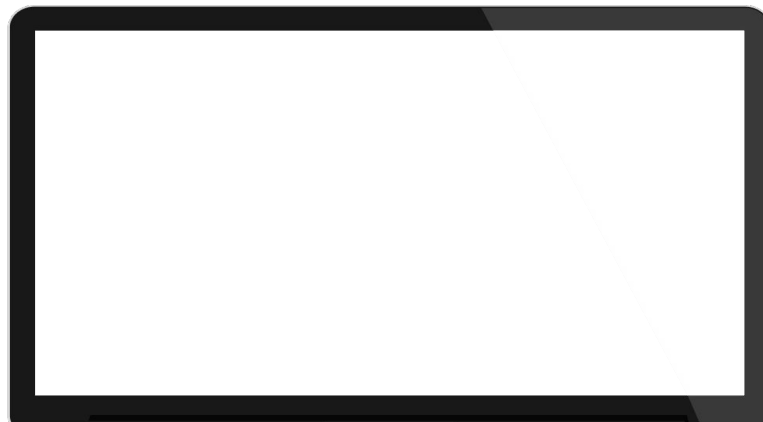
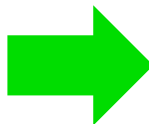
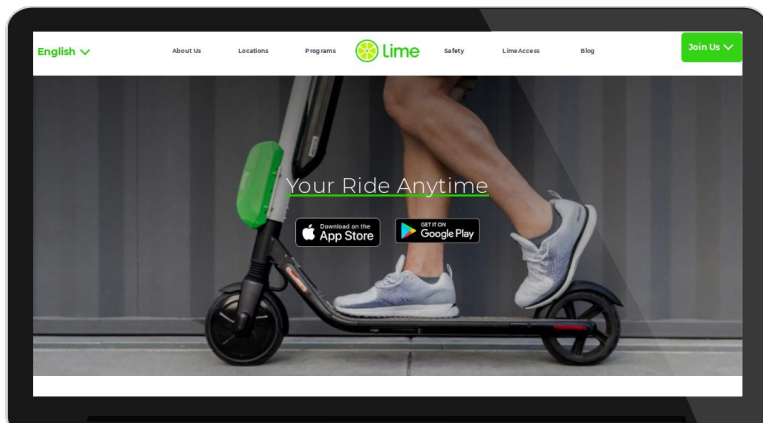
Reserve Vehicle



Improving Accessibility on Lime's Platforms

WCAG 2.0 Level AA compliance (website) and Section 508 Assessment (app)

Our app tmeets Section 508 of the Rehabilitation Act of 1973 requirements.



Seated, 2-Wheel Adaptive Scooter

Option that addresses mobility challenges:

- Difficulty standing on e-scooters for extended distances.
- Need for greater balance support through the addition of a seat.



Standing, 3-Wheel Adaptive Scooter

Lime acquired JUMP's assets in May 2020. New device address additional mobility challenges:

- Third wheel assists with balance issues.
- A basket was added for provide storage area for personal belongings



Seated, 3-Wheel Adaptive Scooter

New device options address mobility challenges

- Difficulty standing on e-scooters for extended distances.
- Assists with balance issues.
- Storage capability that allows users to carry vital medical equipment or mobility devices, like a cane, braces, or oxygen equipment.



Lime Access

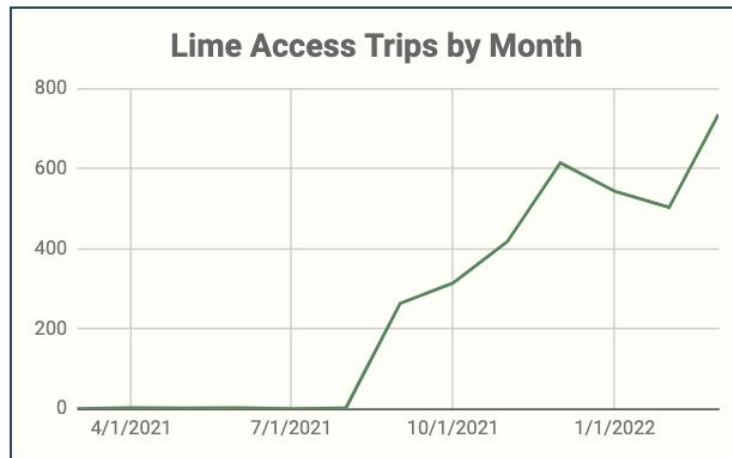
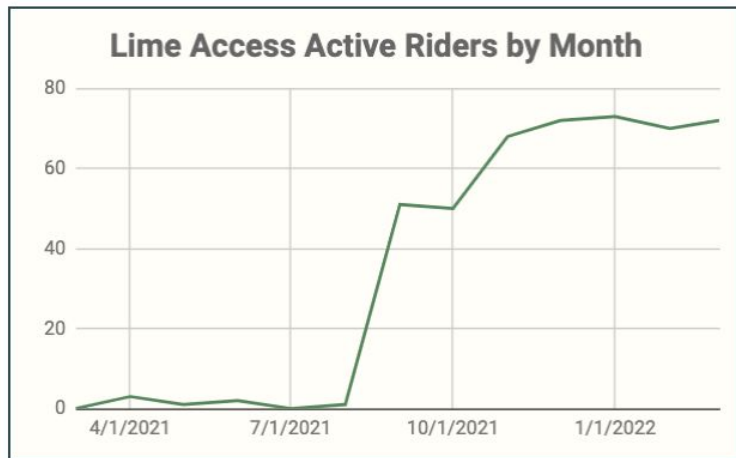
Lime Access provides 5 free rides per day to individuals receiving local state or federal public benefits program, and access for people w/o smartphones or credit cards.



Lime Access - Annual Report

Oakland

By City: Riders, Trips, Signups			
CUMULATIVE:	Total Active Riders	Total Trips	Total Accounts
Oakland	848	22,429	227
MONTHLY:	Total Active Riders	Total Trips	Total Accounts
choose city + month here --> <i>Oakland</i> ▾ <i>3/1/2022</i> ▾	72	735	17



*do not add monthly stats together to create cumulative stats, this will include duplicates and be inaccurate. contact @emily.gibbs@li.me if you have questions

Lime Access

\$109,340

FREE Rides

21,868

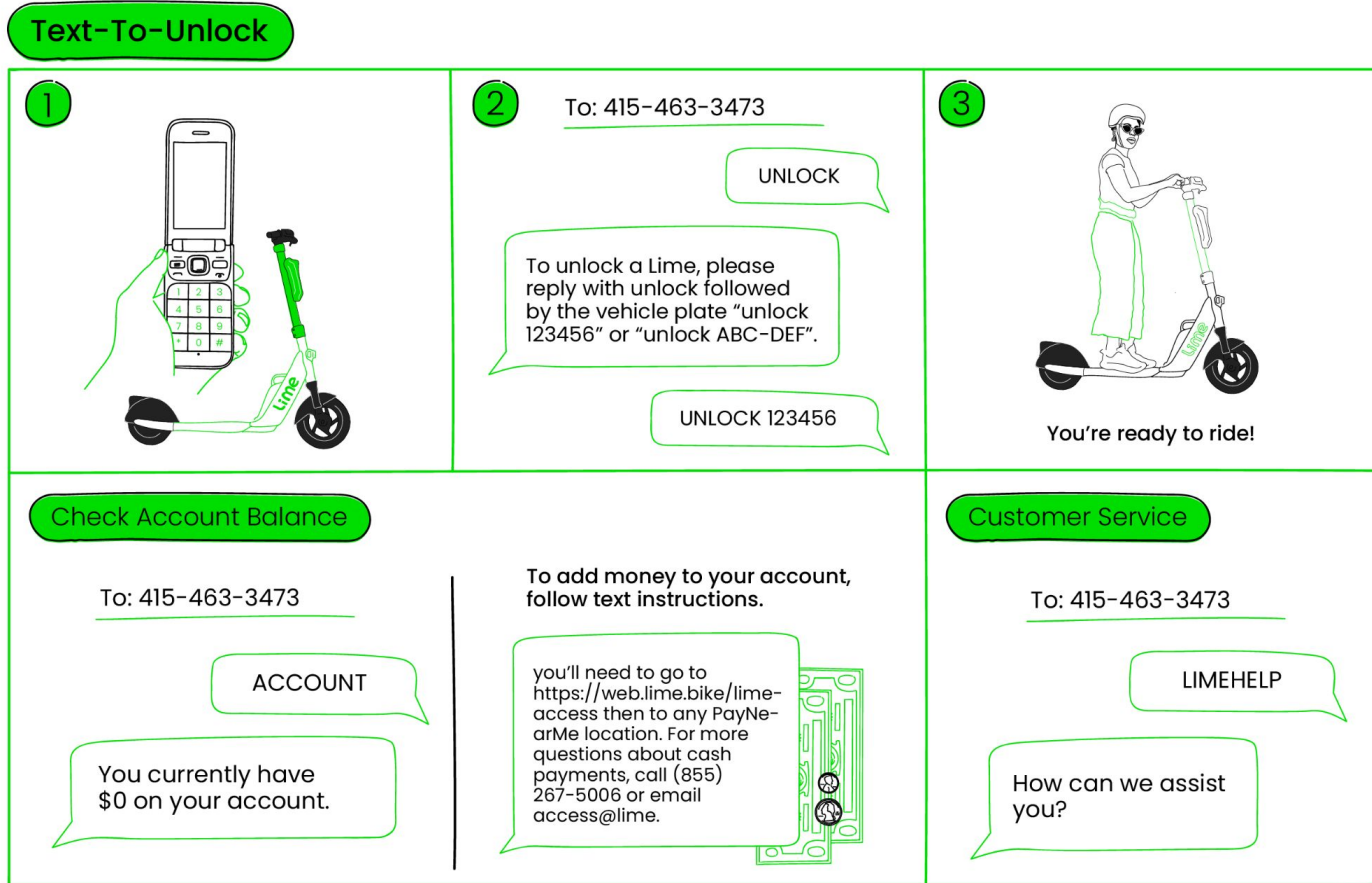
Trips

816

Riders







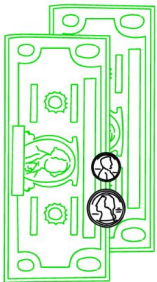


Equity Based Payment Option #1 - Text to Unlock



Equity Based Payment Option #2 - Cash Payment

How To Pay With Cash

<p>①</p> <p>https://web.lime.bike/limeaccess</p> <p>Go to the link above.</p>	<p>③</p> <p>SEND TO PHONE OR PRINT INSTRUCTIONS</p> <p> </p> <p>Choose whether you would like to print the PaySlip or have it sent to your phone.</p>	<p>④</p> <p></p> <p>Find a PayNearMe store. Locations can be found on your printed PaySlip or at the link sent to your phone.</p>
<p>②</p> <p>Phone Number</p> <p>Create</p> <p>Enter your 10-digit phone number.</p>	<p>⑥</p> <p> </p> <p>You can reload your account with any increment of \$5 by generating and printing out multiple barcodes.</p>	<p>⑦</p> <p></p> <p>You're ready to ride!</p>
<p>⑤</p> <p></p> <p>Bring PaySlip to a participating store and ask the cashier to follow the steps for their store.</p>		



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