

Michelle van Straalen

From: Michelle van Straalen
Sent: Wednesday, 10 June 2020 14:57
To: [REDACTED]
Cc: official information
Subject: LGOIMA 20115 - Lime Scooters
Attachments: Micromobility Shared Services Response to COVID 19.pdf

Kia ora

Further to your request of 25 May 2020 in respect of information relating to operating of LIME scooters during Level 2 and the sanitising between use, I am now able to provide Hamilton City Council's response.

You requested:

I have noticed that lime scooters are back on our footpaths since moving into level 2. I am wondering about the health issues around this, such as sanitizing these between use. How is that even possible? I am sure that the majority of users will not be sanitizing before and after use. I am interested in your comments on this matter, as I am concerned that users will then be entering public places with the possibility of spreading any viruses they may have come in contact with.

Our response:

Central Government guidelines identified the following criteria for micromobility schemes. LIME is identified within this category. <https://www.transport.govt.nz/about/covid-19/transport-and-travel-by-alert-level/>.

Guidance for shared micromobility schemes (e-scooter and bike rental by the minute/hour)

Information and guidance will be updated as the response to COVID-19 evolves.

Alert Level 1	Alert Level 2	Alert Level 3	Alert Level 4
Further information about the settings for Alert Level 1 will be provided as soon as possible.	These schemes can operate provided they meet the physical distancing guidelines, and other public health guidance (including cleaning guidelines).	Not allowed.	Not allowed.

LIME scooters returned to Hamilton City Streets on Saturday, 16 May 2020 under the understanding that LIME would follow the **attached** *Micromobility Shared Services Response to COVID-19 safety protocols* that were created by Ministry of Transport in partnership with the industry.

Our compliance officer is reviewing LIME activity on a regular basis to ensure they are meeting these guidelines.

If you have any concerns with the decision referred to in this response, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

For your information, the Ombudsman's contact details are:

Email: info@ombudsman.parliament.nz
Post: PO Box 10152, Wellington 6143
Telephone: 0800 802 602

Kind regards,

Michelle van Straalen

Official Information Advisor | Legal Services

DDI: 07 974 0589 | Michelle.vanStraalen@hcc.govt.nz



Hamilton City Council | Private Bag 3010 | Hamilton 3240 | www.hamilton.govt.nz

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From: Michelle van Straalen

Sent: Thursday, 28 May 2020 12:56 PM

To: [REDACTED]

Cc: official information <officialinformation@hcc.govt.nz>

Subject: HPE CM: LGOIMA 20115 - Lime Scooters

Kia ora

I write to acknowledged your information request of 25 May 2020.

Your request has been forwarded to the relevant team within Council. We will endeavour to respond as soon as practicable and in any event no later than 23 June 2020, being 20 working days after the day we received your request.

Please feel free to contact me in meantime of you have any queries regarding the progress of your request.

Kind regards,

Michelle van Straalen

Official Information Advisor | Legal Services

DDI: 07 974 0589 | Michelle.vanStraalen@hcc.govt.nz



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From: "[REDACTED]"

Sent: Monday, 25 May 2020 9:57 AM

To: "info@hcc.govt.nz" <info@hcc.govt.nz>

Subject:

Good morning,

I have noticed that lime scooters are back on our footpaths since moving into level 2. I am wondering about the health issues around this, such as sanitizing these between use. How is that even possible? I am sure that the majority of users will not be sanitizing before and after use. I am interested in your comments on this matter, as I am concerned that users will then be entering public places with the possibility of spreading any viruses they may have come in contact with.

[REDACTED]

▪

Micromobility Shared Services

Response to Covid-19

1. Are there any risks arising from restarting/transitioning your business or a business activity during a shift from one level to another?

- Shared Micromobility is not operating at Level 3 but hopes to provide essential transportation options at Level 2.
- As with any business, there are risks but we are able to effectively mitigate these with the framework explained in the subsequent answers. Safety is and will continue to be our top priority as we hope to begin deployment in the coming weeks. We will ensure that our collective deployment aligns with government regulations, territorial authorities' guidelines, and public health advice as well as new movement patterns and needs of people across cities. We will provide all levels of government with frequent updates on our safety initiatives.

2. How will you ensure all your workers know how to keep themselves safe from exposure to COVID-19?

- Keeping our teams safe and healthy will continue to be at the forefront of our operations regardless of our operations capacity as New Zealand begins to relax some Covid-19 restrictions.
- We will implement appropriate segmentation of staff according to the guidelines, and provide signage in warehouses to guide staff members (as set out in Part 4).
- For our operations staff, we will hold daily briefings to provide updates and guidance on Covid-19 and any necessary changes in procedure.
- For our entire New Zealand teams, we will share weekly email updates that include all relevant instructions from the New Zealand Government on changes to Covid-19 best practices.
- We will provide PPE such as face masks, gloves, and sanitisers during shifts and training on how to use them effectively (as set out in Part 4).
- We will communicate effectively with our workers, contractors and customers, and ensure worker participation in relevant decision making and planning as part of COVID-19 response.

3. How will you gather information on the wellness of your staff to ensure that they are safe to work?

- We will track the health and well being of our staff on a daily basis. All staff that can work from home will. We will log and store any health information collected for tracking purposes in a manner consistent with privacy principles.
- We will provide for temperature checks before each shift, unwell workers will remain at home (as set out in Part 4).
- Our contract tracing registry will include the following:
 - Full name
 - Phone number
 - Email address
 - Date of entering the business
 - Time in and out
 - Signature

4. How will you operate your business in a way that keeps workers and others safe from exposure to COVID-19?

- As much of the shared micromobility operation includes shared infrastructure with the public we are taking significant steps to ensure we minimise as much as possible the risk of transmission of Covid-19 from our vehicle fleet to our staff.
- For our warehouse/operations staff.
 - Briefings on safety and proper sanitation techniques.
 - Mandatory temperature checks recorded and logged at the beginning of each shift.
 - Enforcement of the use of PPE for all workers in the warehouse.
 - Daily disinfection of e-scooters and e-bike transportation vehicles and warehouse work surfaces using a hospital-grade disinfectant.
 - Segmentation of shifts and functions to limit employee interaction.
 - Enforcement of proper work safe distancing in warehouse outlined both through briefings and through visual representations on the floor (guide stickers on floor and other warehouse surfaces).
- For office/non-essential operations staff.
 - Mandatory work from home instructions.
 - These staff will be required to follow all warehouse rules if required to spend time at warehouses for work.

5. How will you manage an exposure or suspected exposure to COVID-19?

- While the chance of exposure through a shared e-scooter or e-bike in the open air is low we are taking steps to ensure that every trip on our vehicles is a safe one.
- To limit the exposure:

- We will sanitise our vehicles as often as possible, including every time a team member comes into contact with a vehicle.
- Sanitisation means the cleaning of contact surfaces such as handlebar, brake lever, dashboard and helmet with a hospital-grade disinfectant.
- The quantity and frequency of sanitisation will be directly linked to the use rate of the e-scooter or e-bike. What this means in practice is that when a trip is taken the operators will interact more often with the vehicle (change battery, move to a new location, fix customer flagged issues).
- We will sanitise our vehicles as often as possible, including every time a team member comes into contact with a vehicle. On average this is every 2-3 trips
- More trips will lead to more sanitisation.
- We are able to track by each vehicle, the location, the number of times they have been used, where they have been ridden and to track all the information of the user.
- We will also alter our deployment to eliminate vehicle bunching and ensure that even when hiring an e-scooter or e-bike there will be proper distancing.
- We are able to trace every possible case:
 - All operators' services are facilitated through technology and applications that require users to pre-register prior to taking a trip.
 - For each customer, operators collect a combination of their name, phone number, email address, and credit card information.
 - A user is unable to take a trip or unlock an e-scooter or e-bike without first providing this information. This means that for every trip there is an associated user record.
 - Micromobility operators in New Zealand are able to track every interaction with an e-scooter or e-bike using proprietary technology - whether that interaction is a member of staff or a rider.
 - This, coupled with the customer contact information that is already on file, means that if contact tracing is required operators are able to quickly compile details for a complete list of contacts that have come in contact with the vehicle.
 - Each micromobility device has a unique ID that links to the user information at the time of use. The information includes detailed time, location, and history of the usage.
- In the case of an exposure, both to an operator's staff or from the general public each operator will be able to provide a full breakdown of the information provided by the individual who interacted with the vehicle
- Suspect vehicles will also be immediately made inoperable, safely collected, and sanitised.

- Users will be made aware of the cleaning practices of the company so they can make an informed choice about whether to use the service. Operators will also dedicate In-app and on-vehicle communication to share social distancing and personal hygiene messages.
- Operators will ensure they are in contact with the appropriate local council or territorial authority to discuss their intention to start operating under Alert Levels 2 and 1. Operators will take appropriate measures and work with local councils and territorial authorities to enhance social responsibility around the use of micromobility devices, and reduce the associated risks through measures already in place, that could include geofencing to control speed and operation location, frequent communication to raise awareness, and other measures to minimise the risks.
- Operators will follow all public health guidelines to ensure they can operate safely, including physical distancing, good hygiene practices, keeping track of people entering any work premises, and ensuring workers who feel sick stay home, as also set out throughout the document.

6. How will you evaluate whether your work processes or risk controls are effective?

- Each operator will prepare a weekly report outlining their actions and tracking as it relates to Covid-19 prevention. We will share these reports with the appropriate government bodies or territorial authorities.
- If a case does occur we will prepare an incident report specifically related to the identified case. This will include, at a minimum:
 - The number of trips in the past 24 hours
 - Locations of the start and end of trips
 - Information about user and staff who interacted with scooter

7. How do these changes impact on the risks of the work that you do?

- These changes further reduce the risks of our operations to our staff and to our users.
- There is some increased risk from the increased use of cleaning products, this will be mitigated by them being stored and used safely with appropriate PPE.