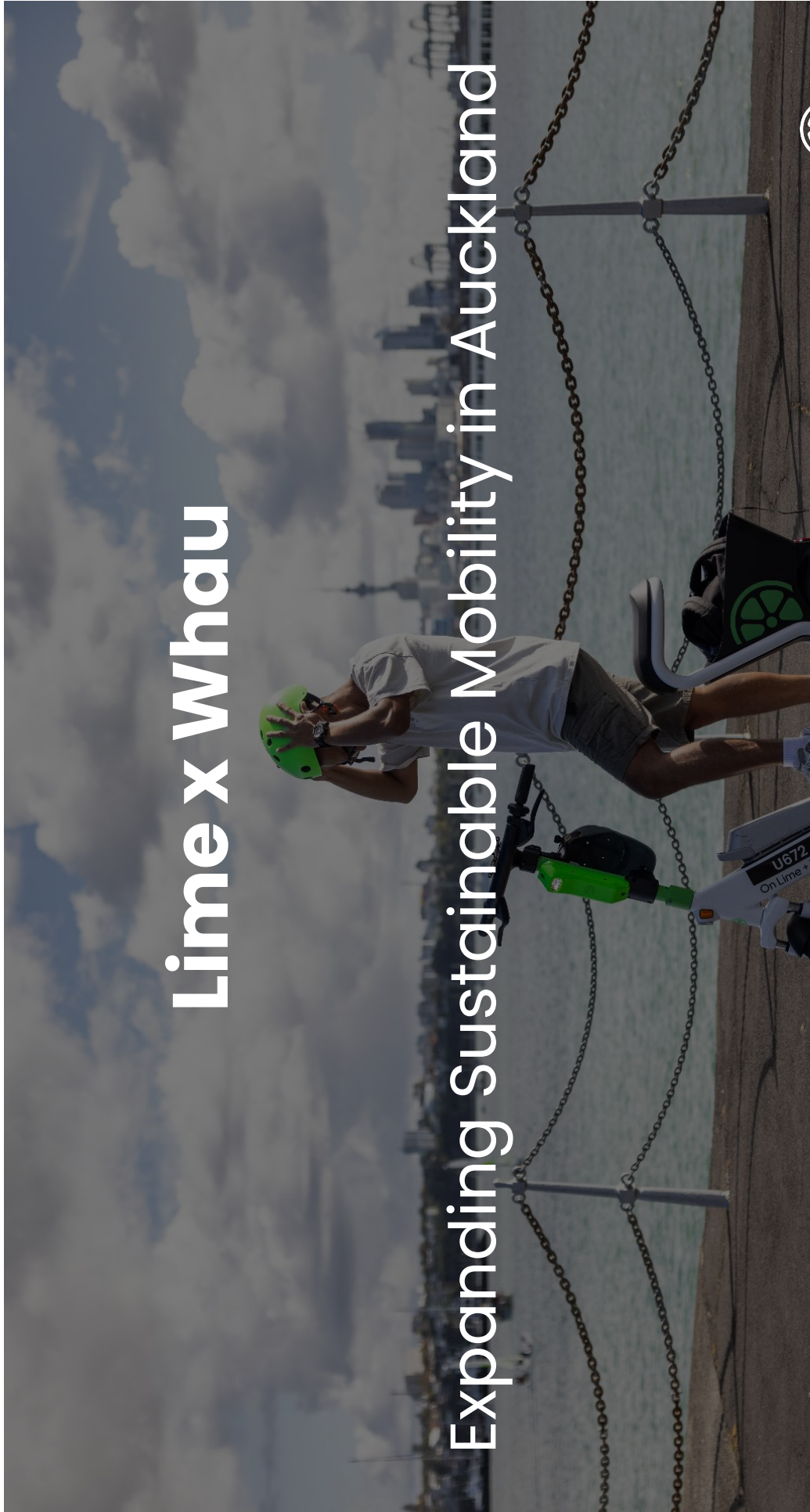


Date: Wednesday 26 February 2025
Time: 1:00 pm
Meeting Room: Whau Local Board Office
Venue: 31 Totara Avenue
 New Lynn

Whau Local Board

OPEN MINUTE ITEM ATTACHMENTS

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A.	26 February 2025: Whau Item 8.2 Deputation - Introducing Lime to Whau Local Board	3
25.1	Te Whakaaro ki ngā Take Pūtea e Autaia ana Consideration of Extraordinary Items – Draft Storm Affected Land Use Policy	
A.	26 February 2025, Whau Local Board Item 25.1: Consideration of Extraordinary Items – Draft Storm Affected Land Use Policy - Report	17
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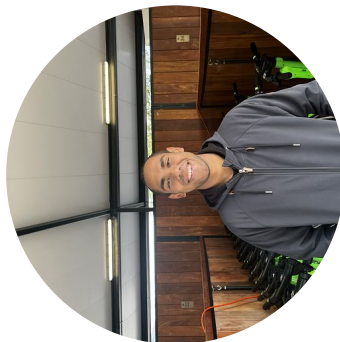
Item 8.2

Attachment A

OUR LOCAL LEADERS | AUCKLAND



Niki Dass
Operations Manager,
Auckland

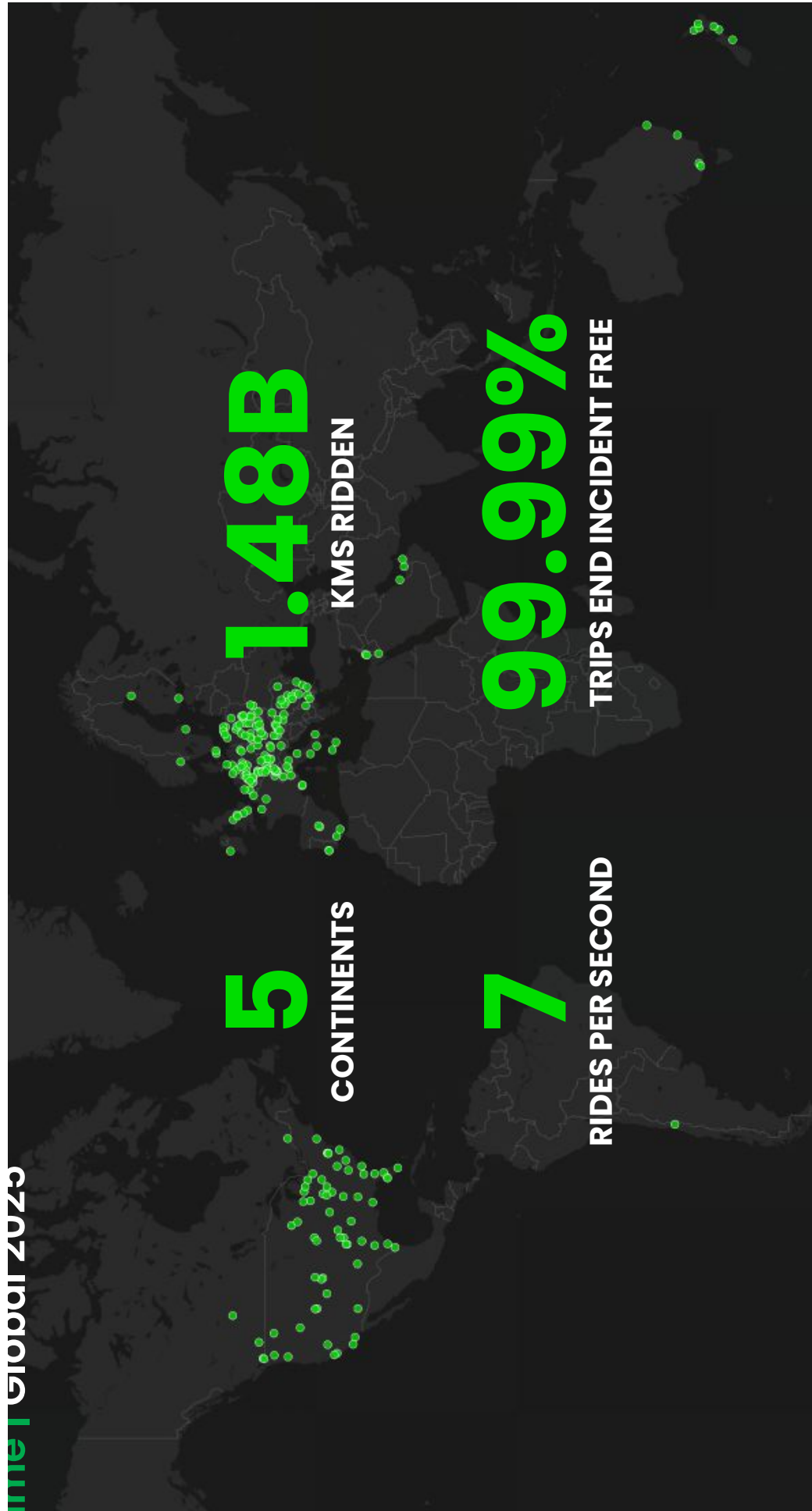


Josaia Malugulevu
Operations Coordinator,
Auckland



Lauren Narlock
Senior Manager,
Government Relations ANZ





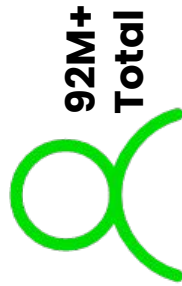
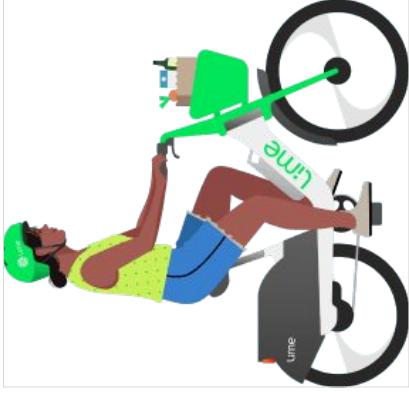
Item 8.2

Attachment A

lime | Global 2023

770M

Total Lime rides taken



92M+
Total riders

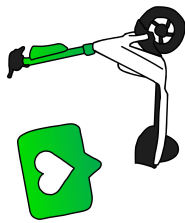


200k+
Global Fleet



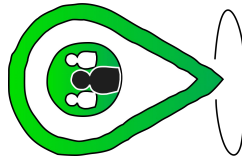
280+
Cities

TIME AUCKLAND | 2020 BY THE NUMBERS



Auckland Ridership

Between our launch in Auckland in 2018 and today, over **900,000** unique Auckland Lime riders have completed **7.1 million trips**



Rider Demographics

The average rider in Auckland is **35 years** of age, while a quarter of riders are **42 years or older.**

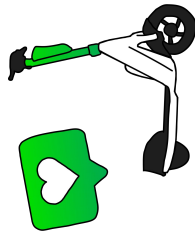


Sustainable Transport

The **9.6 million kilometres** traveled on Lime vehicles in Auckland so far, equates to **514.7 metric tons of CO2** saved.



THE AUCKLAND RIDER COMMUNITY SURVEY



Commuters
44% of riders said their last trip was a commute.

Economic Impact
60% of riders reported making a purchase before or after their trip, with a median spending value of \$30. This equates to **\$118.8m** of economic contribution.



Auckland Pride
81.5% of riders said they appreciated that their city had embraced innovation.
71.7% of riders said they were more likely to visit public parks, museums and other amenities as a result of having Lime in their city.



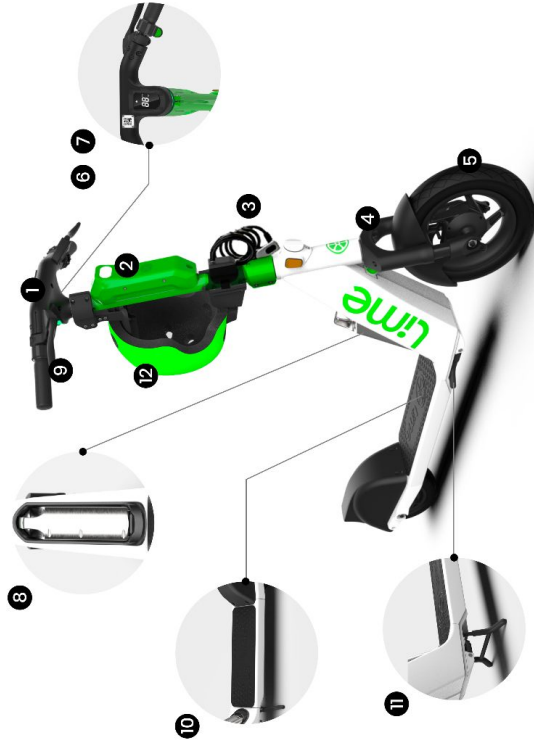
Community Support
87.7% of riders said Lime makes it easier for them to live and stay in the city.
58.6% of riders said Lime makes them feel closer to neighbors and friends.

**THE AUCKLAND | EMPOWERED IN THE FABRIC OF
the local community**



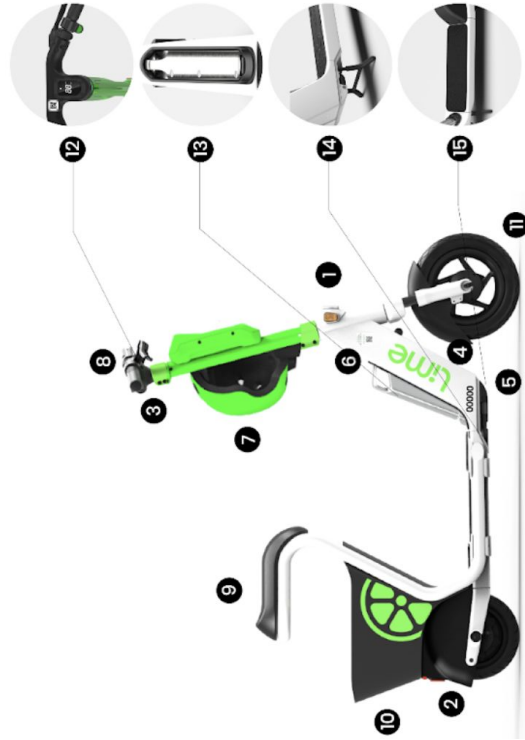
PRODUCT OVERVIEW | E-SCOOTER AND SEATED SCOOTER

Gen4 E-Scooter



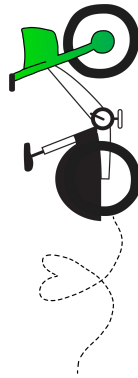
Key Features: 1. Swept handlebars | 2. LimeVision+ | 3. Lime Lock | 4. Strong aluminium frame | 5. Larger wheels and pneumatic tires | 6. Tap-and-ride wireless connectivity | 7. LED screen | 8. Swappable battery | 9. Dual bicycle-style handbrake | 10. Lower center of gravity | 11. Double kickstand for increased stability while parked | 12. Helmets on vehicle

Gen4 Seated E-Scooter



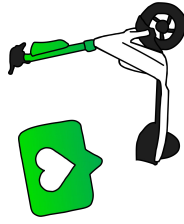
Key Features: 1. Front headlight | 2. Rear tail light | 3. Dual bicycle-style hand brake for intuitive and secure braking control | 4. Clear Lime logo | 5. Unique ID | 6. QR code to directly contact Lime | 7. Helmet lock and helmet | 8. Swept handlebars | 9. Large foam seat | 10. Rear storage with 15L capacity | 11. Larger wheels and pneumatic tires | 12. Tap & ride | 13.

AUCKLAND OPERATIONAL LOGISTICS



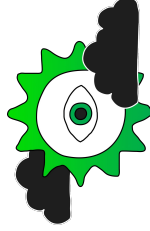
Strategic Deployment & Flexibility

Lime deploys and rebalances vehicles throughout the day to ensure an equitably distributed fleet, based on real-time demand and community feedback.



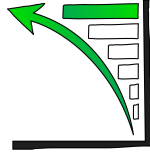
Technology-Driven Efficiency

Lime uses proprietary tools like the Fleet Management Platform (FMP) and Hotspot Optimizer for real-time fleet monitoring, maintaining compliance and equitable distribution across Tiers.



Continuous 24/7 Operations

Our team conducts round-the-clock tasks, supported by automated systems, to maintain optimal fleet size and meet community needs efficiently. Our field team conducts regular maintenance checks on all vehicles to maintain fleet quality and tidiness.




Data-Driven Optimization


The Hotspot Optimizer utilizes historical rider demand to improve Lime's operational efficiency across Auckland.


IMPROVING PARKING COMPLIANCE


AI Powered End-of-Trip Photo Review

Within 3 seconds of a rider ending their trip, Lime is able to automatically review the end trip photo and place it in one of four broad categories:

- 

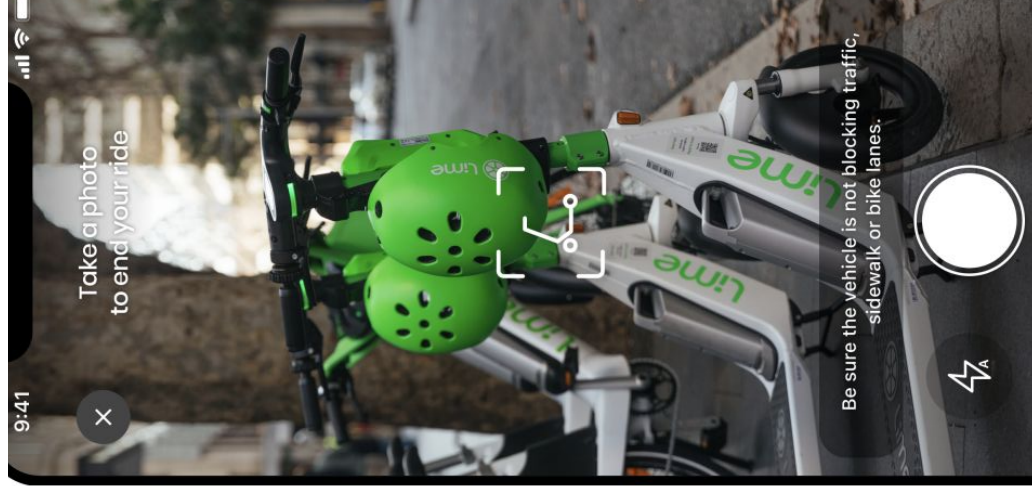
Compliant parking
- 

Non-compliant parking
- 

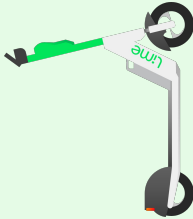
Improvable parking
- 

Bad photo

Compliant photos will be allowed to end the ride. Each of the photos that is non-compliant or a bad photo will trigger a message to the user and included the photo in question and, in some cases, the message may be accompanied by a tone.



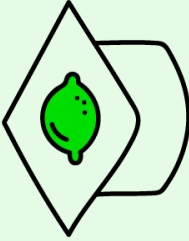
Quality | Before, During, and After Every Ride



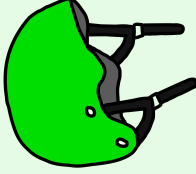
Hardware



Technology



Education

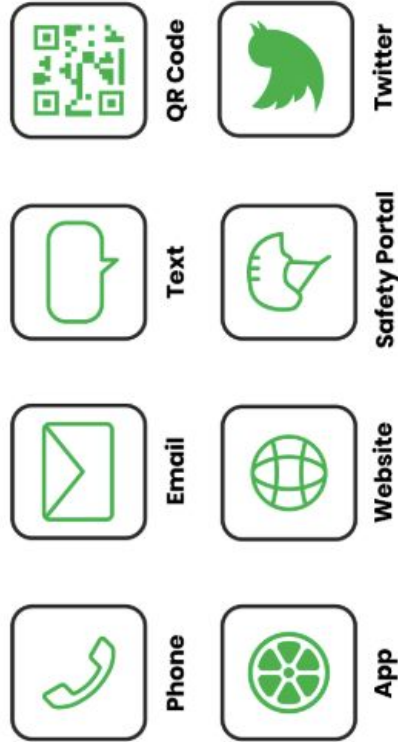


Insurance

Feedback Channels | 24/7 Availability

Riders & Non-Riders can reach us via **phone, email, social media, text message, safety portal, on-vehicle QR code, or directly in the Lime app.**

Our over **250 person customer service team** is able to localize our communications in **over 100 languages** with more being added regularly.



Need Help?
0800 467 001
support+nz@li.me

Report an issue

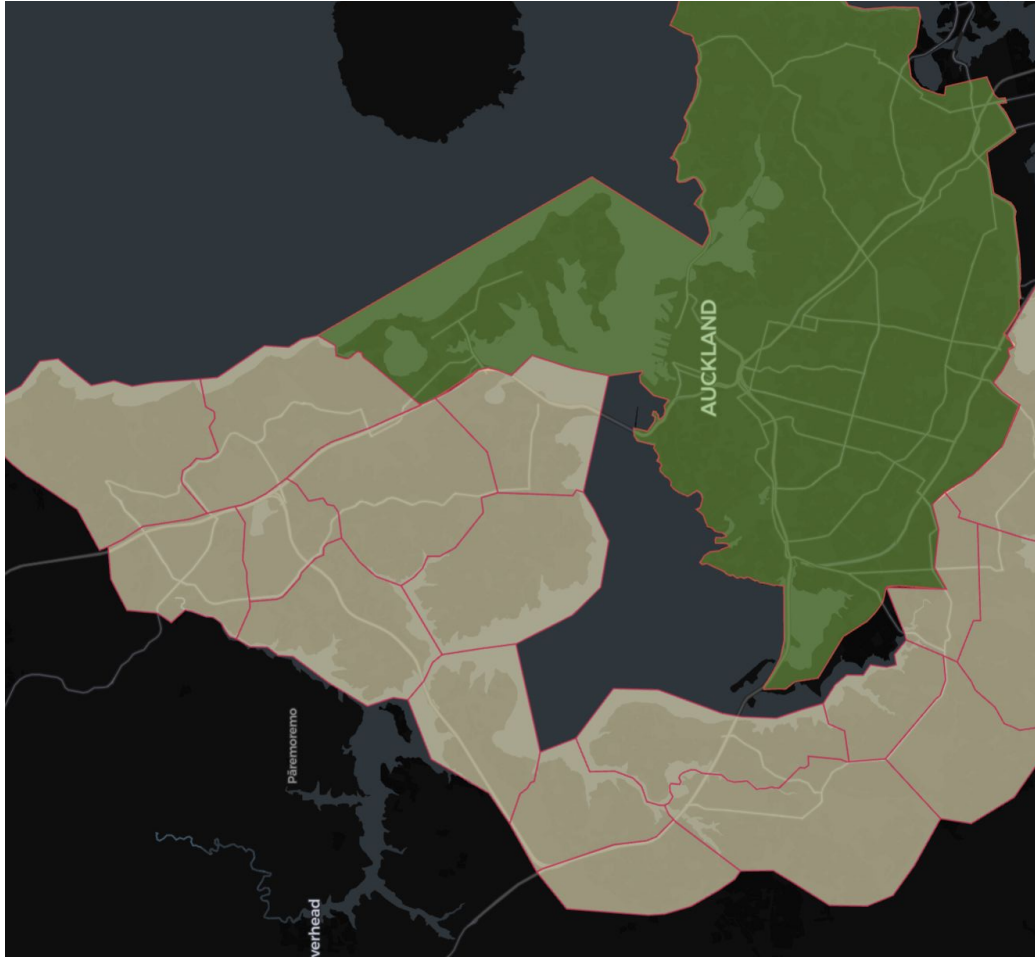


Whau Local Board

Current Lime Service Zone
1800 e-scooters



Whau Expansion: March 2025



10000 EXPERIENCE | DATA DRIVEN DECISIONS

To determine the optimal number for any of our fleets around the world, Lime analyses metrics from markets that have similar population size, demographics, weather, and infrastructure ('comparison markets').

Looking at the ratio of people per device in comparison markets, allows us to extrapolate out a range of micromobility devices based on the local population. These cities all exhibit fleet numbers that:

- Allow riders to find a device within a reasonable timeframe to replace a petrol-powered car trip.
- Suggest the City is not oversupplied with devices, and therefore not prone to becoming a public 'nuisance'.

Market	Population	Fleet	Residents per vehicle
Whau	86,300	400	216
City of Yarra	91,521	517	177
City of Port Phillip	109,515	516	212
Christchurch	403,000	1,630	247

Draft Storm Affected Land Use Policy

File No.: CP2025/02693

Te take mō te pūrongo Purpose of the report

1. To invite the views and preferences of the local board on the proposed policy and implementation approach.

Whakarāpopototanga matua Executive summary

2. Auckland Council will be purchasing around 1200 residential properties that have been assessed as having an intolerable risk to life (Category 3). The Auckland Crown Funding Agreement specifies that, when the council takes ownership of the properties, it also assumes all responsibilities, costs and revenues associated with the properties.
3. The management of properties includes three key components: interim maintenance and risk management, the house removal programme, and the storm affected land use programme to determine appropriate future uses.
4. Once dwellings are cleared, sites are remediated to a safe and tidy state, for entry into the storm affected land use programme. The draft policy and implementation approach for storm affected land use is attached as Attachment A, for consideration and feedback. This builds on the interim guidelines for future use of land, agreed by the Governing Body in May 2024 (GB/2024/55), and is informed by analysis of properties that are now in council ownership.
5. The policy identifies that land will be either divested to another party, transferred within the Auckland Council Group to meet an identified service need, or held by the council where the land is assessed as being highly hazardous.
6. Initial analysis suggests that around 50 per cent of the properties could be safely divested and return some revenue to the council to help fund the storm recovery programme, in accordance with resolution TICCC/2024/146(k).
7. A complex cases team is being established to work through the solutions for a small number of Category 3 properties with complicating factors that may constrain the council's decision-making abilities. These include properties held in unit title and some cross-lease properties, and properties where risks could potentially be mitigated and dwellings retained.
8. The Draft Storm Affected Land Use Policy was endorsed-in-principle by the Transport, Resilience and Infrastructure Committee on 13 February 2025 (TICCC/2025/12(d)).
9. The Governing Body, through the Policy and Planning Committee, will be considering the Draft Storm Affected Land Use Policy for adoption on 13 March 2025.
10. Local boards were briefed on 3 February 2025 (Attachment B), and now have the opportunity to provide feedback if they wish to do so, by 5pm on Thursday 27 February.

Ngā tūtohunga Recommendation/s

That the Whau Local Board:

- a) provide feedback on the Draft Storm Affected Land Use Policy.

Ngā tāpirihanga Attachments

No.	Title	Page
A	Draft Storm Affected Land Use Policy	
B	Recovery Office Briefing for local boards	

Ngā kaihaina Signatories

Authors	Kat Ashmead – Local Interests Lead
Authorisers	Oliver Roberts - Planning & Operations Manager




DRAFT
Storm
affected
land use

Policy and implementation
approach

3 February 2025, Version 1.0

aucklandcouncil.govt.nz



Item 25.1

Attachment B

- 2 Draft Storm Affected Land Use Policy and Implementation Approach

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Mihi / Acknowledgement

Mātua rā ngā mihi me ngā tangi ki ō tātou mate huhua, tae atu ki ērā i riro rā i a Parawhenuamea, i ngā waipuke nui o mua ake nei. Ko te aunga o te moe ki a rātou kua wehe atu; ko te tau o te mauri ki ngā whānau ka mahue mai.

E rere nei te aroha ki te tini o ngā hapori kua raruraru i ngā wheako mai i ngā waipuke, ā, ko mihi anō ka rere ki ngā ringa raupā kua āwhina atu i aua hapori rā i te wā o te hē ā mohoa nei, i te wā o te whakaoranga.

E kore e maroke te puna o te whakamānawa ki ō mātou kaitiaki, ki ngā mana whenua e ārahi nei i a mātou ki te whai kia haumanutia te taiao, e manaaki nei hoki i ērā e noho ana ki waenga i ō rātou nā rohe. Mārakerake ana te kitea o te wāhi ki ngā mana whenua me te Māori hei ārahi i ētahi āhuatanga o te whakaoranga.

Koinei ā mātou mihi atu me te tūmanako anō, mā te mahi tahi e tutuki ai ngā wawata hei ngā tau e tū mai nei.

Firstly, we pay homage to and mourn the many who have departed, especially those who were lost as a result of the recent severe flooding. May they rest in peace; may those remaining find comfort.

We express our heartfelt condolences to those who suffered during the floods, and we also praise the hard working people who have helped others in their time of need and continue to do so during the recovery.

We will always be indebted to our kaitiaki (guardians), to the mana whenua (local indigenous peoples) who guide us in restoring the natural environment as well as provide care for those who live within their regions. It is clear to see the place mana whenua and Māori have in leading some of the recovery areas.

We make these acknowledgements in the hope that by working together the future aspirations will be realised.

