

Andrew Boff AM  
Chair, London Assembly  
City Hall  
Kamal Chunchie Way  
London  
E16 1ZE

*Monday December 16*

Dear Andrew,

**Re: London Assembly (Plenary) Motion - 7 November 2024**

Thank you for your letter dated 3 December on behalf of the London Assembly regarding the motion passed on 7 November.

We welcome your recognition of the increasing popularity of shared e-bikes in London. Over 11.5 million commuting journeys were taken on Lime e-bikes in London in the first half of 2024 alone, and approximately 1 in 3 of our total trips are connecting users to or from public transport.

We are working closely with Transport for London (TfL), London Councils and our partner boroughs to address the parking issues caused by this demand. We want to make these changes in a way that does not prevent access to or reduce use of shared e-bikes. These vehicles are making a significant contribution to increasing cycling rates in London and achieving the Mayor's ambitious active travel targets.

**Our Action Plan**

Lime fully understands the importance of ensuring that London's pavements are kept safe and unobstructed. Following the announcement of TfL's updated enforcement policy, we are working with them to ensure that our vehicles are not left obstructively on TLRN and TfL land - including by using GPS zoning and our new end trip photo enforcement technology.

We are also working with our 17 partner boroughs to improve e-bike parking across London. I recently met with Will Norman, the Mayor's Walking and Cycling Commissioner, to discuss these issues. Following our constructive discussion, I have worked with my team to develop an Action Plan to directly address them. This will be announced next month. The plan will include increasing the size of our on the ground team, improving our parking enforcement technology and investing in new parking infrastructure.

We will ensure that all Assembly Members are fully briefed on this Action Plan. As part of this we are able to arrange follow-up meetings for Assembly Members to answer any questions about the Action Plan or our wider operations in London.

## **Working together to build more dedicated e-bike parking**

The record usage and demand for shared e-bikes underlines the need to significantly increase parking locations at stations and transport hubs, in addition to high usage locations on borough land. We welcome TfL's investment to deliver 7,500 additional parking locations, alongside a further 800 on Red Routes by next summer. Lime has already spent £1 million building bike parking infrastructure in London this year and we will be making a further multi-million pound investment to continue this work next year.

As part of these efforts, we are able to share data with TfL and partner boroughs on popular trip start and end points to help identify suitable new parking locations. Building a dense network of parking locations will ensure Londoners, particularly in areas with less access to public transport, can continue to access and use shared e-bikes easily.

## **Next steps**

My team continue to work closely with TfL and London Councils to address the issues being caused by our service. They would welcome the opportunity to meet with you to discuss these issues further. They will also follow up with you and all Assembly Members in January to provide a summary of the measures included in our new Action Plan.

Best wishes,



Wayne Ting  
CEO  
Lime