

**Date : 16 December 2024**

Dear Lime and Forest,

We are writing to seek your public commitment to fully address the issues being caused by problematic parking of your dockless e-bikes, and to ensure no location in our city has to deal with unsustainable numbers of bikes.

It is our shared view that dockless e-bikes are an important part of London's transport network and have the potential to be a major long-term positive addition. Thousands of Londoners have found them a convenient and enjoyable way to get around and connect to other forms of transport, with the large majority doing so with care and respect for their fellow Londoners. If managed properly, they can play an important role in supporting more Londoners to cycle, reducing congestion, pollution, and carbon emissions, and making London healthier and greener.

To be successful they need to work for everyone in our city, but that is not currently the case. Your bikes are frequently found parked on pavements, roads, and crossings in a way that negatively impacts people across our city, especially elderly and disabled Londoners. In many parts of our city, the numbers of dockless e-bikes are now exceeding the fleet caps you have agreed with councils, and we are increasingly concerned that you are deploying your bikes in unacceptable numbers in some locations.

As you know, London's councils and Transport for London have been working with you on behalf of our residents to address these issues. We recognise that you have made some welcome progress: improving instructions for riders, taking action to make it harder to 'hack' bikes, and working with us to install dedicated parking bays in many parts of the city. We know that in other cities you have deployed other technologies and resources to tackle these issues but have not yet done so yet in London: we need action on responsible parking in London now.

We will continue to work with Government to secure the powers needed for local areas to manage and regulate dockless e-bike schemes. The current situation where dockless e-bikes can be operated without permission or oversight from either councils or TfL is clearly not working. It is right that this new mode of transport has new regulation to make it work for all, including a requirement for operators to be given permission to operate, and to comply with fair and consistent rules. This is already the case for other privately-operated modes of transport, including taxis, minicabs, and dockless e-scooters.

In the meantime, we hope you will agree that it is in all of our interests to work pro-actively to address the current issues with dockless e-bikes. We are therefore asking you to commit to working with us to tackle poor parking and oversaturation, reducing the nuisance and hazards posed to Londoners by:

1. Taking all necessary steps to ensure full compliance with Transport for London's new enforcement policy for dockless e-bikes.

2. Taking all necessary steps to ensure full compliance with existing contracts and Memorandums of Understanding in place with individual boroughs, including complying with fleet caps and relevant enforcement policies.
3. Publishing a clear action plan for London setting out the steps you will take to tackle poor parking and oversaturation of bikes on roads and pavements across London as a whole and recognising that a joined-up approach is essential for customer journeys that don't recognise borough boundaries.

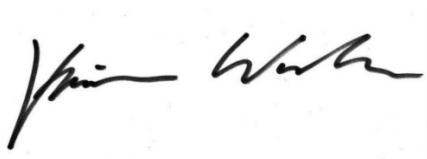
We hope you will respond positively to these requests.

Boroughs and TfL remain committed to working with you to overcome these issues so we can make dockless e-bikes a success, including by installing more dedicated bays, and we respectively have meetings planned with you to continue this work and welcome your continued engagement.

We strongly believe that cooperation and collaboration between all parties is the key to ensuring that dockless e-bikes can continue to play an important role in a safe and sustainable transport system. Boroughs and TfL will also continue to use our existing powers to take enforcement action where it is needed, to keep our pavements and highways accessible.

We look forward to your public commitment to addressing these issues so that we can work together to make dockless e-bikes a success and ensure our streets remain safe and accessible for all Londoners.

Yours sincerely,



Cllr Kieron Williams  
London Councils' Executive Member for Transport, Environment and Climate



**Will Norman**  
London's Walking & Cycling Commissioner