



NORTHWEST SAN PEDRO

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TELEPHONE: (310) 732-4522
WEBSITE: NWSanPedro.org
E-MAIL: BOARD@NWSanPedro.org
NW San Pedro Neighborhood Council
638 S. Beacon Street, Box 688
San Pedro, CA 90731

March 22, 2018

Toby Sun, CEO
Lime Bikes
c/o Lakeysha Hayes, Manager
lakeysha.hayes@limebike.com
toby.sun@limebike.com

Dear Mr. Sun:

The Lime bikes have had a net positive response from our community and as the 90-day pilot program nears completion the NWSPNC would like to offer our SUPPORT for its extension as a permanent program with the following recommendations.

We offer this support under the condition Lime Bikes continue to police their bikes throughout the community by:

- Daily drive-bys to make sure the bikes are properly parked and not blocking driveways or pedestrian areas such as sidewalks.
- Make sure vandalized and abandoned bikes are cleared from parks, beaches and public areas within 48 hours.
- Offer statistical data around ridership in our community
- Be responsive to community members complaints of abandoned bikes.
- Encourage riders to watch a "proper use" video at sign-up.
- Encourage the app/system to track riders who consistently misuse or mis-park bikes.
- Encourage Lime Bikes to increase their social media advertising to promote proper ridership video views.

In light of recent mail thefts involving Lime Bikes, we would also request the company :

- Add large number license plates to make it easier for stakeholders to identify individual bikes.
- Ensure the system prohibits anonymous ridership both in iPhone and non-iPhone users using promo codes.

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- Lime Bikes should have an agreement with the Harbor Division of LAPD to identify individual riders who may be using Lime Bikes in criminal activities.

Example: A stakeholder witnesses a Lime Bike involved in mail theft from neighborhoods. They report the individual bike used and the time of the activity. Lime Bikes will retain these records and make them available to investigating police personnel with any and all identifying information Lime Bikes has on the suspect involved.

We look forward to supporting Lime Bike's continued positive contribution to our community.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Regalado". The signature is written in a cursive style with a large, looping "R" and "D".

Ray Regalado, President
On behalf of the **Northwest San Pedro Neighborhood Council**

cc: Councilmember Joe Buscaino
cc: Nathan Holmes, CD15