

SOCIAL BICYCLES LLC
55 PROSPECT STREET, STE. 410
BROOKLYN, NY 11201

May 15, 2020

Peter Topalovic
Program Manager – Sustainable Mobility
Planning and Economic Development
Transportation Planning & Parking
City of Hamilton
71 Main Street West
Hamilton, Ontario L8P 4Y5

Dear Mr. Topalovic:

We are collectively living in the most harrowing pandemic of our lifetime and it has significantly impacted companies in ways unimaginable just a few months ago. You may have heard about last week's announcement that LIME acquired the JUMP brand and assets. We now have some additional news to share with you. As a result of the challenges associated with the Covid-19 pandemic, we have made the very difficult decision to shut down all remaining bike and scooter operations that are not part of last week's announcement, including in the city of Hamilton. We write to notify you that Social Bicycles, LLC will be closing operations in Hamilton on June 1, 2020 and end its support of the bikeshare system.

All bikeshare owners/operators are re-evaluating their future, especially in light of Covid-19's shelter-in-place and the requirements to re-open their business. Please know that we will immediately assist Hamilton with a wind-down of operations. This may include assistance with collection of vehicles, inventory list, or other mutually agreeable tasks. In addition, if you are considering continuing a bikeshare offering in Hamilton, we can make introductions to potential service providers (such as for software support, spare parts and people operations) so you can explore direct relationships with them.

Thank you for your past business and support. Again, we wish we didn't have to make this difficult decision and deliver this news. We wish all the best for the citizens in the city of Hamilton. Please let me know if we can answer any questions about our wind-down or provide assistance as you make arrangements to work with new service provider(s).

Sincerely,



Bill Knapp
General Manager, US & Canada