

## Appendix C – Letter from Neuron confirming interest in returning to Waterloo Region in 2024



Neuron Mobility (Canada) Limited  
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November 22, 2023

### Regional Municipality of Waterloo

**Re: Renewal of the Shared Micromobility Licence Agreement (the "Agreement") between Neuron Mobility (Canada) Limited ("Neuron") and The Regional Municipality of Waterloo, The Corporation of the City of Cambridge, The Corporation of the City of Kitchener and The Corporation of the City of Waterloo (collectively, the "Region")**

Under section 6 of the Agreement, we write to confirm that Neuron would be happy to renew the Agreement for 2024 and continue its shared micromobility operations in the Region.

2023 was a successful season for operations in the Region and Neuron is looking forward to capturing and expanding on this momentum as it plans 2024.

Some of the 2023 highlights include:

- Over 385,000 kilometres travelled by riders in the Region of Waterloo
- Helped to boost the local economy, with 64% of all e-scooter trips resulting in an average purchase of \$46 at a business, injecting an estimated \$8.2 million into the Region's local economy
- Eliminating an estimated 20 tonnes of CO2 emissions in the Region, with 32% of all trips replacing a car journey; and
- Nearly 60% of all riders used Neuron to commute to work or place of education, with almost a quarter of rides connecting to public transit

In addition, Neuron values the partnership with the Region. This partnership allowed for positive changes to operations during the year, including with respect to parking and expansion of the operating zone. These changes allowed Neuron to make its services available to more residents of the Region, and resulted in increased usage of the services.

We look forward to continuing to work alongside the Region in 2024.

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