



March 23, 2020

Chris Ewell  
Deputy Director  
Street Transportation Department  
City of Phoenix  
200 W. Washington Street  
Phoenix, AZ 85003

Dear Deputy Director Ewell,

I want to let you know that we at Spin have made a difficult decision to pause operations in many of our cities and universities, including Phoenix.

Over the past few weeks, it's undeniable that COVID-19 has had an unprecedented impact on every industry. Similar to public transportation services, the fast-spreading virus and the necessary public-health measures taken have led to a dramatic decrease in our ridership. This decreased ridership reduces the number of cities and scooters that we are able to viably support in the near term.

Despite this decrease in overall demand, we believe that micromobility can be as valuable as ever for people who need transportation at this time. Therefore, for the time being, we plan to only remain in cities where we feel scooters are needed the most and where we are most capable of ensuring the safety of our employees and the public. With these difficult changes, we will be positioned to resume service in as many cities as possible once the crisis is behind us.

Starting on Tuesday, March 24th, we will be pausing our operations in Phoenix. We don't take this decision lightly, and we apologize for the inconvenience this may pose. As the situation continues to evolve, we will keep you updated about our plans for Phoenix. Our goal is for Spin to remain a trusted and valued partner for cities, even when circumstances intervene beyond our control. Just as we are communicating with you, we will be notifying riders.

Please don't hesitate to reach out if you have any questions.

Best regards,

A handwritten signature in black ink, appearing to read "T. Alborg". The signature is stylized with a large, looping flourish at the end.

Tim Alborg  
Director of Government Partnerships  
Spin