

# Dock-less Bike Share Program (LimeBike) in the City of El Cerrito

## Frequently Asked Questions

### What is LimeBike?

LimeBike is a bike sharing operator based in the San Francisco Bay Area. It is currently operating in cities across the country, including the nearby cities of Alameda, Albany, and South San Francisco. In January 2018, LimeBike will begin operating in El Cerrito for a six-month pilot period at no cost to the City. For more information about LimeBike visit <http://www.limebike.com>

### How much does it cost to ride a LimeBike?

#### Regular Lime Rides

- Rides will cost just 50 cents per 30-minute time block for students with a valid ".EDU" e-mail address.
- \$1 for non-student riders, per ride.

#### LimePrime

- LimePrime is \$29.95 per month with 100 rides.
- LimePrime Students is \$14.95 per month with 100 rides, with a valid ".EDU" email address. Students, faculty, and staff all qualify.

#### Lime Community Network

- 100 rides for just \$5 - Heavily subsidized rides for members of the community most in need.

### How do I find a bike and start my ride?

Simply download the LimeBike app on your Android or iPhone, find a bike on the map, and unlock the bike with the tap of the app. After your ride, simply lock the bike to finish your trip and the app will provide you with a trip summary.

### Where do I park my LimeBike?

Please park only near bike racks and areas designated specifically for bike parking. LimeBikes have kickstands and should be parked in areas on the sidewalk that do not block pedestrian traffic or ADA access. LimeBikes may NOT block driveways, entryways, crossroads, bus stops, wheelchair accessible areas, or be left on the ground. Responsible bike parking is key to bike sharing's success. Please report improperly parked bicycles to LimeBike's 24/7 customer service team at [support@limebike.com](mailto:support@limebike.com), or by calling or texting 1-888-LIME-345.

### Does LimeBike provide helmets?

Riders under 18 years old are required by law to wear a helmet. All other riders are strongly encouraged to ride with a helmet. Users must supply their own helmets.

### How can I report a broken bike? What if my bike has mechanical problems?

Please report issues directly to LimeBike's 24/7 customer service team at [support@limebike.com](mailto:support@limebike.com), or by calling or texting 1-888-LIME-345.

### Do I need a smartphone and/or credit card to rent a bike?

A cash payment option is available for those without credit cards or smartphones.



### **Can I bike outside of El Cerrito?**

Yes, LimeBikes can be used throughout the area. However, users are asked to end rides in cities where LimeBike operates (currently including the nearby cities of El Cerrito and Albany). Bikes left outside of these zones will be picked-up and redeployed by the LimeBike operations team.

### **How will LimeBike prevent their bikes from taking up bike rack space?**

Users should park their LimeBike near a bike rack or other suitable bike parking location. Where possible they should not take up bike rack space, but should instead be parked near bike racks.

### **Why did the City choose LimeBike over other bike sharing programs?**

El Cerrito city staff has been actively seeking out opportunities to add bike sharing as a transportation option for El Cerrito residents, businesses, and visitors. LimeBike, a privately-funded bike sharing company stood out because it offered a turn-key solution at no cost to the City. In addition, the dock-less bike sharing model will allow the City to add bike sharing to the community while avoiding costly investments in docking stations and without taking away existing parking spaces.

### **How much does LimeBike cost the City? Or does LimeBike pay the City?**

LimeBike is operating in El Cerrito for a six month pilot program at no cost to the City. LimeBike is also not paying to operate in El Cerrito. The bike sharing program is intended to increase the alternative modes of transit that are available to the community, with low costs for users and no costs for municipalities.

### **How many LimeBikes are in El Cerrito?**

During the pilot period, LimeBike will have a minimum of 100 bikes available for residents, businesses, and visitors to use, 24/7, throughout the community.

### **I have seen LimeBikes being parked on private property. Who do I contact about this?**

Please report issues directly to LimeBike's 24/7 customer service team at [support@limebike.com](mailto:support@limebike.com), or by calling or texting 1-888-LIME-345.

### **Bikes are blocking the sidewalk. Who can I contact about this?**

Please report issues directly to LimeBike's 24/7 customer service team at [support@limebike.com](mailto:support@limebike.com), or by calling or texting 1-888-LIME-345.

### **There's a bike on the app, but it isn't on the street. Who can I notify?**

If you can't find a bike after searching the area, report the issue directly to LimeBike's 24/7 customer service team at [support@limebike.com](mailto:support@limebike.com), or by calling or texting 1-888-LIME-345.

For more information visit <https://www.limebike.com/help> or visit the City's education and FAQ page at <http://el-cerrito.org/limebike>.

