

# BIKE SHARE FAQ

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# 1. GENERAL INFORMATION

## What is bike share?

Bellevue launched a bike share pilot in July 2018. The lime green bikes are called limebikes and they are owned and operated by [Lime](#), a private company that obtained a permit to use the public right-of-way—streets, sidewalks, and easements—to provide bike share services subject to specific conditions.



Bike share is a convenient, affordable, eco-friendly, and fun transportation option to get around Bellevue. Pick up a bike in one location and park it at your destination. You can find and unlock the nearest bike through Lime's mobile app. When you finish your ride, park your bike so that the bike is available for someone else to use.

## How long will the bike share pilot last?

The pilot permit is valid for up to one year—through July 31, 2019.

## Why is the City doing a bike share pilot?

The City of Bellevue wants people who live in, work in, and visit Bellevue to have more choices about how they get where they want to go. Bike share offers one more travel option that might be right for some people and some trips. Cities across the country have bike share systems, and local businesses and members of the public have been asking for bike share to come to Bellevue.

## What are the conditions for the bike share pilot permit?

The pilot permit's special conditions include requirements related to safety, parking, operations, data sharing, enforcement, and equity, among other topics. The conditions are available on the [City's bike share webpage](#). These conditions are consistent with the Framework published in April 2018 and respond to input from the City Council, Transportation Commission, Bellevue Downtown Association, and the broader community.

## How many bike share bicycles are allowed in Bellevue?

Lime is permitted to deploy 400 electric-assisted bicycles citywide in Bellevue in the first month of the pilot. After each month that they successfully demonstrate compliance with the City's requirements, Lime will be allowed to deploy 100 additional bikes.

## Why aren't other bike share companies operating in Bellevue?

Lime was the only company applied for a permit to operate bike share in Bellevue in July 2018. Applications are no longer being accepted for the 2018-2019 pilot period.

## What if bikes from other companies end up in Bellevue?

Bike share bicycles from companies that do not have a permit will be declared a nuisance and must be removed from the City by the bike's owner within 24 hours of notice.

## How much is this costing the City?

Bike share services in Bellevue are being provided by Lime, a private business. The City does not own or operate the system. To obtain a permit, Lime paid a fee that reimburses the City for various one-time and ongoing costs associated with managing the pilot, such as collecting and evaluating data, monitoring compliance, and installing preferred parking areas.

## What kind of data is being collected when I use bike share?

The Lime mobile app requires users to provide a phone number, and the GPS units on each bicycle track where bikes are ridden. The Transportation Department requires Lime to share bike usage data to support permit oversight, performance evaluation, and inform infrastructure investment priorities. All trip data shared with the City is anonymous and passes through a third party—the University of Washington Transportation Data Collaborative—to ensure user privacy.

Some examples of data that the City obtains include: (i) where all bikes are parked every morning to ensure proper distribution across the city and in preferred parking locations, (ii) how many bike share trips are taken daily, and (iii) what streets people ride on most often when using bike share.

No personally identifying information is shared with the City or otherwise made public. More information about Lime's privacy policy is available on the [company's website](#).

## What is Lime's contact information?

**Call:** 1 (888)-LIME-345

**Text:** 1 (888)-546-3345

**Email:** [support@limebike.com](mailto:support@limebike.com)

## 2. USING BIKE SHARE



### What is an electric-assisted bicycle?

#### How does it work?

An electric-assisted bicycle, also called an e-bike, uses an electric motor to provide a boost to the rider while pedaling. The more resistance the bike detects, such as when climbing a hill, the more assistance the motor provides to allow the rider to continue without struggling. All Lime e-bikes are classified as Class 1 electric-assisted bicycles according to state law (RCW 46.04.169) and provide assistance up to 15 miles per hour.

### Where can I find/ride a bike share bicycle in Bellevue?

Bike share bicycles are available citywide. Most can be found in Downtown Bellevue and activity centers, which include BelRed, Crossroads, Eastgate, Factoria, and Wilburton. All Limebikes are GPS-enabled, and their current location can be seen in the Lime mobile app.

Lime e-bikes may be ridden on streets, in bike lanes, and on sidewalks in Bellevue, just like human-powered pedal bikes. E-bikes are allowed on the I-90 and 520 trails, but they are not currently allowed on other King County trails.

### How do I get the Lime app?

The Lime mobile app can be downloaded from Google Play (Android) and the App Store (Apple).

### How do I start a ride?

- **Download the App.** Install the Lime mobile app on your smartphone.
- **Locate a Bike.** The app shows a map of all the bikes that are near you.
- **Scan the Code.** When you arrive at the bike you want, use the in-app camera to scan the bike's QR code or manually enter the bicycle ID number to unlock the bike.
- **Safety Check.** Check to make sure the bike is in good working condition before starting a trip. Lime is responsible for maintaining their bikes, but for your own safety, a pre-ride check is always a good idea.
- **Protect Your Head.** Always wear a helmet when using bike share. It's the law in Bellevue for people of all ages. Besides, it's the smart thing to do. (Better safe than sorry.)
- **Ride Safely and Courteously.** Always follow traffic laws, be mindful of your surroundings, and be respectful of other people walking, bicycling, and driving on Bellevue sidewalks, bikeways, and streets.

### How do I pay for the ride?

Payments are made to Lime through their mobile app. You need to add credits to your account before you can start a trip. Lime sets the price for their service. Make sure you understand how much a ride will cost before you start a trip to avoid surprises.

### How do I end a trip?

- **Park the Bike.** Wherever you go, you can park the bike nearby. Just make sure to leave the bike on pavement and out of the way. Do not leave the bike in city parks or on private property, except where specially marked in the app and on the ground.
- **Close the Lock.** The lock is located above the back wheel just below the seat post. Press the knob to slide the lock closed and end your ride. The bike will make a sound to confirm your trip has ended. The mobile app will show you a summary of your trip, including how far and long you rode as well as the cost of the ride.
- **Good to Go!** Please make sure you left the bike in a responsible place for the next person to use.

### What if I don't have access to a smartphone or credit card?

Lime Access is a program designed to help ensure access, mobility, and opportunity for all. In partnership with [PayNearMe](#), the program provides discounted rates and a text-to-unlock feature to remove the barriers of smartphone and credit card ownership. Individuals who qualify or participate in any state or federal assistance program qualify for the Lime Access program.

### Can I reserve a bike share bicycle?

Lime's e-bikes cannot be reserved prior to starting a trip. The bikes are available on a first-come, first-served basis. If you see a bike nearby on the mobile app map, it's yours to ride!

### The bike won't unlock. What should I do?

There are a few reasons why a bike might not unlock and different things you can do depending on the situation.

1. If the bike does not respond when you scan the QR code, the bike is probably unavailable/out of service because it is awaiting maintenance or because the battery is low or empty. Please find another bike.
2. If you hear the lock try to open but it fails, and the app does not start your trip, the lock may be stuck on a wheel spoke. Rotate the wheel slightly so that it is not touching the ring lock and try unlocking the bike again through the app.
3. If the app starts a trip but the lock remains closed, call Lime customer service. They can end your trip remotely and prevent you from incurring charges.
4. If the lock is visibly damaged, use the Lime app to report the issue. In the lower left corner of the app home screen, click on the exclamation mark icon, select "Lock Issue" from the "Report an issue" menu, and complete and submit the form.
5. A message on the app may advise you of the problem (ex: battery is low)

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## 3. PARKING QUESTIONS

### Where can I park a bike share bicycle in Bellevue?

Bike share bicycles may be parked on paved surfaces in the public right-of-way—streets, sidewalks, and easements—in locations that do not block walkways or vehicle travel lanes. Do not block building entrances, driveways, bus stop loading areas, curb ramps or bikelanes, or other locations that might prevent people from passing the bike safely. Bike share bicycles are not allowed to be left in city parks. When in doubt, a bike rack is always an appropriate place to leave any bicycle.



#### Do...

- park bicycles upright;
- leave at least six feet of clear walkway so people using wheelchairs, walkers, other mobility devices, and pushing strollers can get by unobstructed;
- park in preferred parking areas, which are painted on the pavement and identified with icons in the mobile app;
- park at bike racks where available.

#### Do not...

- park on street corners;
- block building entrances, driveways, or bus stop loading areas;
- block curb ramps;
- leave bike share bicycles in city parks or on private property.

### What are the white boxes painted on Downtown sidewalks?

These boxes are "bike hubs," or preferred parking areas. Bike share users are encouraged to park bicycles in these areas when ending a ride, and Lime will relocate bikes to these areas to provide reliable service. People who park bikes in bike hubs will earn rewards from Lime.

### How is the City deciding where to put preferred parking areas?

Similar to public bike racks, the Transportation Department is locating bike share preferred parking areas in places where demand is anticipated—at destinations like retail businesses, cafes, offices, residential buildings, civic services, and bus stops. Locations are chosen for their convenience and proximity to destinations where there is enough space to accommodate multiple parked bikes without blocking the walkway.

The Transportation Department has identified more than 100 candidate locations for bike hubs. Some have already been installed in Downtown, and more are coming soon this summer!

### If bike hubs are full, will I still earn rewards if I park there?

Thank you for helping keep Bellevue sidewalks and streets accessible and orderly! If you parked the bike in or near a bike hub—within about 10 feet—it will count as being in the preferred parking area, and you will still earn rewards from Lime once this feature is available.

### Why can't I leave a bike share bicycle in city parks?

The City of Bellevue wants to be sure the city's parks are kept neat and accessible for everyone to use. You are encouraged to use bike share to get to city parks, but please leave the bike on the sidewalk outside of the park when you arrive. Trying to lock a bike share bicycle inside park boundaries may prevent you from being able to end your trip and may incur additional charges.

## **I manage a property in Bellevue. How can I have a bike hub designated at/on my property?**

The City can only install and maintain bike hubs on public sidewalks and streets. If there is a space along the sidewalk or street adjacent to your property that might be suitable for a bike hub, please contact the Transportation Department at [bikeshare@bellevuewa.gov](mailto:bikeshare@bellevuewa.gov) or call 425-452-7102 to discuss it further. Bike hubs in the public right-of-way are installed at no cost to the adjacent property owner.

If you would like to have a preferred parking area for bike share installed on your property—such as in a plaza, parking lot, or walkway near your building's entrance—please contact Lime's local operations manager:

**Cassie McGrath**  
[cassie.mcgrath@limebike.com](mailto:cassie.mcgrath@limebike.com)  
425-577-1545

Bike hubs on private property must be publicly accessible and should not impede pedestrian circulation. The City assumes no liability for any incidents involving bike share on private property, as the city's permit applies only to the public right-of-way. Once you and Lime have agreed to designate a bike hub on your property, Lime will notify the City's Transportation Department so that we can add it to our list of approved preferred parking locations.

## **A bike has been parked in the same spot for several days. How long is a bike allowed to remain in one spot?**

Any bicycle not parked within or near a bike hub, if it is not rented for six consecutive days, must be relocated to a bike hub before 7:00 AM on the following day.

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## **4. REPORTING ISSUES**

### **Who should I contact about bike share bicycle issues?**

The fastest way to have an issue attended to with individual bikes, such as improper parking, damage, or vandalism, is to contact Lime directly. Lime is required to responsibly manage their fleets and be responsive to parking and maintenance reports as a condition of their permit. As soon as they are notified about a problem, they will determine whether it is a safety issue and will respond accordingly—within 2 hours if it is a safety issue and within 24 hours if it is not.

If you prefer, you can also contact the City of Bellevue Transportation Department or use the MyBellevue app to report an issue. City staff will forward the information you provide to Lime and ensure that it is addressed in a timely manner.



### **What should I do if I get into a collision while using bike share?**

In the event of an emergency, call 911 immediately.

Even if no one is hurt, please call 911 and file a police report. Safety is the City's highest priority. It is important to us to understand when, where, and how collisions occur so we can take steps to prevent others from happening in the future.

Please also contact Lime to inform them that their bike was involved in a collision. We want them to know so they can inspect it for damage and ensure no one else is injured by trying to use a damaged bike.

### **My bike share bicycle is malfunctioning. What should I do?**

For the safety of other bike share users, always report bicycle repair issues—especially those related to brakes, lights, and wheels.

If your bicycle requires maintenance, you should stop riding and park it in a safe location on pavement and out of the way, just as you would end a normal trip. When you close the wheel lock, the Lime mobile app will prompt you to indicate whether you experienced any issues during your ride. Select the issue(s) you experienced from the drop-down menu and enter any additional information that could help Lime attend to the problem. The bike will be disabled so that no one else can rent it until Lime services it.



## How can I have a bike share bicycle removed from my property?

The fastest way to have a bike share bicycle removed from your property is to contact Lime directly. You can do this through the Lime mobile app or by calling their customer service. In the lower left corner of the app home screen, click on the exclamation mark icon, select "Illegal Parking" from the "Report an issue" menu, and complete and submit the form.

You can also contact the City of Bellevue Transportation Department or use the MyBellevue app to report an improperly parked bike, and City staff will forward your request to Lime to ensure it is addressed in a timely manner.

## I found a bike share bicycle parked improperly. What can I do?

The fastest way is to contact Lime directly. You can do this through their mobile app or by calling their customer service. In the lower left corner of the app home screen, click on the exclamation mark icon, select "Illegal Parking" from the "Report an issue" menu, and complete the form.

You can also contact the City of Bellevue Transportation Department or use the MyBellevue app to report an improperly parked bike, and City staff will forward your request to Lime to ensure it is addressed in a timely manner.

Alternatively, if you can reach the bike and are physically able to move it out of the way yourself, you can help the City of Bellevue and Limebike keep sidewalks and streets clear and orderly. If you are not able to move the bike yourself, please contact Lime.

## Can I get my money back?

Lime is solely responsible for all payments and credits associated with the bike share service they provide. Their 24/7 customer support staff can help you address any issues you experience and determine whether you qualify for a credit.

## How quickly will Lime address the issue I reported?

The City's permit conditions require Lime to relocate improperly parked bicycles according to the following circumstances:

**Within 2 hours** of receiving notice if the bicycle is a safety hazard, or if it is blocking bus operations or access, and if the report was submitted to Lime between 6:00 AM and Midnight.

**Within 4 hours** of receiving notice if the bicycle is a safety hazard and the report was submitted to Lime at all other times.

**Within 24 hours** of receiving notice if the bicycle is not a safety hazard.

## Missing rear wheel lock on bike share bicycle. What should I do?

Help prevent bike share theft. Please report the bicycle's location and identification number to Lime and/or the City of Bellevue Transportation Department. If you have the Lime mobile app, click on the exclamation mark icon in the lower left corner of the home screen, select "Lock Issue" from the "Report an issue" menu, and complete and submit the form. You can also report lock issues through the MyBellevue app.

## Damaged or Vandalized bike share bicycle. What should I do?

Help Lime maintain a functioning and aesthetic bike share system in Bellevue. Please report the bicycle's location and identification number to Lime and/or the City of Bellevue Transportation Department.

## Who can I contact at the City of Bellevue about bike share?

For issues with individual bikes, such as improper parking, damage, or vandalism, contact Bellevue's bike share support staff at:

[bikeshare@bellevuewa.gov](mailto:bikeshare@bellevuewa.gov)  
425-452-7102

You can also use the MyBellevue app or [web portal](#) to quickly and easily report issues with bike share. MyBellevue is available on the City's website, and the mobile app is available from Google Play (Android), the App Store (Apple), and the Windows Store (Windows phone).

If you represent a business or organization that wants additional information about Bellevue's bike share pilot and/or how you can get involved, contact the bike share manager:

**Andreas Piller**  
Associate Transportation Planner  
[APiller@bellevuewa.gov](mailto:APiller@bellevuewa.gov)  
425-452-2931