

# LIMEBIKE FACT SHEET

## DUBLIN BIKE ENTHUSIAST

Beginning May 5, 2018, Dublin residents and visitors will have a new bicycling option. The bike share company LimeBike is launching a pilot program in Dublin, marking its first location in Ohio! The company will place bicycles around town that riders can rent through a smartphone app. The LimeBike fleet features GPS and self-locking technology.

The process to rent one is simple:

1. Download the app and set up an account.
2. Use the app to locate a nearby bike.
3. Unlock the bike by using the app to scan or enter the bike's plate number. To pay for a ride, users will enter credit card information into the app for ride credit.
4. Enjoy your ride!
5. When you're finished, lock the bike's back wheel to end your trip. Park the bike in a designated parking area such as a bike rack or identified LimeBike parking space.

Rides cost \$1.00 for 30 minutes, or 50 cents for students with a valid student ID.

LimeBike will have a team in Dublin to help place bicycles in high-demand areas and to keep them in designated parking areas. They'll also be available to offer customer service. Questions or concerns may be submitted through the LimeBike app, by calling 888.LIME.345 or texting 888.546.3345.

Bike share services are part of the City's plan to improve transportation by providing safe, affordable and sustainable travel options to residents, visitors and those who work in the City. Alternative mobility options help reduce traffic congestion and pollution while encouraging active lifestyles.



## FREQUENTLY ASKED QUESTIONS

### Q: How many LimeBikes will there be in Dublin?

LimeBike will rollout 100 bikes initially and gradually expand the fleet to 250. The bikes will start in public places around town, such as parks. The LimeBike team will evaluate usage and work to keep a supply of bikes in high demand areas. Many businesses have expressed interest in designating LimeBike parking areas, so keep an eye out for marked spots to pop up in parking lots around town throughout the year.

### Q: How can I reserve a LimeBike?

Limes cannot be reserved ahead of time and operate on a first-come, first-serve basis. Use the LimeBike app to find a nearby bike. If you see a nearby bike on the map, it's yours to ride! Unlock it by scanning the QR code or entering the 6-digit ID and then start your trip. After you complete your ride, the bike will then be available to other potential users. When you need your next ride, just use the app to locate another one.

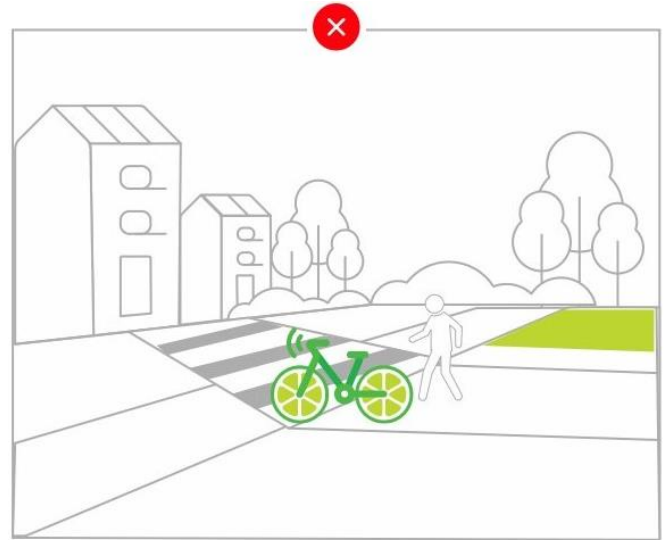
### Q: How do I pay for my ride?

Simply enter your credit card information into the app and purchase credits you can use for future rides.





**Do** park near a bikerack or designated area.



**Do not** block pedestrian or wheelchair path, access, driveways, crosswalks, loading zones.

**Q: How do I end my ride?**

First, please make sure you're parking in a safe, appropriate location. Dock free bikes only work if we all take responsibility and park in places that don't block car traffic, impede pedestrian access or encroach on private property.

To lock your LimeBike, simply push down on the locking arm connected to the rear wheel to lock the bike. After completing your ride, the app will provide you with a trip summary.

**Q: What if I see a LimeBike in an improper spot such as blocking a pedestrian path or lying on the ground, not upright?**

LimeBike will have a team in Dublin to address any issues, such as illegal parking, a damaged bike or a lock issue. Anyone who sees a LimeBike that has not been properly parked should contact the company's customer service team using one of the following methods:

- 1) Report an issue through the LimeBike app
- 2) Call 888.LIME.345
- 3) Text 888.546.3345

**Q: Do LimeBikes come with helmets?**

No, there are no helmets with the bikes. Bicyclists are encouraged to use their own. Bicycle safety information is available online at [DublinOhioUSA.gov/bike](http://DublinOhioUSA.gov/bike).

**Q: What does LimeBike do to prevent theft?**

All LimeBikes are equipped with a locking device, anti-theft alarm, and kickstand for parking stability. To use the bikes, users must download the app and enter personal information including a credit card number.

**Q: Will there be electric-assist bikes or scooters in Dublin?**

Initially, LimeBike will deploy only traditional pedal bicycles in Dublin. The company also has a fleet of e-bikes and scooters that will be considered for future phases of the LimeBike rollout here in Dublin.

**Q: Where does LimeBike operate?**

LimeBike is currently serving more than 50 communities from South Florida to Seattle, Washington. You can even find Limes in cities like Frankfurt, Germany and Zurich, Switzerland! Dublin is the first city in Ohio and the first suburb LimeBike has launched in!

**Q: Where can I find more information?**

Visit <http://www.limebike.com/> for more information and to download the app.

