

Bike Share FAQ'S

In summer 2018, Newton joined 15 neighboring cities and towns to launch one of the largest regional suburban bike share systems in the country. Lime will make thousands of state-of-the-art smart bikes (with some electric bikes, too!) available for rental throughout the region, including up to 500 bikes here in Newton.

To learn more, read below, or go to the Lime website, www.limebike.com or contact Lime, 888-546-3345, support@limebike.com

ABOUT BIKE SHARE

What is bike share?

Bike share is a service which make bikes available for short-term one way or roundtrip rentals through an automated process. Customers rent and return a bike by using a phone app, or by swiping a credit card. Customers can take a bike from one location and return it to any other location in the network. Bike share is incredibly successful in the United States with more than 30 million trips taken annually.

What is “Dockless” bike share?

Dockless bike share is the most recent innovation in bike share. Unlike station-based systems such as Blue Bikes (formerly Hubway), dockless bike share does not require bikes to be parked at stations. Rather, people can rent bikes using an app on their phone. At the end of the rental period bikes may be parked on the sidewalk out of the way of pedestrians (See below for more details on parking.)

What are the benefits of dockless bike share?

Dockless bike share allows you to park anywhere bikes can legally be parked in the City. You are not limited by needing to find a station. Additionally, dockless bike share is significantly less expensive to the user since there are no stations.

Is Newton’s bike share system part of a regional system?

Yes! Newton’s bike share system is part of a regional bike share network. This means you pick up or drop off a Lime bike in any of the following jurisdictions: Arlington, Bedford, Belmont, Chelsea, Everett, Lexington, Malden, Medford, Melrose, Milton, Newton, Needham, Revere, Waltham, Watertown and Winthrop.

How much will bike share cost the City of Newton?

Newton’s bike share system is privately owned and operated. There is no charge to the City for bike share.

Who is operating Newton’s bike share?

Lime was selected to operate in Newton after a rigorous procurement process.

How many bikes are operating in Newton? In the region?

Newton will launch with up to 500 bicycles. The number of bikes may grow over time based on demand. Regionally the system will be in the thousands.

How do bikes get ‘returned’?

While bikes freely float throughout the service area, Lime wants to make sure that bikes are available to meet customer demand. Lime provides “rebalancing” services in which they occasionally collect bikes from one location and place them in another. Look for Lime vans on the street rebalancing bikes.

USING BIKE SHARE

How do I rent a bicycle?

The easiest way to rent a bicycle is to download the app from Lime (www.limebike.com) on your smartphone and create an account. Once you have set up an account, use the app to locate a bike and unlock bicycles (scan the QR code on the front or back of the bike). To park and end your ride, pull the lever down to lock your bike after your ride. For non-smartphone owners who wish to use the bikes, please contact Lime to understand your options.

How do I find a bike?

The app will geolocate the nearest bike to your location.

How much does it cost?

Individual trips cost \$1 for each 30 minutes. Monthly memberships are under \$30. To learn about special discounts for students, corporations or people on low-incomes, check out the website or contact Lime. Lime www.limebike.com, 888-546-3345, support@limebike.com.

To where can I ride?

You may take a bike anywhere in Newton or within the regional network of cities and towns including: Arlington, Bedford, Belmont, Chelsea, Everett, Lexington, Malden, Medford, Melrose, Milton, Newton, Needham, Revere, Waltham, Watertown and Winthrop.

It is not permitted to leave bikes in Cambridge, Brookline, Boston or Somerville. Please see the Lime app for the full map of locations where you can ride.

How do I end my ride?

To officially end your ride, lock your bike by pulling the lever down on the rear lock or using your app.

Where can I park?

You can park anywhere in Newton where it is legal to park a bicycle.

Please **do**:

- Park a bike on the sidewalk, next to the curb to leave a clear path of travel on the sidewalk
- Park a bike at or near a bike rack, or
- Park a bike in the “furniture zone” where you will see other items such as benches, USPS boxes, trees, etc.

Please **do not**:

- Leave the bike on the ground
- Block the sidewalk for people walking
- Block driveways, crosswalks, loading zones, fire hydrants, etc.
- Do not park a bike in bus stops or in the street
- Do not park on grass

Are there any electric-assist bikes?

Yes, Newton's bike share fleet will include some electric assist bicycles. Please check the app for any additional fees.

Can I reserve a bike?

Bikes cannot be reserved. They are operated on a first come first serve basis.

Are helmets required for riders?

State of Massachusetts law does not require adults over 16 to wear helmets. For your safety, we strongly encourage you to wear a helmet at all times.

TROUBLESHOOTING**How do I contact Customer Service?**

Customer service for Lime operates 24/7/365. Customer service can be reached at:

Lime www.limebike.com, 888-546-3345, support@limebike.com

What if I'm having trouble with my bike?

Lime customer service representatives are prepared to help you. Please contact them right away.

What do I do if a bike is improperly parked and needs to be moved?

Please contact Lime customer service right away. They have agreed with the City to remove bikes within a specified time frame. If you have further issues, please contact the City of Newton at 617-796-1000 or via the [311 system](#).