

Needham Bike Share FAQ's

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.

How do I find a bike?

The app will geolocate the nearest bike to your current location.

Who is operating Needham's bike share and is there a cost to the Town?

Lime was selected by the Metropolitan Area Planning Council (MAPC) to provide bike share services. There is no charge to the Town for participating in this program. Needham has granted Lime permission to dock bicycles in Town. Local businesses and corporations can also grant Lime permission to dock bicycles to encourage employees and customers to use bikes as a form of transportation.

How much does it cost?

Individual trip cost \$1 for 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.

I rented a lime bike, where can I ride it?

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

Please **DO NOT** leave bikes in surrounding Town's that are not participating in the bike share program. Please see the Lime app for the full map of locations where you can ride.

How many bikes are operating in Needham?

Needham will launch with up to 100 bicycles. The number of bikes may grow over time based on demand. Regionally the system will be in the thousands.

Are helmets required for riders?

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

Where can I park?

You can park anywhere in Needham where it is legal to park a bicycle. Please **DO NOT** leave bikes on the ground or block the sidewalk, street, crosswalk, loading zone or fire hydrants, in bus stops, grass areas. The Town is requesting bikes to be parked at or near a bike rack, in a "furniture zone" near benches, mailboxes etc.

How do I contact Lime Customer Service?

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

Phone: 1-888-546-3345

E-mail: support@limebike.com

Web: www.limebike.com

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

Please contact Lime customer service right away. They have agreed with the Town to remove bikes within a specified time frame. If you have further issues, please contact the Town of Needham at 781-455-7550.

Residents can also report improperly parked lime bikes directly to Lime through Needham's SeeClickFix. Once an issue is reported, a ticket will be generated and Lime will be notified.