

Frequently Asked Questions

How do I find an scooter or e-bike near me?

To find a Lime vehicle near you, simply open the Lime app (<https://www.li.me/>). You'll automatically be taken to the map screen, showing all available Lime vehicles in your area. If you don't see any vehicle icons displayed on the map, zoom out to search a wider area.

How do I unlock a Lime scooter or e-bike?

To unlock a Lime vehicle, simply open the Lime app (<https://www.li.me/>) and tap on the "Scan" button at the bottom of the screen. From here, either scan the QR code using your phone's camera or manually enter the 6-digit vehicle code located beneath the QR code.

How do I download the Lime app?

To download the Lime app, go to the Lime website (<https://www.li.me/>) and you'll automatically be redirected to the appropriate download page for your mobile device. You can also search "Lime" in both the App and Google Play stores. The sign-up process provides clear instructions in-app on how to find, reserve, unlock and ride.

You can also use Lime scooters through the Uber app. Lime is the only micromobility operator promoting opportunities for riders to avoid taking a car trip in the Uber app and with Google Maps for multimodal journey planning

Is there a minimum age requirement to use a Lime scooter?

Customers must agree to Lime's terms and conditions, which include the **requirement for users to be 18 years or older before they can set up an account.**

Where can I ride a Lime vehicle?

Electric scooters and bikes share the same rights of the road as an adult cyclist. **Riders must obey all traffic signals, including riding in the same direction as traffic.**

Motorized scooters and bikes belong on the street. **They are not allowed to be ridden on sidewalks unless required for mobility assistance.**

Be extremely careful near light rail tracks and heavy rail crossings and cross them in a perpendicular fashion similar to what a cyclists would do. **Always be on the lookout for road hazards and keep a safe distance from parked or moving vehicles on city streets.**

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How much does it cost to rent a Lime vehicle?

Lime pricing is **\$3.00 per ride for the first 6 minutes then \$0.32 per minute after**. This price applies to e-scooters and e-bikes.

Can I use Lime if I don't have a smartphone and/or credit card?

Lime has PayNearMe and a text-to-unlock feature.

If eligible, you can join Lime Access to receive discounted pricing (\$0.50 to unlock, \$0.07 per minute). Visit <https://www.li.me/community-impact> to sign up and learn more information about Lime's Access Program.

How can I report an issue?

Major issues such as damaged scooters/e-bikes, improperly parked scooters/e-bikes, and scooters riding on sidewalks can be reported to Lime via the following channels:

1. Fill out the **Customer Support Form**
2. Call customer service at **1-888-546-3345**
3. Email the Norfolk Lime team at **help-norfolk@li.me** or at **support@li.me**
4. Submit a request through **MyNorfolk**
5. Submit a concern through the Lime app (<https://www.li.me/>)

Reference the images below for how to submit a concern through the Lime app via the "Safety Center" and "Help" buttons.

