

City of Alameda Dock-less Bike Share Community Survey (2018)

What do you most dislike about dock-less bike share in Alameda? "Other" Responses (394 total)

Poorly-Parked Bikes

Allowing the bikes to be parked anywhere is a disaster. Tired of having them parked across sidewalks and on private property. It is not a good concept for residential areas.
Bicycles are SOMETIMES (not "often") parked poorly
Bicycles are left all over the place...to include my front lawn
Bike are just dumped everywhere
Bikes are abandoned everywhere like litter
Bikes are being brought into my gated community and stay there for a long time, they are unsightly parked all over our common area
Bikes are haphazardly placed i.e. not at bike racks but on sidewalk...
Bikes are left all over the place. They are all over my neighborhood randomly in the middle of sidewalks
Bikes are left on private property.
Bikes are often carelessly cast aside-everywhere. I don't necessarily want to see a bike everywhere I go in town.
Bikes are SOMETIMES parked poorly
Bikes parked directly in front of my house, which I need to move
Bikes parked in my apartment building for later use are a hazard.
Bikes seem to be left around in random places
Block public right of way and ADA access as most are parked improperly, disrespectfully, and inappropriately
Blocking garage access, blocking access to crosswalk button, blocking sidewalks where I can't walk with a stroller
Casual users leave them in bad places. Ex: end of my driveway!
Dockless seems to mean careless. I have encountered bikes in inappropriate places and witnessed people with mobility issues try to negotiate around bikes left on walks and curbs
Dumped all over even in lagoons.
Dumping any old place
Have I seen them left in fire lanes in Islandia. I had to get out of my car to move a bike that was just left in the middle of the fire lane.
Get off our streets left any where!
Huge issue with random bikes everywhere
It's very annoying to have to go around these bikes when out for a walk
I don't like to see them knocked over
I don't like when people hide the bikes in their garages.
Feel people abuse the bikes. After using them, they are left anywhere with no care
I have not yet used the bike, however, I intend to in the future. What I find problematic is the fact that some people will park the bike in "any" location, whether appropriate or not. More controls need to be in place for this issue.
I have only seen them used by groups of kids having fun, but the constant bell ringing is irritating as is the fact that they are left everywhere.

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I have seen bikes dumped in flowerbeds, on private property, etc. The system encourages irresponsibility.
I have to move limebikes three times from my driveway so that I could park my car at home and I live on a residential street. Many bikes block the sidewalks, which are already narrow.
I haven't used the bikes but I see them parked in in all kinds of locations including people's sidewalks, curbs, lawns, etc.
I see the bikes abandoned everywhere. Sometimes in the estuary, sometimes just plonked in the middle of the sidewalk, and sometimes seemingly abandoned in weeds (most recently near the alameda ferry).
Just left wherever, most especially in middle of sidewalk. Also left in street, not good for the streetsweeper, when raining or for ACI trying to pick up cans.
Irresponsible inconsiderate users that dump the bikes in inappropriate places! Wish there were sensors on them like shopping carts, not allowing users to leave them in the street
Its hard to walk on bus stops and sidewalks when there are 10 bikes parked
Lack of a dock = lack of proper placement
Laid and strewn about.
LBs are left on private property, endangering pedestrians (not to mention the visually-impaired).
Parked on private property when not authorized!!!
People just leave them wherever, including blocking walkways, and too close to playgrounds where kids can knock them down and be hurt which may become a liability to the city.
People leave the bikes in front of my house
They are difficult to maneuver around on the sidewalk in a wheelchair as they block the legal walkway
Too many blocking passageways and sidewalks.
They are scattered everywhere blocking sidewalks
Too many on the island
They block walkways!
They are a nuisance. They are always in the way blocking sidewalks. They are a hazard to wheelchair users who need extra sidewalk space. Get rid of them now!
I see them all over town in bushes or parked in the middle of streets. i don't think they help traffic at all.
Not particularly happy about bikes all over the place often in areas obstructing walkways
It is a public nuisance that blocks the sidewalks and makes it difficult to get where you need to go by walking.
They are left in places that interfere with people walking even in the middle of the sidewalk.
People park irresponsibly
The Limebike people have been unable to find a way to keep the bikes off of school campuses. As a teacher at Encinal High, I regularly drag the locked bikes off school property - and even out of buildings.
People leaving them blocking walkways.

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Bikes are an Eyesore/Visual Clutter/Bikes Everywhere

Don't like to see bikes strewn all over...don't see how anyone can find them
Even if parked without obstructing anything, not sure I like bikes left any old place, like in someone's front yard. I'd like to see lots more bike racks around town.
Eyesore everywhere
Eyesore regardless of color. Unsafe!!!
Having bikes sitting around on sidewalks makes our neighborhoods look messy. Would fully support this if they had designated docks or identified parking spots
I don't like seeing bikes all over the place littering beautiful neighborhoods
Initially I thought this was a great concept. More recently though, there seem to be too many bikes cluttering the sidewalks of our beautiful city.
It's almost like littering
Left unattended in inappropriate areas - like abandoned shopping carts.....they are an eyesore!
Looks the same as abandoned tv's and mattresses that litter streets
Make the city look cluttered
Most bikes look as if they've been dumped -- like litter. We definitely don't need to encourage MORE litter in Alameda.
Often seen parked in random and inappropriate places, eyesore.
Street trash
The bikes are left everywhere, and are an eyesore. Believe me, if I find one in front of my house, I will throw it in the street...
The bikes are left in random places; they look like they're abandoned.
The bikes contribute to an atmosphere of sidewalk litter and carelessness. With Alameda being very walkable and having a lot of great public transit, there is no need for the bicycles.
The bikes sitting around randomly look sloppy (not the bikes themselves but the fact that they're hanging around everywhere randomly)
These bikes make the city look like a junkyard for bikes.
They are dumped anywhere and everywhere by riders.
They are left anywhere without regard or order
They frequently end up as lawn trash in our neighborhoods
Absolutely nothing [positive]!!! The bikes are an eye sore and are littered all over the city!!
Not a fan of the way bikes are left randomly, nor the vans that drive around and move the bikes around.
i don't like it. The bike are left all over the place.
I don't like the fact they are dumped all over Alameda and Bay Farm Island.
I don't like the fact they are dumped all over Bay Farm Island and Alameda. Some have been dumped in the lagoons.
I don't like them strewn all over the place in the middle of sidewalks, etc.
I hate having them on the sidewalks
It is the "dock-less" aspect that is least attractive
Not a real fan - they will be junk cluttering the sidewalks as soon as the company runs out of funding

What do you most dislike about dock-less bike share in Alameda? "Other" Responses (394 total)

Having hubless stations is leading to bikes being left/toppled and littering the area.
Dock less = 3D graffiti
It's an eyesore. Bikes are ugly and everywhere.
It's fine if the bikes aren't left all over town and especially in front of our houses
Love the idea of a bike share just don't love that they are left around everywhere
The island looks so trashed. Such an eye sore and unsafe.
They constitute Lime-Bike Litter, should have an orderly place to put them
Island looks littered
They're discarded everywhere like used condoms.
I am a hard core bicyclist, but I find absolutely no redeeming value in this program. I am tired of having bikes dumped on the sidewalks in my neighborhood.
Bikes discarded everywhere laying down, makes community look like a dump, takes up bike parking spots? What's good? Kids riding with no helmets?
They are everywhere which looks cluttered and junks up the island

Bicycles are not great/could be easier to use

Bicycles are very heavy and difficult to ride.
Bikes are slow, could use one higher gear ;)
Bikes are slower than other bikes (gearing is too low)
Bikes much too short for me. I'm only 6 feet tall.
I'm 6'2" so I'm at the top end of sizing- but I don't come close to being able to comfortably ride LimeBikes.
The seat won't go up far enough for a tall person (6') to sit comfortably.
Sometimes difficult or impossible to adjust the seat for someone 6' or taller.
The seats do not go high enough for proper fit
Note that I'm only 4'11 so I generally need shorter bikes, but this could possibly be something explored in the future? I'm sure I'm not the only small woman on the island and I might be inclined to try Limebikes if they were the right size for me
Bikes tires don't give a very fast, efficient ride
Honestly it was the most uncomfortable bike ride I ever did.
Quality of bikes isn't very sturdy. The Ford Go Bikes are my favorite to ride of anywhere around the world, with exception to Copenhagen's Electric assist bikes.
Seat needs to extend a little bit more.
Seats are wet in the morning due to weather
Sometimes, seats are difficult to lower/raise.
The bike doesn't have a lot of gears so it's a challenge to ride but I still like it
The bike style makes you sit straight up and the center of balance makes it hard to control the bike.
The bikes are of lower quality than I would like, less gears than most bikes and tires aren't well inflated
The bikes are quite heavy, wouldn't want to go more than 1-2 miles in these bikes.

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The bikes are slow
The bikes aren't the highest quality.
The bikes only have 3 gears and are a lot harder to ride than the Ford Go Bikes.
The quality of bike and comfort is less than ideal. Ford Go Bikes are my favorite to ride anywhere in the world (I've tried bike shares in Indianapolis, Austin, Madison, New York, London, Paris, Tel Aviv, Dublin) with exception to Copenhagen's electric assist bikes.
The seat is a little uncomfortable/hard
They need lights at night
Need brighter/more lights for night biking
The kickstands are bad. One wind gust and the bike goes over, sometimes hitting a parked car. The bikes are also very heavy!
Did not steer well
The balance of the bikes are a bit off, so it can be a shakey start.
They're not fast

Not maintained/Vandalized

LimeBike is really bad about keeping their bikes usable. JUMP e-bikes is a much better provider (they're in SF)
There are a bunch of them broken and busted up laying around the island
I see stolen bikes outside the limebike area, bikes with broken solar panels or vandalized.
I seen several bikes that have been vandalized. I also seen some being stolen.
Intentional vandalism of bikes causes inconvenience
Many bikes get vandalized
No down side. Just sad when people destroy the bikes.
No good way to prevent intentional damage to bikes.
Not enough is done to prevent theft. I see drug addicts in Oakland stealing the bikes, removing the locks, using the bikes and taking them apart. Use stronger locks, weld them to the frames, track the riders and ban anyone who rides to oakland
Not the fault of lime bike but people put trash in the baskets
Trash left in bike baskets
People use them as trash cans
I've seen bikes with trash left in the baskets
Our vandals go around knocking them into heaps.
People abuse them
People intentionally damaging some and leaving as garbage
People intentionally leaving them in obscure locations for fun/attention is diminishing my opinion of the service. I would like to see limebike explore solutions to that problem.
People seem to like to vandalize these beautiful bikes. Makes no sense.
People treated it like a joke and abused them
People who vandalized the bikes should be penalized

What do you most dislike about dock-less bike share in Alameda? "Other" Responses (394 total)

Teens breaking the bikes and removing the panels on the back
That people vandalize the bikes
The people who steal and destroy them :(
Need better ways to deter abuse of the bikes.
There are random bikes all over and it attracts crime
They are an invitation to theft and vandalism.
Some users use lime bikes to ride around and steel package deliveries from our neighbors. Then leave the Lime Bikes blocking the sidewalks so parents strolling their yougsters have to push strollers into oncoming traffic. These station less bikes are a community hazard!
Additionally, these bikes are used on a regular basis by the "Bikelife" juveniles who disrupt traffic and terrorize the citizens of Alameda.
Brings crime
Easily stolen by homeless. Some call them 'Crime Bikes'
I have seen kids abusing the bikes
I have witnessed people abusing them
They're constantly being trashed
Kids riding around causing trouble

Helmets not used/Safety

Children riding without helmets
I don't have any dislikes, but I am concerned about kids wearing helmets.
I just want to reinforce that I have never seen anyone on a lime bike with a helmet.
Kids not wearing helmets, someone will get hurt and then the lawsuits start
Kids ride without helmets
Kids riding without Helmets is dangerous
Kids without helmets
Helmetless riders set bad example for our young children that we have to try and explain/mitigate
Mainly kids. My son wants to ride all the time but don't have an answer to the helmet issue for him.
Minors riding without helmets
It's also difficult to enforce the helmet law for kids if they ride them impromptu.
The answer about seeing kids ride them above has actually been upsetting. One of at least 30 kids was wearing a helmet. The percentage wearing helmets is insanely low.
I also see kids riding without helmets. Not a good idea.
Too easy for teenagers to use them to ride dangerously
Too many children riding without helmets and don't know the rules/laws of biking
Too many kids with no helmets
We continue to be concerned about lack of helmets. We are aware that helmet-free, bike-positive cities exist around the world, but maybe those cyclists don't have to co-exist with so many distracted and/or aggressive car drivers as we have in the Bay Area.
Unsafe. Riders do not have helmets. Mostly see kids riding without helmets.

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I like most of the above [positive] answers. However, the helmet issue is a big one. I would like to see helmets when people are riding these.
It's actually very unsafe for children, as bikes are not always right-sized, and there are kids everywhere without helmets.

LimeBike App Problems/Functionality

App info is unreliable, sometimes a bike doesn't show up on the app map, or a bike that does show up is inaccessible (eg in someone's garage).
An occasional problem with the app recognizing that the ride is completed when I locked up the bike
As a parent of Kids without Cell phones I would like to be able to rent more then one bike at a time so we can all enjoy Limebikes on One account
Can only rent one bike per Lime app.... sometimes I want to rent one for myself and several kids or visitors.
Can't rent 2 bikes under 1 account
Can't rent more than 1 bike with the app
I could not rent two bikes at once on my card to take a friend along.
I signed up. I thought I was going to get a free ride(s). Instead, a \$5 charge showed up in my VISA account and I've never even been ON a bike.
None - I love them! Minor problems with app, but no big deal
I'd like to be able to unlock more than one bike at a time, to ride with a friend on my account
Nothing,except i dont have enough space on my phone to use the app i have on there. But thats because i need to make more space myself by taking pics off of phone.
Sometimes the bikes won't activate
I would prefer to access limebike via my phone's browser. That gives me MUCH better data security.
Teenagers have hacked the app

Need rider education/People not riding bikes safely/lawfully

Bikers without driver license ought to take a class on traffic rules.
I have no dislikes. I've heard some say that novice bike riders don't know the "rules of the road" for bikes.
LimeBike users tend to be inexperienced at best. At worst they act like straight up ding dongs. Maybe the app could provide a short tutorial on basic cycling safety and courtesy.
People not following traffic rules.
People are biking on the side walk and it endangers the vulnerable such as seniors and children
Many riders have no respect-ride bikes down the middle of sidewalks
The majority of riders are rude and do not follow the laws of the street.
Limebikers often ride on the sidewalk. The app should promote public safety by reminding them to ride on the street.
Riders don't follow traffic and pedestrian laws
See many under-aged children riding recklessly

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Some users leave them on ground, they need a penalty for that
Users need to be well trained in traffic rules
Users who are not mindful of how or where they park a bike
Its illegal and dangerous to ride on the sidewalks here, ESPECIALLY park street. Thanks to lime bike we have to dodge teenagers blasting down the park street sidewalks. Maybe dont seed streets where its dangerous to ride in the street and illegal to ride on the sidewalk?
Many of the riders are not skilled and ignore traffic rules.
Too many riders do not obey the rules of the road

Bike Distribution is uneven/Operations

I'd like them to be spread out rather than just along major streets, ie Webster.
Number of nearby bikes varies
Some are parked in some of the most out of the way places.
The fact that you can never be certain there will be a bike nearby.
There are area overcrowded with limebikes while other areas have none
There are sometimes too many bikes in one spot but not enough bike in other spots when you need one
Too many bikes accumulate at the beach along shoreline. Please pick them up more frequently.
Too many bikes end up in Oakland & I understand that the pay system has been hacked (is it paying for itself?).
Too many bikes parked in gated areas (gated backyards, gated apartment communities)
Uncertainty of having a bike nearby
Users leaves bikes in non public areas
We need more bikes! The places that I've been that have effective bike sharing programs have much larger inventory of bikes, so that there is always one available nearby
Rarely is there a bike near me
Bikes sit for days before finally picked up!!!!
Bikes sometimes stay in the same location for days.
Difficult to find multiple bikes nearby at one location when I need to bike with another person(s).
There was one time I couldn't find a bike because it was hidden inside of an establishment
People leave them all over the place and don't return them
See them abandoned in isolated places
The bikes are often left in the sidewalk or parks and open spaces, where they sit for days.

Dock the bikes/centralized locations

There are not specific places to leave them
Bikes should only be kept at certain locations-in the way
Should have a docking station, not dock anywhere
A dock based solution would be a better way to go

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A docked bike share system would be better if we must have something like this
A few set locations in bike racks might cut down vandalism where some one is throwing a bike in the lagoons.
A docked bike share program would be so much better even if more expensive. Please get rid of Lime Bike.
LB need a dock: otherwise, all Alamedans suffer from inconsiderate riders. LB is an unfinished thought: docking stations are the only way to roll
it would be nice to have hubs, or places they are commonly returned. lately they've been parked neatly.
Would prefer if there were stations where the bikes had to be left.
Bikes need to be docked and not left in front yards
Dockless is not a good system
I can appreciate the upside of this program but it would be nice if there were docks placed around town.
I think the bikes should be centrally located not left all over the city.
Lack of predictably of bike location

Need More Bicycling Infrastructure

Not every street has a dedicated bike lane and disrupts traffic between cars and bikes
There aren't enough bike lanes in Alameda. Drivers don't know how to drive alongside bikers in Alameda.
Please consider expanding bike lanes. I worry about kids in the streets and because we don't have bike lanes on mini mini streets, people end up riding the bikes on sidewalks and I think that's dangerous.

Take Bike Rack Space from private bikes

Bicycles are often parked at bike racks, meaning those of us with bikes that need to be locked up can't. You can't move a Lime Bike easily if you don't pay for it to unlock it, and they don't need to be at a bike rack. It's usually a bunch of bikes at once, so it appears that the company is who's putting them at the racks.
Bikes hog bike parking areas and I can't find a convenient spot for my bike
Blocking bike racks!
In some cases the bikes are blocking bike racks where I've tried to park my own bike.
Using public bike racks with limers no room for private bike parking

Equity/Access to the App

I cannot use without a smartphone
I don't think you should need a smartphone app to use a "public bike share" program.
I don't own a cell phone capable of apps

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The app requires a fairly sophisticated phone. There's an equity issue for those without expensive phones who can't use these bikes.
Worthless for folks without smart phones
It could be more affordable. In Seattle it's \$1/hr. The reality is that this can be an equalizer for low-income adults and kids. \$2 an hour adds up.

Company not responsive

LIMEBIKE has poor, unresponsive customer service. LIMEBIKE fails to respond to concerns. LIMEBIKE even disregards court orders
Bikes aren't picked up by you! In a timely manner
Company does not fulfill its promises.
Extremely unprofessional and hostile customer service representatives. Observed a representative screaming at drivers while they were standing in the road on Park St
There doesn't seem to be any repercussions for people who don't follow the LimeBike rules (such as not parking the bikes in a gated community)

Overall/Misc Issues with the Program

I don't think the system is reliable enough at trip origins to be very useful for daily transportation
I usually drive a car. I got lucky twice, but it seems hard to plan your day around it as you can never really be sure if it will be there when you need it. Actually I have my own bike, but its a little work to get it out of the basement.
I haven't seen these bikes in real life. I am not a fan of the ugly Go Ford bike docks.
Penalize those who don't abide by where to park bikes after certain number of uses
Dislike for-profit enterprise using community space for free
I am not permitted to park my bike at my doorway, but this corporate entity is? Seriously this makes NO sense.
None of the above [positive choices] outweigh the negative aspects of this program. This program breeds disrespect for private property, irresponsible behavior in adults and youths alike, and increases inner city blight in areas where none previously exist
Youth do not respect the bikes. Dropping them on sidewalk. The bikes pile up over time. The blue ford bikes are better as you have to return to a station. Plus, i think they put pedal beach bike rental out of business.
Also, LimeBike seems to be Alameda only. It would be nice to be able to bike between BART and Alameda.
Another bikeshare option is needed— allowing another company to test their product would increase competition for LimeBike, lower costs, and provide us with more options!
i love the bikes, the color but there may be just a few too many of them.
I see far more LimeBikes being ridden around on sidewalks by kids than I do being used to reduce traffic. To me, traffic reduction should be the primary goal and that doesn't seem to be happening.
Its not obvious where to go to get a bike when one might need one

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Love it! Just wish I could find one close by when needed—often already in the car when spotted. Or a shuttle/trolley to main locations since it seems random where they are left.
Rarely see people riding them.
Their venture capital-dependent business model and questions about long-term viability
They target the sidewalks that do not allow skateboards and bikes as a good location to setup bikes (webster and park street)
Too many around
Vans used to move bikes defeat the clean air of bike riding
Limebike gives away free rides with any email address - and jerks use fake email addresses to get those rides. Then they dump the bikes where they like, or vandalize them, making the system worse for everyone. Kill the free rides, and we'll improve accountability and accessibility.
The inconsistent advice on the app on where to park the bike
I have [asked] several people I have encountered using them if they are doing so rather than driving. Not one has said yes. They are using them to avoid waiting for a bus or having to walk. They are not only left blocking doorways stairs etc but often are left on the sidewalks between parking meters preventing passengers from exiting vehicles. I have not spoken to one single resident who has had anything other than a negative comment on these bikes. Quite frankly this is one of the worst attempts to reduce traffic congestion. You will not see them being used during commute times. This program must be terminated. It serves no useful purpose. It also is reducing fare revenues for AC Transit.
The app shows bikes that people bring into their house so you walk over to a bike and it's not there