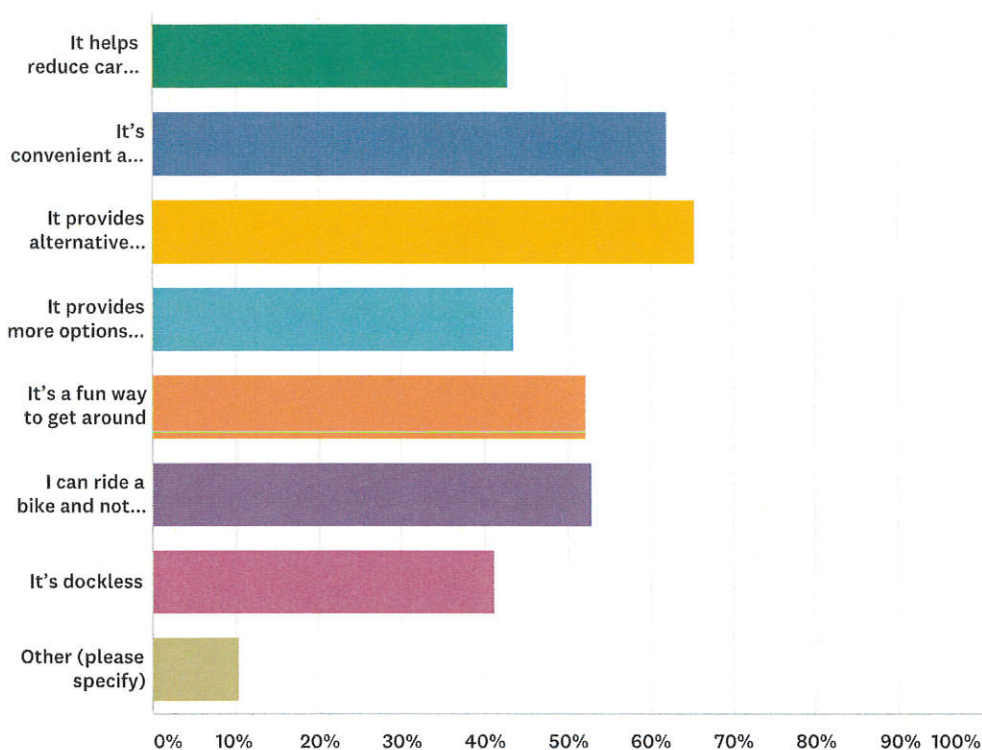


Q1 What do you like most about dockless bike share in Burlingame? (Check all that apply)

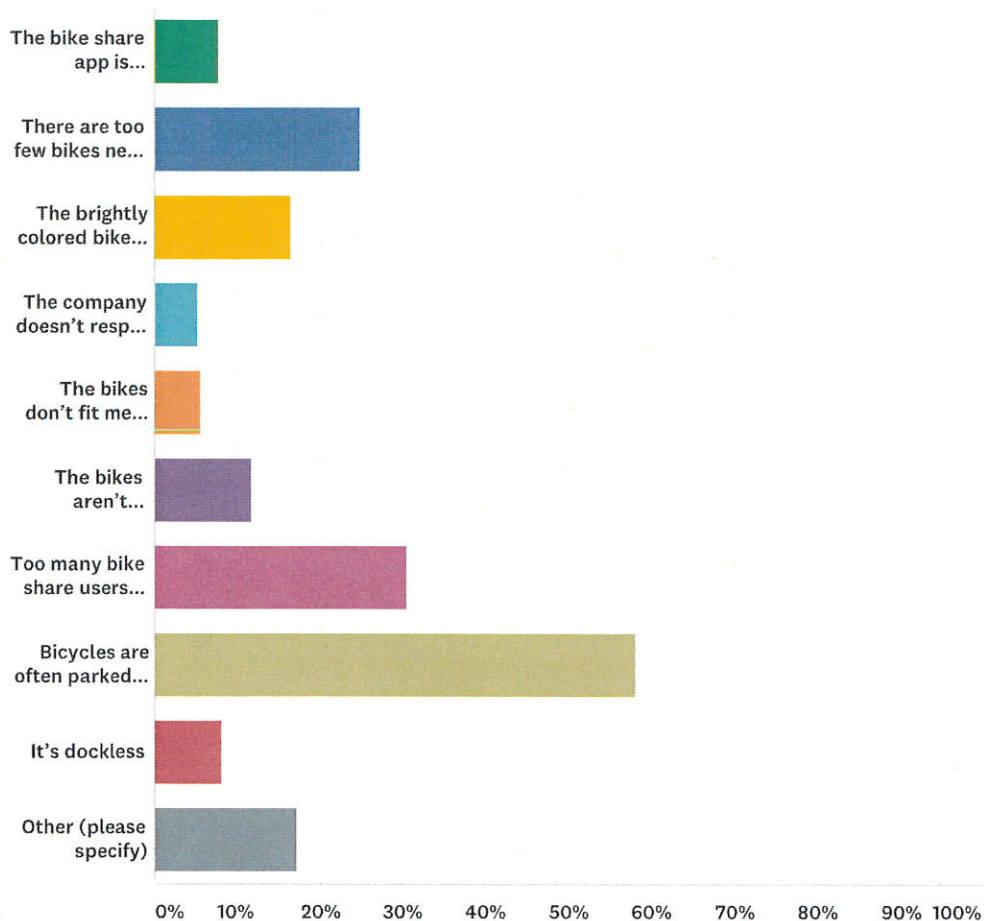
Answered: 569 Skipped: 38



ANSWER CHOICES	RESPONSES	
It helps reduce car traffic	42.88%	244
It's convenient and fast	62.21%	354
It provides alternative ways to get around town, especially to and from the Caltrain stations and BART.	65.38%	372
It provides more options for exercise or recreation	43.59%	248
It's a fun way to get around	52.37%	298
I can ride a bike and not worry about it being stolen	52.90%	301
It's dockless	41.30%	235
Other (please specify)	10.54%	60
Total Respondents: 569		

Q2 What do you most dislike about dockless bike share in Burlingame? (Check all that apply)

Answered: 540 Skipped: 67

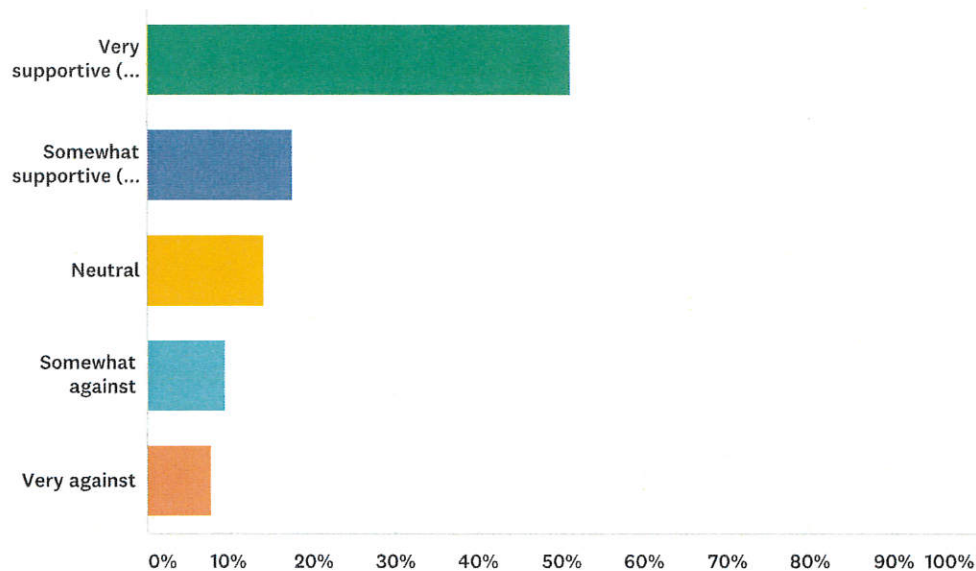


ANSWER CHOICES	RESPONSES	
The bike share app is difficult to use or doesn't work reliably	7.78%	42
There are too few bikes near me when I need one	25.00%	135
The brightly colored bikes are an eyesore	16.48%	89
The company doesn't respond fast enough to requests	5.19%	28
The bikes don't fit me or are uncomfortable to use	5.56%	30
The bikes aren't well-maintained	11.67%	63
Too many bike share users ride without helmets	30.56%	165
Bicycles are often parked poorly, blocking sidewalks, curb ramps, or bus stops	58.15%	314
It's dockless	8.15%	44
Other (please specify)	17.22%	93

Total Respondents: 540

Q3 In general, how supportive are you of dockless bike share in Burlingame?

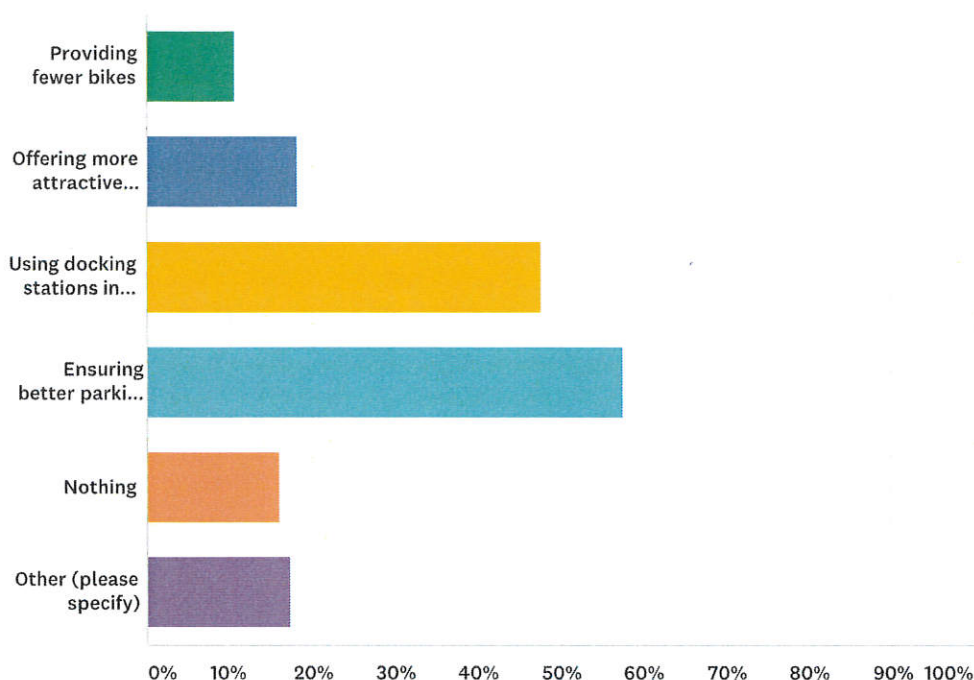
Answered: 600 Skipped: 7



ANSWER CHOICES	PERCENTAGE	RESPONSES
Very supportive (If you are supportive of dockless bike sharing in Burlingame, go to question 5)	51.17%	307
Somewhat supportive (If you are supportive of dockless bike sharing in Burlingame, go to question 5)	17.67%	106
Neutral	14.17%	85
Somewhat against	9.33%	56
Very against	7.67%	46
TOTAL		600

Q4 If you feel neutral or are not supportive of dockless bike sharing in Burlingame, which of the following changes would make you supportive?

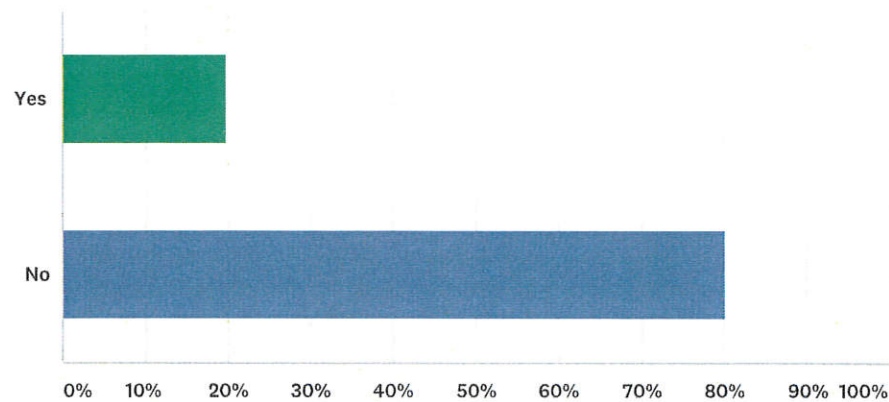
Answered: 243 Skipped: 364



ANSWER CHOICES	RESPONSES	
Providing fewer bikes	10.70%	26
Offering more attractive bikes that blend in better with their surroundings	18.11%	44
Using docking stations in certain locations: outside City Hall, train station, library, etc.	47.74%	116
Ensuring better parking of bikes by users	57.61%	140
Nothing	16.05%	39
Other (please specify)	17.28%	42
Total Respondents: 243		

Q5 Have you ever contacted Lime customer service via email, phone, or in the app?

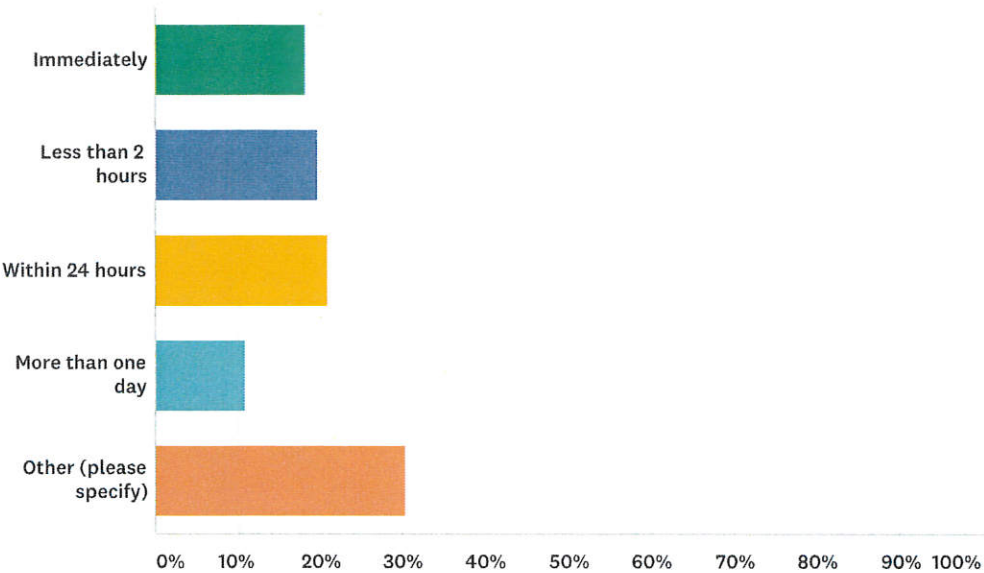
Answered: 596 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	19.97%	119
No	80.03%	477
TOTAL		596

Q6 If yes, how long did it take for Lime to address your question or concern?

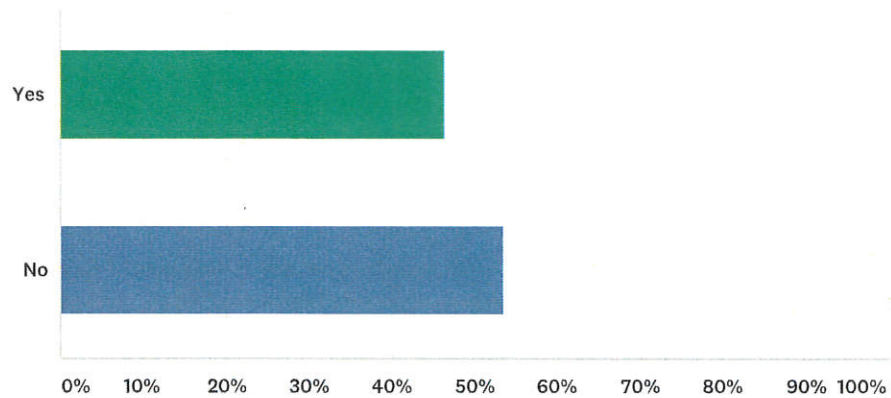
Answered: 148 Skipped: 459



ANSWER CHOICES	RESPONSES	
Immediately	18.24%	27
Less than 2 hours	19.59%	29
Within 24 hours	20.95%	31
More than one day	10.81%	16
Other (please specify)	30.41%	45
TOTAL		148

Q7 Have you ever used a Lime bike in Burlingame? If you answered "no", skip to question 12.

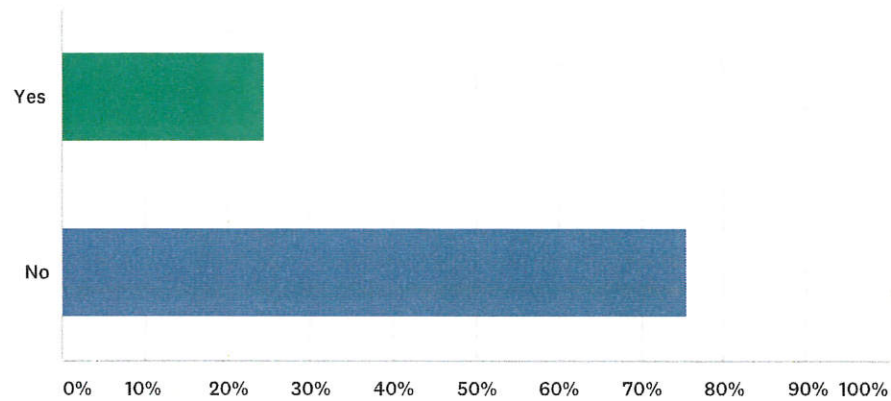
Answered: 607 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	46.46%	282
No	53.54%	325
TOTAL		607

Q8 Did you wear a helmet?

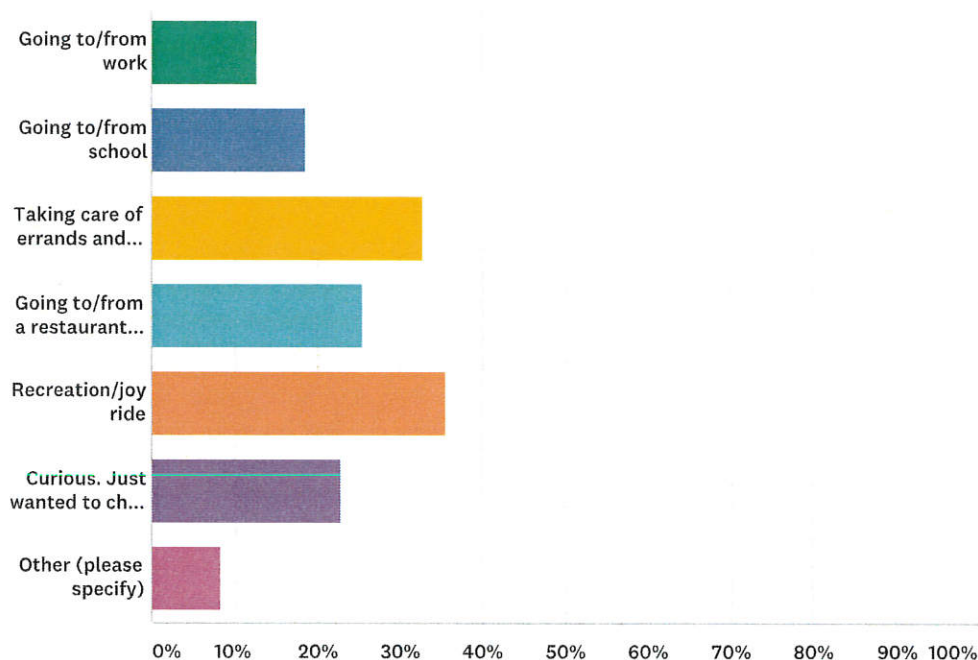
Answered: 289 Skipped: 318



ANSWER CHOICES	RESPONSES	
Yes	24.57%	71
No	75.43%	218
TOTAL		289

Q9 What was the primary purpose of your most recent trip?

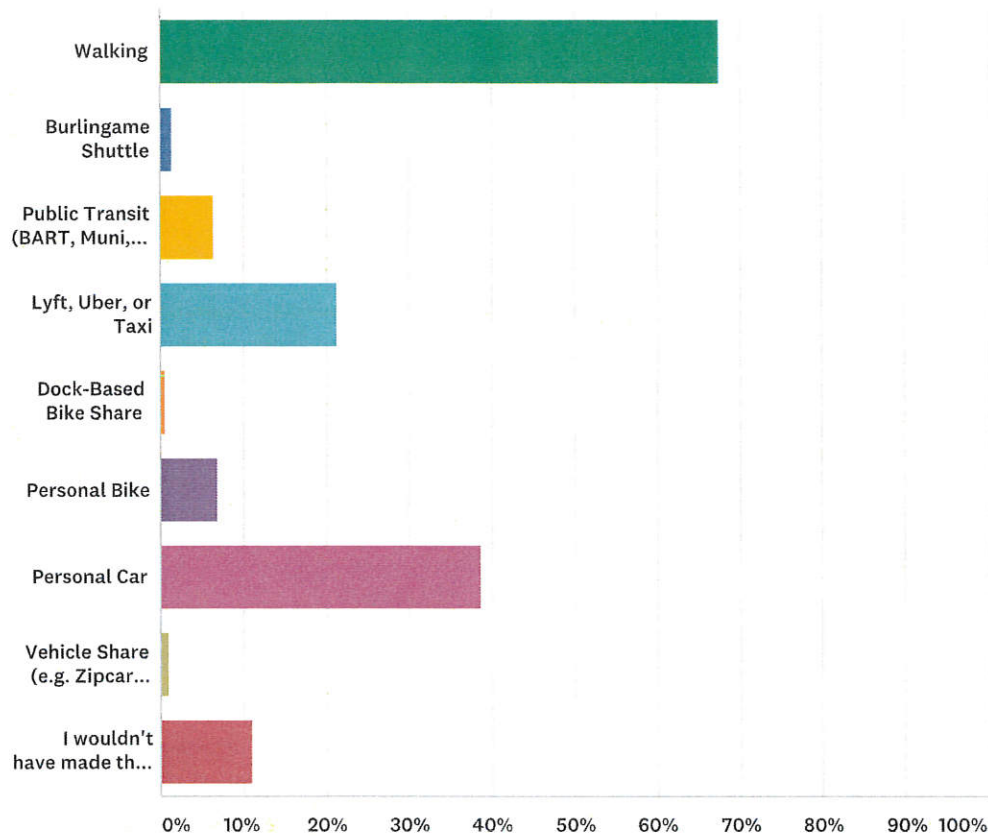
Answered: 290 Skipped: 317



ANSWER CHOICES	RESPONSES	
Going to/from work	12.76%	37
Going to/from school	18.62%	54
Taking care of errands and appointments	32.76%	95
Going to/from a restaurant and/or shopping destination	25.52%	74
Recreation/joy ride	35.52%	103
Curious. Just wanted to check it out.	22.76%	66
Other (please specify)	8.28%	24
Total Respondents: 290		

**Q10 For your most recent trip on a Lime bike, if a bike hadn't been available, what mode of transportation would you have used instead?
(Choose all that apply)**

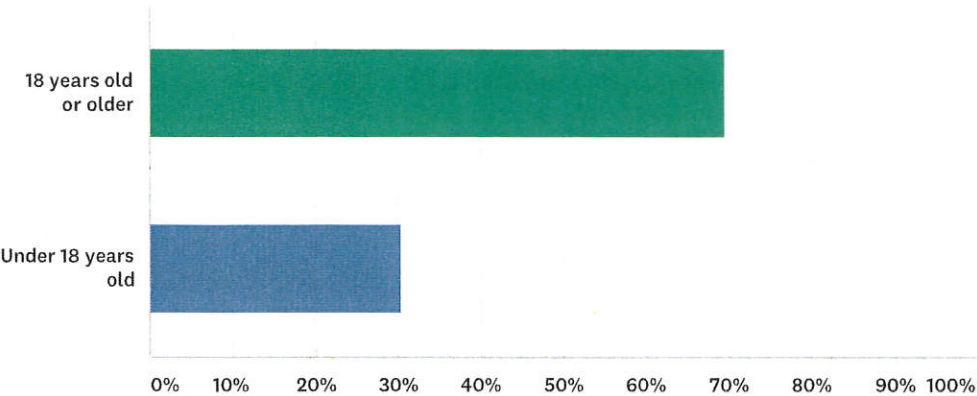
Answered: 290 Skipped: 317



ANSWER CHOICES	RESPONSES	
Walking	67.59%	196
Burlingame Shuttle	1.38%	4
Public Transit (BART, Muni, Caltrain)	6.55%	19
Lyft, Uber, or Taxi	21.38%	62
Dock-Based Bike Share	0.69%	2
Personal Bike	6.90%	20
Personal Car	38.62%	112
Vehicle Share (e.g. Zipcar, Car2Go, Scoot)	1.03%	3
I wouldn't have made the trip	11.03%	32
Total Respondents: 290		

Q11 How old are you?

Answered: 370 Skipped: 237



ANSWER CHOICES		RESPONSES	
18 years old or older		69.73%	258
Under 18 years old		30.27%	112
TOTAL			370

Q12 Do you have any additional input or suggestions that you would like the City of Burlingame to consider?

Answered: 244 Skipped: 363

#	RESPONSES	DATE
1	I think everything is pretty good except the helmets	11/10/2018 11:25 AM
2	add electric scooters to burlingame	11/9/2018 10:35 AM
3	less police	11/9/2018 7:40 AM
4	Need bikes for shorter people like me, I'm 4'9"	11/8/2018 10:39 PM
5	I use Lime Bike all the time to commute to Caltrain - easy to use and the electric bikes are particularly great! The only ask would be to have some bikes dropped not just in central city locations but also at schools in neighborhoods.	11/8/2018 9:51 PM
6	The rental fee is expensive.	11/8/2018 7:22 PM
7	no	11/8/2018 6:07 PM
8	Please don't take away bike program	11/8/2018 5:14 PM
9	The limebike should be eliminated from the City of Burlingame. They were everywhere and block the ways. It is too dangerous to ride without a helmet too.	11/8/2018 4:04 PM
10	I would also love to have electric scooters like in Nashville :)	11/8/2018 3:45 PM
11	Stop the program. Either drive or walk to where you are going.	11/8/2018 3:05 PM
12	The bikes are largely used by young adults or transients.	11/8/2018 2:50 PM
13	Please figure out the helmet issue. Especially for children under 18 who are required by law to wear helmets. I work with people who have sustained traumatic brain injuries so this is a very important and real issue. Besides that, I wouldn't mind trying a docked system too as long as there was a dock in each bikable Burlingame neighborhood	11/8/2018 2:47 PM
14	Please keep the bikes and would love to see their e-scooters as well in Burlingame!	11/8/2018 2:18 PM
15	Children should not be allowed to rent these bikes without a helmet. It is very dangerous and it makes me wonder if Burlingame will get sued if a kid gets injured. Also, there is very little bike infrastructure in our city compared to others.	11/8/2018 2:17 PM
16	We love limebike and hope residents park them properly so they stay	11/8/2018 2:08 PM
17	Be specific about where the lime bicycle can be parked - not on the sidewalk or street blocking the cars or pedestrians walk ways.	11/8/2018 2:00 PM
18	my favorite quote is a friend who said "every time i see a bright green lime bike it is like a smile on the sidewalk"	11/8/2018 10:55 AM
19	no	11/7/2018 2:38 PM
20	nah	11/7/2018 1:11 PM
21	Make the bikes look cooler and add more to the area.	11/6/2018 10:15 PM
22	nope	11/6/2018 9:33 PM
23	No	11/6/2018 6:50 PM
24	Try Scoot Nissan cars? They are cute, modern, and a great way to get around downtown burlingame! Also, many people don't know how to ride bikes so maybe Lime Scooters would be a nice alternative as well!	11/6/2018 1:49 AM

Bike Share Program in Burlingame

SurveyMonkey

25	Making sure the non electric bikes are maintained well. Generally I won't use a non-electric bike because they are slower, harder to move, and often not as well maintained. Sometimes the breaks don't work as well. Overall, it's a really great thing for burlingame and bikes are always a better alternate transportation mode to cars.	11/5/2018 8:24 PM
26	Bike sharing has helped me within the last few months in numerous ways primarily cutting trip time nearly in half and has helped me get to school on time aswell stopping for food	11/5/2018 7:57 PM
27	non	11/5/2018 7:37 PM
28	I would look out for salt and straw. My friend had an alergic reaction to an ice cream there, it said it was nut free. Yet she bit right into a tree nut or something.	11/5/2018 7:29 PM
29	No	11/5/2018 7:16 PM
30	It's good stuff I just never get around to using them. Also I like the scooters but I don't see any of them in Burlingame	11/5/2018 7:13 PM
31	None	11/5/2018 7:07 PM
32	The majority of users seems to be the younger population of Burlingame. Unfortunately this means a but more careless riding with what seems to be no enforcement of any rules or laws of any kind by the city.	11/5/2018 6:58 PM
33	Have designated areas where lime bikes could be parked.	11/5/2018 6:49 PM
34	Have a place where you can put cash in and it would go into your Lime Bike account.	11/5/2018 6:40 PM
35	don't have them	11/5/2018 6:38 PM
36	no	11/5/2018 6:36 PM
37	Put Lime electric scooters in Burlingame. Genius	11/5/2018 6:24 PM
38	nope	11/5/2018 6:22 PM
39	Please make there an option via the limebike app to request a refund if the bikes are broken or don't work properly	11/5/2018 6:15 PM
40	Nah we good	11/5/2018 6:01 PM
41	Thank you, and I hope people use it.	11/5/2018 5:38 PM
42	Lime bikes and other bike companies are really great for teens and some kids who can't drive and have no one to drive them. It is a fun and easy way to get around and as well get some exercise.	11/5/2018 5:24 PM
43	Nope.	11/5/2018 5:00 PM
44	I believe that there are way too many lime bikes around town and it is almost overwhelming. And there have been instances where people park them poorly and in not good places making them an inconvenience.	11/5/2018 4:37 PM
45	Lime Bikes are great	11/5/2018 4:27 PM
46	No	11/5/2018 4:04 PM
47	no	11/5/2018 3:50 PM
48	Keep the bikes. They are easy to use because u can leave them anywhere and very convenient. If u make them have a docking station it will kind of get rid of their purpose and would be more inconvenient.	11/5/2018 3:46 PM
49	Make the app and bikes free. Then I might use it	11/5/2018 2:29 PM
50	to update their app bugs	11/5/2018 2:24 PM
51	I own a bike of my own, so I never had a use for Lime Bikes. That being said, I've never actually sat down and downloaded the app, so I can't say whether I like using the system or not.	11/5/2018 2:09 PM
52	It also encourages people to use clean forms of transportation	11/5/2018 2:05 PM
53	Lime company should put lime scooters in burlingame.	11/5/2018 2:00 PM
54	nope	11/5/2018 1:50 PM
55	no	11/5/2018 1:47 PM

Bike Share Program in Burlingame

SurveyMonkey

56	Adding docks in convenient locations to keep the bikes off of private property, roads, and heavily populated areas.	11/5/2018 1:44 PM
57	these bike company's are expanding too fast and ignoring complaints	11/5/2018 12:57 PM
58	have more of these services in burlingame to make ore accessible	11/5/2018 12:51 PM
59	No	11/5/2018 12:42 PM
60	It is a congenial approach to pollution--loving it!	11/5/2018 12:18 PM
61	Keep the program! It's great! Students especially find it very convenient!	11/5/2018 11:39 AM
62	Allow 2 people to use the same account so you and a friends could ride if ones account isn't working or they have no money in it, thx.	11/5/2018 11:34 AM
63	I think the bike share program is great. I think a lot more people would bike if it were safer. I would commute to work by bike if it were safer, but you don't want to feel that you are risking your life every time you commute.	11/5/2018 11:21 AM
64	Please use a docked system. The bikes are littering our community.	11/5/2018 11:19 AM
65	I like the fact that kids are using them a lot to get around town. It helps instill the understanding that bikes are a great form of transportation.	11/5/2018 9:36 AM
66	I like having the extra choice. Its inexpensive and the citizens of Burlingame are careful where they leave bikes.	11/5/2018 6:21 AM
67	keep bike sharing in Burlingame. A great idea! Thanks	10/31/2018 11:53 AM
68	Have ALL bike users pay a FEE like drivers of cars do, every year to PAY to maintain roads for this who DRIVE cars.	10/30/2018 4:14 PM
69	It is a total waste of time for Burlingame to even consider this program.	10/30/2018 2:31 PM
70	On Oct 14th, at 3pm, while on the sidewalk on Broadway, a lime rider almost hit my girls (2 and 4 years old). After I told her to ride on the road - she road back down the sidewalk at my girls again - shouting "you are not a cop" at me. I immediately called Lime to complain and relayed the story. I requested they refuse to let the rider use their service again and a return phone call. The company has not returned my call. Lime doesn't care who gets hurt in Burlingame - even small children. They just want to make a buck. Please call me for any details [REDACTED]	10/29/2018 6:38 PM
71	I'm strongly supportive of bikesharing. The only annoyance about bicyclists in Burlingame is that some people ride on the sidewalks when pedestrians are around, which is against city ordinances. It'd be nice if there was some sort of education about that rule so it's violated less often.	10/29/2018 5:22 PM
72	I hope Lime is paying the City a fee to use city side walks to conduct their business.	10/29/2018 12:27 PM
73	I like the bikes- they are cheerful and I like the sense of community and the ability for my teen to use one to get around	10/29/2018 9:09 AM
74	I hope we retain this program. It's good for the environment, exercise and reduces traffic. Love seeing those lime green bikes randomly parked around town.	10/28/2018 3:36 PM
75	Would love more bikes!	10/28/2018 2:26 PM
76	Thank you	10/27/2018 12:25 PM
77	Look to Seattle for permitting or operational agreement ideas: https://www.seattle.gov/transportation/projects-and-programs/programs/bike-program/bike-share	10/27/2018 12:14 PM
78	I have a good bike so don't need dockless rental bike. But I love that people are using bikes, rather than cars to get around. Limebikes are very cheerful looking. Plus, anything we can do to encourage people to exercise is good.	10/27/2018 11:19 AM
79	I am not necessarily against the bikes, but I strongly dislike that bikes can be left anywhere and that so many riders leave them irresponsibly. I would feel better about it if Lime picked up bikes within a few hours of them being parked.	10/27/2018 10:45 AM
80	People could be better about parking them out of the way, but dockless bikes are far better than having gigantic strewn all over our community.	10/26/2018 9:01 PM
81	I love the service. Gives the town a community feel	10/26/2018 8:50 PM
82	No.	10/26/2018 8:49 PM

83	It would be great if Lime Bikes were made more available within the neighborhoods. Also at the hospital	10/26/2018 7:51 PM
84	I fully support the continued use of LimeBike in Burlingame.	10/26/2018 7:16 PM
85	I applaud Burlingame for trying it out. And I appreciate the active solicitation of feedback from residents. Thank you! I am open to other trials as well (scooters). But, so far, I have not found a use for them. 1) No helmets -- I really think it important people ride with helmets, and I don't carry a helmet around with me 2) I don't take public transport (which would be perfect for the bikes) 3) If I ride a bike, I ride my own.	10/26/2018 12:50 PM
86	More bikes!	10/26/2018 12:35 PM
87	I don't use them (because I have a cruiser already) but I love them and want to keep them around. I especially love to see young kids using them!	10/26/2018 11:25 AM
88	Lime needs to act as though it actually cares about our city rather than viewing it as simply an opportunity to make money.	10/26/2018 11:14 AM
89	No	10/26/2018 10:25 AM
90	I would like to see LimeBike provide more TRANSPARENCY and CONTROL to Burlingame city council and residents. Ideas: 1) Weekly/monthly reports on usage share to the community, to understand how it's performing (e.g. how often are bikes idle? what is the freq of usage? how much money is burlingame spending on this? where are the hotspots?). This can be an input to us since bikes are only a piece of the overall transportation equation. 2) LimeBike should provide access to the (anonymized) data about OUR usage so we can better understand the traffic patterns and usage to make OUR city better. 3) LimeBike should allow us to have the right CONTROLS to allow the city to make decisions IF WE CHOOSE (e.g. allow us to easily control supply, allow us to specify frequency and positions of bikes, how often they should rotate, what is the mixture of bikes we want such as scooter, ebike, regular bike). Having #1 and #2 gives us the tools to have proper oversight on LimeBike. Having #3 gives the city and the community more control over this service. To me, these don't seem to be unreasonable questions, especially they are using our city roads + resources, and there are alternatives out there. [REDACTED] from [REDACTED]	10/26/2018 8:58 AM
91	keep lime bikes in burlingame. also add the new electric scooters for burlingame	10/26/2018 8:42 AM
92	I'm in support of any alternative means of transportation. I don't think this is the perfect implementation but it's better than the default of driving everywhere in your own car.	10/26/2018 8:36 AM
93	Burlingame cannot "bike" its way out of automobile congestion until we either reduce demand to live here by minimizing new office construction, or legislate restrictions on automobile ownership in CCR's of HOAs funded in part by the city or state.	10/26/2018 7:18 AM
94	I often see ADULT bike riders on city sideWALKS - especially on Broadway. The recent program to address this problem has not had ANY effect that I can see. As mentioned above in the survey, these riders are also often distracted by using their cell phones or by listening to ear buds. One rider observed on Hatch Lane was "walking" his dog on a long leash while riding his bike against the traffic flow.	10/26/2018 6:23 AM
95	I'm supportive of the concept but ONLY if there's a way to keep them parked OFF sidewalks and people's personal property. A simple policy mandating users needing to park them between the edge of the sidewalk and curb would probably be a good compromise.	10/26/2018 6:06 AM
96	LOVE Lime Bike. Let's keep it going in Burlingame.	10/26/2018 3:53 AM
97	I simply am tired of my personal bikes getting stolen in town. It has costed me thousands of dollars. Lime Bikes is a great way to get around the community. Lime bike is a lot less unsightly than the general dirtiness of the streets and sidewalks. Endorse the use of alternate transport methods. Do Not micromanage it.	10/26/2018 2:26 AM
98	Nope	10/25/2018 10:42 PM
99	My kids & I all use Lime Bike and we like it.	10/25/2018 9:59 PM
100	Love them!!	10/25/2018 9:26 PM
101	Lime is great Burlingame must be a future leaning city!	10/25/2018 9:12 PM
102	Let's make it permanent and keep LIME bikes in town.	10/25/2018 8:56 PM

103	Time to get rid of the program and thank Lime for the opportunity to test the market....but....remove the eye sores.	10/25/2018 8:42 PM
104	Please keep them, but have Lime assist in funding more bike racks and other bike infrastructure.	10/25/2018 8:35 PM
105	I recommend eliminating the program. The bicycles docked in front of homes are a nuisance and provide little benefit as many residents already have access to bicycles. Burlingame is a small town with many narrow streets. Adding more bicycles to the roads increases the chances of accidents. I recommend increasing police patrols of El Camino and heavily trafficked residential streets to enforce driving violations. As a Burlingame homeowner for 7 years, I believe speeding, texting while driving and rolling through stop signs are a more urgent public safety issue than a bike share program. Given the large number of young children in Burlingame, traffic violations are becoming a more serious public safety problem. Each day I walk my children back and forth to school and witness multiple traffic violations.	10/25/2018 8:28 PM
106	Glad we have the Lime bikes. Recreation and they are available. Keep them.	10/25/2018 8:20 PM
107	I think the Lime bikes are great and encourage Burlingame to keep or expand the presence. Perhaps we could request that Lime offer free bike safety and etiquette classes for the public.	10/25/2018 8:09 PM
108	more more electric bikes!	10/25/2018 7:59 PM
109	I hate seeing lime bikes left on the curb, side walk, bus stops, in people's yard.	10/25/2018 7:40 PM
110	They're great. It gives people more freedom. I took my car in for maintenance and rode a lime bike home. I didn't have to ask anyone for a ride.	10/25/2018 7:22 PM
111	We need this! Scooters too.	10/25/2018 6:57 PM
112	Looking forward to scooters.	10/25/2018 6:49 PM
113	Fines for misuse of sidewalks as parking spaces for bikes.	10/25/2018 6:32 PM
114	I think they are useful for kids and workers. Would be nice to have some dock spots to alleviate some of the complainers concerns. Look at the Netherlands... bikes everywhere!	10/25/2018 6:28 PM
115	We need more education about proper parking, but it will work out eventually.	10/25/2018 5:44 PM
116	Would love to see Lime Scooters in addition to the bikes. It will be challenging for a while with everyone sharing the road, but it's better for the future we figure this out now. Helmets remain an issue/concern for me.	10/25/2018 5:41 PM
117	Keep the lime bike service and continue to add bike lanes for safety of riders and drivers.	10/25/2018 5:40 PM
118	Really hate that they are left on sidewalks in front of peoples homes for days. I think they need to have a better pick up when left behind in residential areas	10/25/2018 5:22 PM
119	Keep Lime bike!!!	10/25/2018 5:09 PM
120	Get rid of the new bike lanes on California Drive between Millbrae Ave and Broadway. Absolute ridiculous Also what is the purpose of the turnabout at California Drive and Lorton Avenue Also ridiculous	10/25/2018 4:36 PM
121	Please continue and expand bike share. It is cheap and fast transport for students. I have had too many personal bikes stolen.	10/25/2018 4:27 PM
122	so happy to see the city pursuing this.	10/25/2018 4:20 PM
123	please keep lime bikes around. don't let the curmudgeons take this great convenience away from us.	10/25/2018 3:50 PM
124	You should be able to rent more than 1 bike at a time. My wife did not have her i-phone with her and even though i have used lime previously, it would not let me rent 2 bikes. No bike ride for us	10/25/2018 3:40 PM
125	Make sure the lime bikes have lights on them. Also provide lime scooters too please	10/25/2018 3:40 PM
126	There should be a happy medium... dislike the fact that no one wears heleneta and the hikes are parked so poorly.	10/25/2018 3:34 PM
127	I think it's great to have bikes available. I wish cars weren't allowed. Some towns are like that in the US	10/25/2018 3:26 PM
128	My only beef is that people leave the Lime bikes in really random places and block sidewalks and other walkways. It's nice that they are picked up in a fairly timely manner though.	10/25/2018 3:23 PM

129	Visual pollution. Who here cannot afford to buy their own bike?	10/25/2018 3:20 PM
130	Some folks consider randomly parked Lime Bikes to be an eyesore. But consider this: perhaps cars parked on city streets are an eyesore as well! The difference? We're used to the cars. Thank you.	10/25/2018 3:12 PM
131	No.	10/25/2018 3:09 PM
132	I have called twice and a neighbor at least once due to bikes parked for an extended period on sidewalks/parking strips in front of our houses.	10/25/2018 3:09 PM
133	Love Limebike! Please keep them and work with the company to work out the kinks	10/25/2018 3:06 PM
134	Get the scooters too.	10/25/2018 2:47 PM
135	Dockless encourage people to be irresponsible with where they leave the bike. There is no regard for people's private property. I don't want a bike left on my property or in front of my home. They are a nuisance in the business district as they are often abandoned in front of retail space. Users should be required to return the bikes to a docking station.	10/25/2018 2:41 PM
136	Bike riders need to be aware that the rules of the road apply to them as well. Seen many bike riders disregard stop signs, signals, stopping for pedestrian traffic, riding in twos instead of tandem etc. Really don't like when adult riders ride on the sidewalk instead of the street and block sidewalks with parked bikes.	10/25/2018 2:29 PM
137	Not at this time. However, I think it's a great program!!	10/25/2018 2:22 PM
138	If our city continues to support dockless bike share, then I think we should have more than one provider to create some competition. Currently, Lime doesn't have much incentive to provide excellent customer service since they are the only game in town.	10/25/2018 2:21 PM
139	I think once the novelty of the Lime bikes wears off, there will not be as many careless placing of the bikes. It took me a while, but they are considerate solution to transportation.	10/25/2018 2:20 PM
140	Please can you bring in the lime scooters !! Thanks	10/25/2018 2:20 PM
141	I feel riders should get a txt, or email reminders to park in a safe area.	10/25/2018 2:17 PM
142	Consider charging Lime for the use of Burlingame's public right-of-ways. It is frustrating to see these bikes so frequently blocking sidewalks — making it difficult for pedestrians/strollers/people in wheelchairs to pass.	10/25/2018 2:13 PM
143	The parking of bikes is a mess/disaster, especially in on sidewalks.	10/25/2018 2:13 PM
144	I am very concerned about the number of youth I see riding Lime bikes without helmets.	10/25/2018 2:11 PM
145	If Burlingame was a tourist town I could understand this program but we are not. Most people own a bike here who want to use one. I would say that Burlingame is a town that does not have too many bikers. I consider Burlingame a high-end town and these bikes don't represent "high-end".	10/25/2018 2:11 PM
146	If there was any way to have a helmet included that would be great, but I can imagine issues with them not being returned with the bike	10/25/2018 2:11 PM
147	If you intent to proceed with this, I would ask that you very clearly communicate what the actual, full cost is to run this program for the City of Burlingame	10/25/2018 2:07 PM
148	Bikes for smaller kids would be fun. I told my 8 year old nephew you had to be 14 to use them. We then saw tons of younger kids in the park using them.	10/24/2018 9:37 PM
149	City of Burlingame Officials: Please take the comments about Lime Bikes being left in the middle of the sidewalks with a grain of salt. There is far too much complaining about a few incidents. For the most part it's not an issue. There needs to be helmets. it would be difficult to keep track of them unless you charged for an unreturned helmet somehow. Maybe there's something that can identify the bike and the helmet belonging together? I love the bikes. In san Diego that pay a flat rate per scooter that's returned to their docks or another central location. LimeBikes should look into that. I think more of the general public would get on board if the bikes were picked more regularly. DO NOT GET RID OF THEM	10/24/2018 8:58 PM
150	Get docks	10/24/2018 8:12 PM
151	Need an answer for helmets	10/24/2018 6:50 PM
152	What about motorized scooters as well? We have hills - could be a good alternative.	10/24/2018 4:07 PM

153	Our family all has bikes so we don't need to use Lime bikes but it seems to be a great option for a diverse population. I've seen students, commuters and other people using Lime Bikes so it seems to help cut down on car traffic including Uber & Lyft. If I lived farther away from Burlingame Ave or Broadway Ave, I'd probably use Lime to get home now and then but we live just a short walk away from both downtowns.	10/24/2018 12:27 PM
154	This is a great program and we should continue providing a bike share option for residents and employees!	10/24/2018 8:55 AM
155	I like the idea of Lime bikes. Even though I haven't had an opportunity to use it yet, I can appreciate the option being there for when I might need it	10/24/2018 8:49 AM
156	The city should do everything it can to reduce cars. This is a great, safe, cheap option.	10/24/2018 4:13 AM
157	Occasionally users leave bikes in unresponsive way (blocking sidewalk etc.) but the company does a great job of tidying up and resets each night and sometimes midday. I like how Canadian bikesahre program provides helmets. But this is bedside it's the law to wear one.	10/23/2018 10:22 PM
158	Though I cannot use bicycles, this is a great program for commuters, youth, and others to get around town getting excersize while reducing pollution and traffic. 110% support it!	10/23/2018 9:03 PM
159	Love Lime Bikes! The City and vendor just need to work out a few details to make evryone happy! Lime Bikes are the future, not something to be afraid of!	10/23/2018 8:42 PM
160	We need, really need, safer bike lanes all over the flat part of Burlingame. I would bike more if I feel safer. As would a whole bunch of my neighbors and friends.	10/23/2018 8:38 PM
161	The bikes are a nusence, I have never seen a person riding the bike following the bike laws. It's mostly teenagers without helmets often 2 on one bike. I help a commuter who crashed one night. He was driving on the sidewalk on Elcamino and hit a tree root. No helmet. Our police do not have time to enforce helmets on children under 18 or the dangers of bikes on the sidewalk. Why are we inviting one more thing for our community to need to police?	10/23/2018 8:26 PM
162	More electric bikes would be great. I would like to do shopping and out to lunch or dinner via bike. My street has a long steady incline so I need electric to get uphill.	10/23/2018 8:17 PM
163	love, love, love the lime bikes. it's the future of transportation. and we are at the forefront!	10/23/2018 8:13 PM
164	People pushing baby strollers cannot get around these bikes when they are left in the middle of the sidewalk.	10/23/2018 7:49 PM
165	Set up more traffic control on Howard Avenue between Washington school and Dwight. People think this is a race track!!	10/23/2018 7:47 PM
166	Please keep limebikes	10/23/2018 7:42 PM
167	Please keep the bikes in Burlingame. I don't own s bike and this service is very inexpensive and convenient	10/23/2018 7:32 PM
168	This is a great program. We need more alternatives to personal cars and ideally more bike only lanes or bike friendly routes.	10/23/2018 7:28 PM
169	People will sue the city if they trip over the bike on the sidewalk	10/23/2018 7:28 PM
170	Do not consider adding the electric scooters please!	10/23/2018 7:19 PM
171	Scooter	10/23/2018 7:05 PM
172	I love that more people are riding bikes, but these just get left all over the place.	10/23/2018 6:49 PM
173	When they are left where ever, whenever it looks like graffiti. Just plain junky.	10/23/2018 6:22 PM
174	LOVE THE LIME!	10/23/2018 6:06 PM
175	There are too many bright colored bikes everywhere and they are eyesores. They are parked in places that make parking difficult, and get in the way of just walking. I'm against this idea.	10/23/2018 6:00 PM
176	I think it is a great idea. Any problems will be smoothed out as more people use the bikes. My son has used the service.	10/23/2018 5:59 PM
177	Just wondering how many are really needed or used in Burlingame. I feel most are being used just for fun.	10/23/2018 5:29 PM

178	As any new program launches, there will be some pain points along the way but I have begun to see greater use of the bikes which will lead to greater visibility, adoption and acceptance of the program in Burlingame. Keep it going as future generation of kids will learn to grow up with this program and will be more conscious of transportation issues and options for people to explore.	10/23/2018 5:20 PM
179	Please ensure that public sidewalks are still wheelchair accessible. These bikes create an additional struggle for wheelchair users trying to navigate city streets.	10/23/2018 5:02 PM
180	Thanks for asking for community input on this important subject. I am genuinely torn about the bikes; the potential for reducing traffic congestion and greenhouse gas emissions plus the convenience of their availability if needed are great. On the other hand, they are sometimes an eyesore, especially when they are strewn about and they are frequently ridden recklessly. I think there must be a way to accommodate bike (and scooter) sharing, while minimizing the impacts, because I think on the net they are probably positive and there is certainly demand for them.	10/23/2018 4:31 PM
181	I haven't found inappropriate bike parking to be an issue, and I walk around the downtown area (Burlingame Ave) and Burlingame Park quite a lot. I worry a bit about their prices rising in the future once we have committed to them.	10/23/2018 4:05 PM
182	We need to do whatever we can to reduce gas powered vehicles. Any such program will have pros and cons, but no cons can compare to not addressing climate change as aggressively as possible. Walk and use non gas powered engines as much as you can.	10/23/2018 4:03 PM
183	keep it going.	10/23/2018 4:02 PM
184	Great program! Please keep them!	10/23/2018 3:47 PM
185	More locations for bikes. West side needs more. More electrical bikes.	10/23/2018 3:33 PM
186	I have never used it, but my son has. It has made my life easier as he has been able to get around town after school on his own.	10/23/2018 3:30 PM
187	The bikes are a little short for me to ride. Tried it with the seat all the way up.	10/23/2018 3:26 PM
188	The fewer parking spaces Burlingame has, the better this city will be. Make it inconvenient for people with cars to park in Burlingame. Force people to use other methods of transportation instead of allowing them to be fat and lazy.	10/23/2018 3:10 PM
189	I wouldn't ride a bike in Burlingame if you paid me. Too many reckless drivers and few safe places to ride a bike.	10/23/2018 3:08 PM
190	More eBikes!!	10/23/2018 3:00 PM
191	I think this is a great program - I've not used it myself but love that it's open to all, just gets frustrating sometimes on how some users park the bikes in odd spaces or chuck them in an inconsiderate fashion. They should get fined. I'm sure it's a small group and plenty of users are very considerate about the bikes.	10/23/2018 2:52 PM
192	Great program	10/23/2018 2:36 PM
193	If we want to encourage alternatives to car transport, we need better (SAFER) infrastructure for it. New bike lanes on California are an attempt at improvement, but not terribly functional. Drivers have been driving in the bike lanes because of additional traffic backup (e.g., southbound on California at Broadway). It makes it very dangerous for bicyclists! It needs additional separation from car traffic (e.g., plastic posts)	10/23/2018 2:30 PM
194	Until you can track exactly who is riding these bikes (i.e, kids or adulst) and whether they are wearing helmets, this program should be discontinued. It facilitates unsafe biking behavior for kids in our community.	10/23/2018 2:22 PM
195	I have not had a need for a bike as of yet. I typically will walk or get in my car if I need to travel around town. I have seen the bikes throughout the city and most of the time they are not an eye sore. I find myself feeling happy for those who do have a use for it as I'm sure it is making certain peoples lives easier. I think it has been managed well. My fear is this becoming the epidemic I've seen in other towns with scooters. We do not seem to have that problem here.	10/23/2018 2:19 PM
196	This is a great asset for our city! I love the convenience of Lime Bike. It's onky because it is so convenient that I hike more and drive less.	10/23/2018 2:16 PM
197	Lime needs to have adequate personnel patrolling the market area and making sure bikes are parked properly (and not just blocking sidewalks, etc.	10/23/2018 1:53 PM

198	I've never used the bikes, but I keep meaning to. Whenever I think I might, I can't find one nearby. There are mild nuisances to having them parked badly, but these are minor compared with the benefits. I see families riding them around, kids getting exercise. I'd actually like to see more of them around, maybe the city can put up more bicycle stands outside of the business district, near bus stops and the Bart station, etc.	10/23/2018 1:43 PM
199	Please don't allow riders to place the bikes on other neighbors' properties.	10/23/2018 1:40 PM
200	I LOVE LOVE Limebike, I wish we had more non-car vehicle shares (like electric scooters)	10/23/2018 1:40 PM
201	If this commute option is eliminated/ reduced, is the city prepared to provide us with an alternate substitute way of getting around the town? If so, how?	10/23/2018 1:35 PM
202	It's absurd to allow users to simply ditch their bike anywhere on a sidewalk around town. Look at the issues SF (and other cities) is having with scooters without a dock/parking area. If this is going to be a service offered in Burlingame, then the city should rent bike parking stalls or the like to Lime at parks and public buildings. There are probably enough of those within reasonable walking distance to riders' destinations that it would still be a convenient service.	10/23/2018 1:25 PM
203	Love them!!!!	10/23/2018 1:19 PM
204	There has been many times where I'm walking around town pushing a stroller and a Lime Bike is left in the middle of the sidewalk! Making it impossible to get around with a stroller. This has happened to me more than 3 times "to many". It's a safety hazard! I think these bikes need to be removed all together. Plus it's a sore eye to see them laying on the ground.	10/23/2018 1:13 PM
205	These bikes create a hazard around town. They are often left on people's lawns or blocking the sidewalk. I've personally seen Lime contractors unload the bikes from a van and just leave them blocking the sidewalk. That's when I called Lime directly and reported it. Lime needs to better control the bikes and riders.	10/23/2018 1:06 PM
206	I think the bikes have been a wonderful addition to our community. I especially enjoy seeing teenagers riding them. More exercise and less cars is a good thing	10/23/2018 1:02 PM
207	This program has encouraged more bike riding on the sidewalks downtown (which is already out of control) and thoughtless parking of bikes blocking the sidewalk, in/near doorways, etc. I see mainly kids using the program, a population that tends to be the least aware of impacts of their actions on others - just goes with the territory of being a kid!	10/23/2018 12:55 PM
208	This has been a great program for Burlingame, and the health of its citizens. I see so many more people on bikes now. Apparently there are lots of people who would have ridden bicycles, who want to ride bicycles, but personal bikes didn't make sense for them.	10/23/2018 12:44 PM
209	Great idea. The bikes are friendly looking. Not abuse of space like some complain. All for it!	10/23/2018 12:40 PM
210	I think it's a good service to offer although I have not personally used the bikes yet.	10/23/2018 12:38 PM
211	The concept is good, but enforcement is necessary.	10/23/2018 12:32 PM
212	consider having a return fee refunded to user upon return of the bike to the docking stations	10/23/2018 12:14 PM
213	Please keep the program ! Its wonderful to have a spontaneous option for transportation.	10/23/2018 12:10 PM
214	I think that the Lime bikes are great and I use them to go to and from Burlingame Caltrain, but because they are expensive to use twice a day, I would prefer to use my own bike. I think that if I felt that my bike would be safe locked up at the station I would bring it, but I personally don't feel safe doing that so I opt for walking or taking Lime.	10/23/2018 12:05 PM
215	Most of the bikes are down in the business districts. It would better if the company distributed a few up in the neighborhoods to make them more accessible.	10/23/2018 12:03 PM
216	I think the bikes are a great alternative to cars, especially when going a short distance. I see a lot of kids using them which I think is fantastic!	10/23/2018 11:59 AM
217	helmet option would be nice.	10/23/2018 11:58 AM
218	Would prefer electric scooters over the bikes. Smaller and more convenient by far.	10/23/2018 11:54 AM
219	Stop being a tool of Agenda 21 and the elimination of all cars. We like traveling to the countryside and with no cars in our future a 5G dystopian nightmare is what awaits all the idiots that went along with proposals such as this. Wake up fools!	10/23/2018 11:53 AM

220	We've really enjoyed taking the electric bikes. They've let us be active in ways we would not otherwise be enjoying given the hills.	10/23/2018 11:47 AM
221	Seems like a good option for transport. Very sensible. The world is changing and this looks like a good change.	10/23/2018 11:46 AM
222	Getting them to put bikes at the millbrea Caltrain station in the afternoon so it will be more likely to help people commuting home from work	10/23/2018 11:43 AM
223	They should provide helmets with a pack of some sort of optional liner for germaphobes, or maybe just skip the liner. I've never seen someone wearing a helmet on a Lime bike, not ever.	10/23/2018 11:39 AM
224	The only objections I have to the Lime Bikes are leaving the bikes on people's lawn, leaving them in the middle of the sidewalk, and bikes blocking the sidewalk accessibility.	10/23/2018 11:39 AM
225	I'd use it if there was a kid size bike or a second seat. Not sure that is feasible.	10/23/2018 11:38 AM
226	Love Lime Bikes!! Keep them!! :) :)	10/23/2018 11:31 AM
227	In theory, a bike share service is a great addition to our community. However, the logistics of the service appear to impede the successful implementation of such a service. I see many users riding without helmets, which is of course a safety hazard. Though we have a bike corridor along California Ave now, many of the riders I see use their personal bikes. I see many students (middle-high school) using these bikes, but not always wearing helmets. Most importantly, I feel it makes our beautifully manicured city look messy, and disorganized. Seeing Lime bikes randomly parked throughout our streets and neighborhoods is unfortunate. Usually they are parked in allowable areas, such as along side a fire hydrant. I had to call Lime bike one time to pick up one of their bikes which was parked right outside my house. After seeing it sit there for a day, I didn't want to look at it anymore. Not no mention, this could also be a source of increased crime, acting as a quick and easy way to "get away" from a burglary. I would be curious to see ride data and statistics, which I hope the Lime bike company can provide to you as you consider how to move forward. Who are the users, what times of day are bikes used most often? When and where are bikes picked up? Also, are minors allowed to register for the app? Thank you for asking for the opinion of Burlingame residents prior to making a decision on how to proceed.	10/23/2018 11:31 AM
228	Definitely keep the bikes! I have my own bike, and yet use these a ton instead of parking my car downtown. Per-minute pricing is definitely the way to go. I use them mostly for quick one-way trips, so I would never use them on a Daily pricing model.	10/23/2018 11:30 AM
229	I love the bike share concept. My friends and I have a lot of fun with them and we are not as dependent on our parents giving us a ride to where we want to go.	10/23/2018 11:22 AM
230	Excellent program!	10/23/2018 11:18 AM
231	If Burlingame had more dedicated bike lanes, more people would ride their bikes in around town. How about a dedicated bike lane on Trousdale? Narrow up the road lanes and squeeze in a bike lane?? Something to look into.	10/23/2018 11:17 AM
232	I'd like to see some way to utilize helmets along with the bike but understand that could be tricky. I'd like to see electric scooters in addition to the bikes.	10/23/2018 11:16 AM
233	Lime is a poor partner for Burlingame - their bikes are poorly maintained and their customer service is garbage	10/23/2018 11:14 AM
234	The city is not ready for a dock-less program. One person on a wheelchair blocked by a carelessly parked bike is one too many - in a town of barely 30,000 people. Also, it is not acceptable to have bikes left in front of other people's houses. What is the point of even having a community code for how the houses should look when there are going to be brightly colored bikes strewn around? We might as well paint all our houses different shades of primary or neon colors then.	10/23/2018 11:12 AM
235	Helmets are an issue. I will use Lime once I get a helmet, but I haven't done that yet. Would help to have a place in Burlingame - maybe a stand at Farmer's Market or other pop-up version - to sell helmets.	10/23/2018 11:11 AM
236	This is a GREAT program. People need to embrace change. Reduction of car emissions is very important and this supports as an alternative. Also, IT'S EXERCISE. Ride a bike, you'll live longer!	10/23/2018 11:10 AM
237	Make. Enter rows for parking them at intersections or larger paved areas where parking a line bike doesn't block the whole sidewalk	10/23/2018 11:10 AM
238	A docking station would be a	10/23/2018 11:09 AM

239	The bikes are very ugly and just sit on sidewalks.	10/23/2018 11:08 AM
240	It would be helpful to explain in the app why a bike wont work. A couple times I was unable to use a bike, but it was unclear why, e.g. low battery.	10/23/2018 11:07 AM
241	If you dedicated places for pickup/dropoff it could work better. Right now its just city approved "limeblight".	10/23/2018 11:04 AM
242	I like the bright color as it is easy for car drivers to see.Please keep this program	10/23/2018 11:03 AM
243	Consider drop off locations or else an ad campaign teaching people about rules of etiquette--not blocking sidewalks, not leaving on random lawns, how to ride in the street. You know, bike behavior. We want a biking city but people need to be taught these things just like drivers need to be trained. Biking behavior isn't instinctive.	10/23/2018 11:00 AM
244	The bikes are scattered around town and often in people's yards and on sidewalks. We've had another FORD bike left in front of our house and it took 24 hours, multiple calls to bike people, and the BPD to have the bike removed. The riders are not responsible or thoughtful in how they end their ride/park the bikes. There has to be specific docking stations or this is a real hazard. Also -- please remind people that it is unsafe and illegal to ride on the sidewalks.	10/23/2018 11:00 AM