

Pause/Resume Rentals (SOP)

There are few reasons to pause rentals however if you plan to pause a rental it is likely a pressing issue. This document will walk you through the process in Denver.

Pause Rentals In AT Feature Toggles:

Under "Regions" there is a tab called "Feature Toggles". Navigate to this page and select your region to view the toggles.

Region Feature List

Category	Feature	Status	Description
Rider Experience - General	Disable Unlock + Map View for All Vehicles in a City	Off	Disable ability to view or unlock all vehicles in a city

In the search bar you can search for the toggle "Disable Unlock + Map View for All Vehicles in a City". If you are an OM + you can change this using the actions button. Otherwise you need to request your City Success representative change the toggles state to hide visibility of all scooters and prevent trip start actions

Pause Message (E-Mail):

Send an email to the DOTI connection to inform them that we are temporarily pausing services using the template below.

Good Morning Everyone,

Lime will be pausing rentals in Denver due to developing winter weather conditions. We have staff available to respond to any requests and proactively move scooters throughout the day. We are hoping to resume rentals soon.

Thanks,

Resume Message (E-Mail):

Send an email to the DOTI connection to inform them that Lime will be resuming services using the template below.

Good morning all,

Lime resumed rentals as of last night to allow for morning commutes. Hope everyone stays warm and has a good day.

Thanks,

Resume Rentals In AT Feature Toggles:

Region Feature List

Category	Feature	Status	Description
Rider Experience - General	Disable Unlock + Map View for All Vehicles in a City	Off	Disable ability to view or unlock all vehicles in a city

Use the toggle "Disable Unlock + Map View for All Vehicles in a City" to resume rentals. If you are an OM + you can change this using the actions button. Otherwise you need to request your City Success representative change the toggles state to hide visibility of all scooters and prevent trip start actions