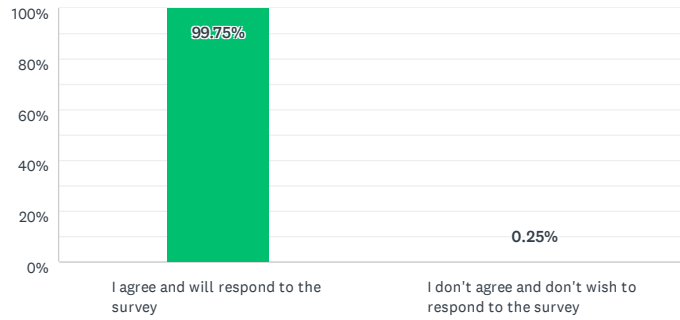


Q1 I agree to my responses being used for research led by CoMoUK. I understand only anonymised data and no personal data will be shared with research partners.

Answered: 408 Skipped: 0



ANSWER CHOICES	RESPONSES	
I agree and will respond to the survey	99.75%	407
I don't agree and don't wish to respond to the survey	0.25%	1
Total Respondents: 408		

Q2 In which town or city do you use a bike share scheme most often?

Answered: 408 Skipped: 0



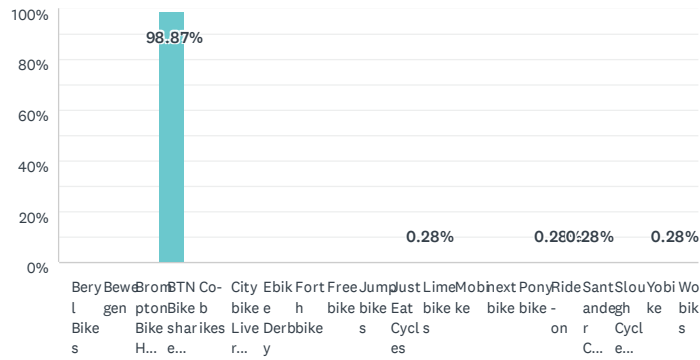
## Bike Share Users Survey 2019

ANSWER CHOICES	RESPONSES	
Ashford	0.00%	0
Bath	0.00%	0
Belfast	0.00%	0
Birmingham	0.00%	0
Brighton	100.00%	408
Bristol	0.00%	0
Cambridge	0.00%	0
Canterbury	0.00%	0
Cardiff	0.00%	0
Crawley	0.00%	0
Derby	0.00%	0
Didcot	0.00%	0
Dundee	0.00%	0
Eastbourne	0.00%	0
Edinburgh	0.00%	0
Exeter	0.00%	0
Glasgow	0.00%	0
Guildford	0.00%	0
Hassocks	0.00%	0
Henley	0.00%	0
Ipswich	0.00%	0
Jersey	0.00%	0
Lincoln	0.00%	0
Liverpool	0.00%	0
London	0.00%	0
Manchester	0.00%	0
Milton Keynes	0.00%	0
Newcastle	0.00%	0
Northampton	0.00%	0
Nottingham	0.00%	0
Norwich	0.00%	0
Oxford	0.00%	0
Peterborough	0.00%	0
Poole and Bournemouth	0.00%	0
Portsmouth	0.00%	0
Slough	0.00%	0
Southampton	0.00%	0
Southend	0.00%	0
Stirling	0.00%	0
Swansea	0.00%	0
Three Bridges Station	0.00%	0
Warwick University	0.00%	0
Worcester	0.00%	0
Wolverhampton	0.00%	0
Other (please specify)	0.00%	0
<b>TOTAL</b>		<b>408</b>

# Bike Share Users Survey 2019

## Q3 Which scheme do you use most often? (Leave blank if you are not sure).

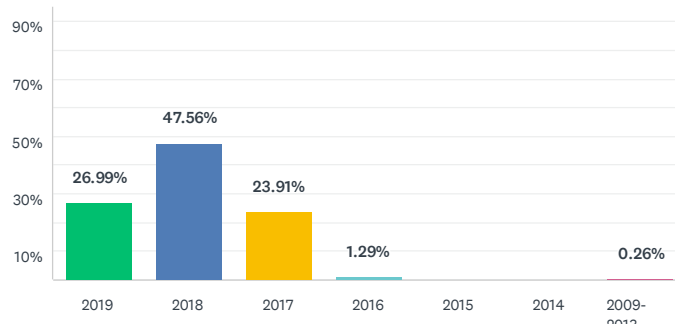
Answered: 354 Skipped: 54



ANSWER CHOICES	RESPONSES
Beryl Bikes	0.00% 0
Bewegen	0.00% 0
Brompton Bike Hire	0.00% 0
BTN Bikeshare Brighton	98.87% 350
Co-bikes	0.00% 0
Citybike Liverpool	0.00% 0
Ebike Derby	0.00% 0
Forth bike	0.00% 0
Freebike	0.00% 0
Jump bikes	0.00% 0
Just Eat Cycles	0.00% 0
Lime bikes	0.28% 1
Mobike	0.00% 0
nextbike	0.00% 0
Ponybike	0.00% 0
Ride-on	0.28% 1
Santander Cycles	0.28% 1
Slough Cycle Hire	0.00% 0
Yobike	0.00% 0
Woo bikes	0.28% 1
TOTAL	354

Q4 Which year did you begin using this bike share scheme?

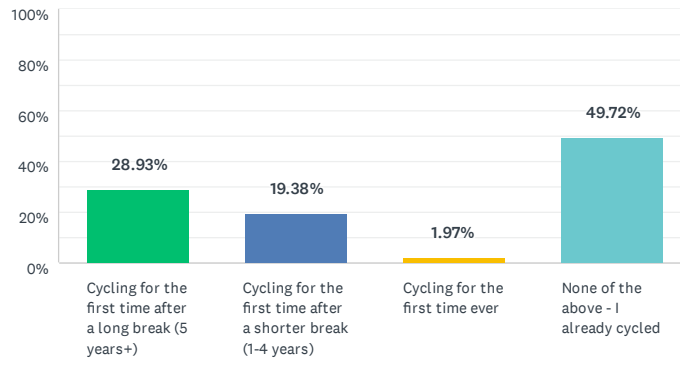
Answered: 389 Skipped: 19



ANSWER CHOICES	RESPONSES	
2019	26.99%	105
2018	47.56%	185
2017	23.91%	93
2016	1.29%	5
2015	0.00%	0
2014	0.00%	0
2009-2013	0.26%	1
<b>TOTAL</b>		<b>389</b>

Q5 Has bike share been a catalyst to you....

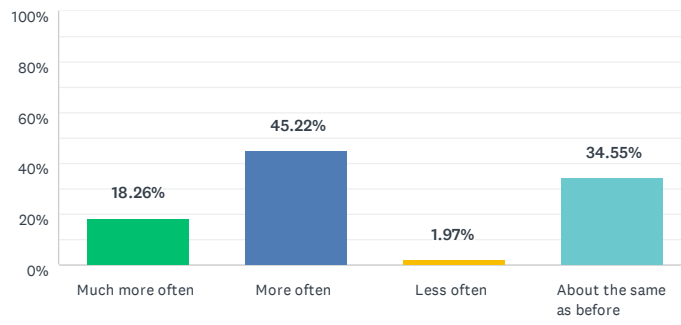
Answered: 356 Skipped: 52



ANSWER CHOICES	RESPONSES	
Cycling for the first time after a long break (5 years+)	28.93%	103
Cycling for the first time after a shorter break (1-4 years)	19.38%	69
Cycling for the first time ever	1.97%	7
None of the above - I already cycled	49.72%	177
Total Respondents: 356		

Q6 Since beginning to use bike share, do you now cycle...

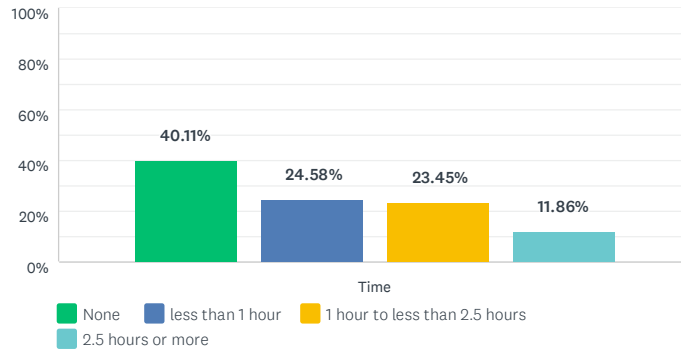
Answered: 356 Skipped: 52



ANSWER CHOICES	RESPONSES	
Much more often	18.26%	65
More often	45.22%	161
Less often	1.97%	7
About the same as before	34.55%	123
Total Respondents: 356		

Q7 In the past week, how many hours of moderate or vigorous physical activity have you undertaken through using bike share?(Activity which raises your heart rate)

Answered: 354 Skipped: 54

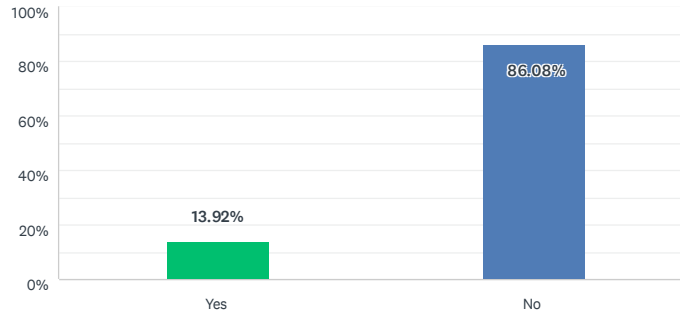


	NONE	LESS THAN 1 HOUR	1 HOUR TO LESS THAN 2.5 HOURS	2.5 HOURS OR MORE	TOTAL	WEIGHTED AVERAGE
Time	40.11% 142	24.58% 87	23.45% 83	11.86% 42	354	2.07



Q8 Is the use of bike share the only moderate to vigorous exercise you get on a regular (i.e. weekly) basis?

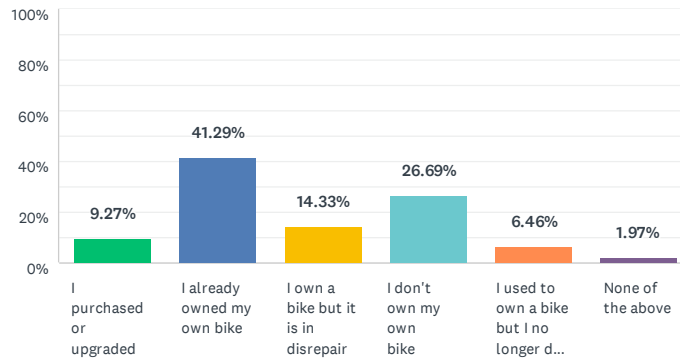
Answered: 352 Skipped: 56



ANSWER CHOICES	RESPONSES	
Yes	13.92%	49
No	86.08%	303
TOTAL		352

Q9 Please tell us about your bike ownership..

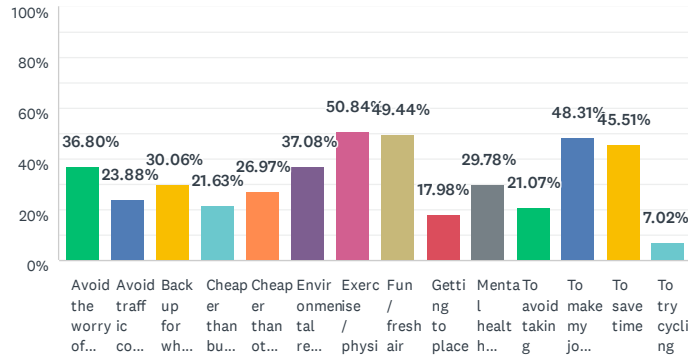
Answered: 356 Skipped: 52



ANSWER CHOICES	RESPONSES	
I purchased or upgraded my own bike since joining the scheme	9.27%	33
I already owned my own bike	41.29%	147
I own a bike but it is in disrepair	14.33%	51
I don't own my own bike	26.69%	95
I used to own a bike but I no longer do since joining the scheme	6.46%	23
None of the above	1.97%	7
Total Respondents: 356		

Q10 What are your reasons for choosing to use bike share? (Please tick all which apply)

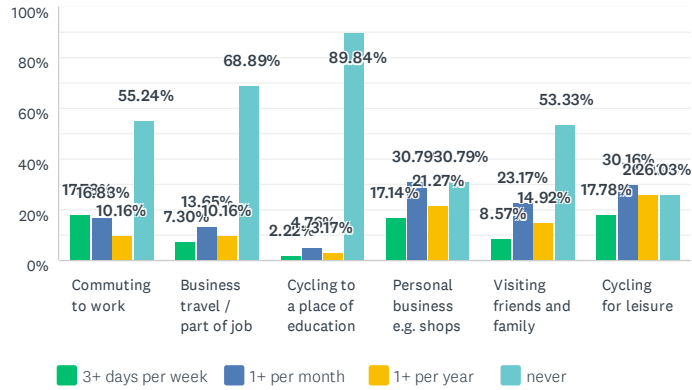
Answered: 356 Skipped: 52



ANSWER CHOICES	RESPONSES	
Avoid the worry of own bike maintenance, storage, theft	36.80%	131
Avoid traffic congestion or car parking problems	23.88%	85
Back up for when my usual mode isn't available	30.06%	107
Cheaper than buying a bike	21.63%	77
Cheaper than other modes	26.97%	96
Environmental reasons	37.08%	132
Exercise / physical health benefits	50.84%	181
Fun / fresh air	49.44%	176
Getting to places not served by public transport	17.98%	64
Mental health benefits	29.78%	106
To avoid taking my bike on train, bus, car	21.07%	75
To make my journey easier	48.31%	172
To save time	45.51%	162
To try cycling	7.02%	25
Total Respondents: 356		

Q11 How often do you travel by the bike share for each of these purposes?

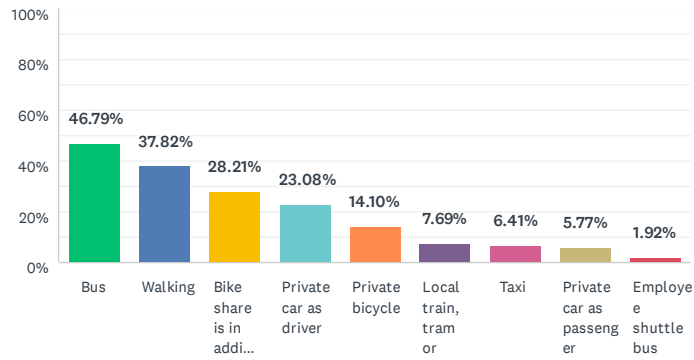
Answered: 315 Skipped: 93



	3+ DAYS PER WEEK	1+ PER MONTH	1+ PER YEAR	NEVER	TOTAL	WEIGHTED AVERAGE
Commuting to work	17.78% 56	16.83% 53	10.16% 32	55.24% 174	315	4.67
Business travel / part of job	7.30% 23	13.65% 43	10.16% 32	68.89% 217	315	5.26
Cycling to a place of education	2.22% 7	4.76% 15	3.17% 10	89.84% 283	315	5.76
Personal business e.g. shops	17.14% 54	30.79% 97	21.27% 67	30.79% 97	315	4.31
Visiting friends and family	8.57% 27	23.17% 73	14.92% 47	53.33% 168	315	4.96
Cycling for leisure	17.78% 56	30.16% 95	26.03% 82	26.03% 82	315	4.25

Q12 If you use bike share for commuting to work, which mode(s) did bike-share replace? (tick all that apply)

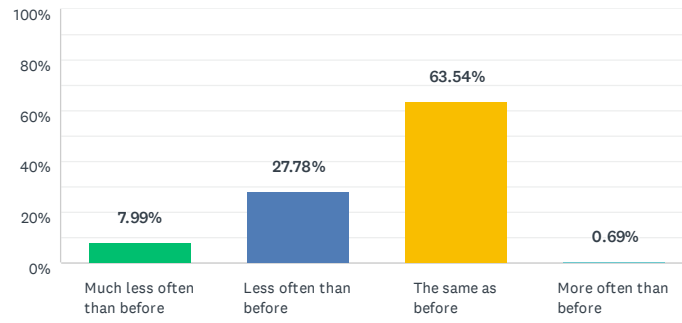
Answered: 156 Skipped: 252



ANSWER CHOICES	RESPONSES	
Bus	46.79%	73
Walking	37.82%	59
Bike share is in addition to my existing mode	28.21%	44
Private car as driver	23.08%	36
Private bicycle	14.10%	22
Local train, tram or underground train	7.69%	12
Taxi	6.41%	10
Private car as passenger	5.77%	9
Employee shuttle bus	1.92%	3
Total Respondents: 156		

Q13 As a result of using bike share, do you now use a car ...

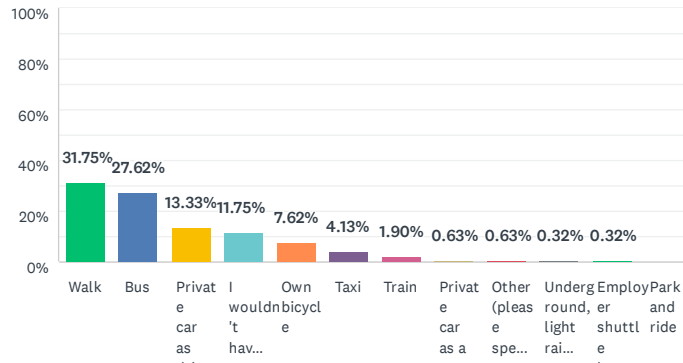
Answered: 288 Skipped: 120



ANSWER CHOICES	RESPONSES	
Much less often than before	7.99%	23
Less often than before	27.78%	80
The same as before	63.54%	183
More often than before	0.69%	2
<b>TOTAL</b>		<b>288</b>

Q14 Thinking about the last trip you made with your main bike share scheme - (the one you named at the start) how would you have made this trip if bike share was not available?

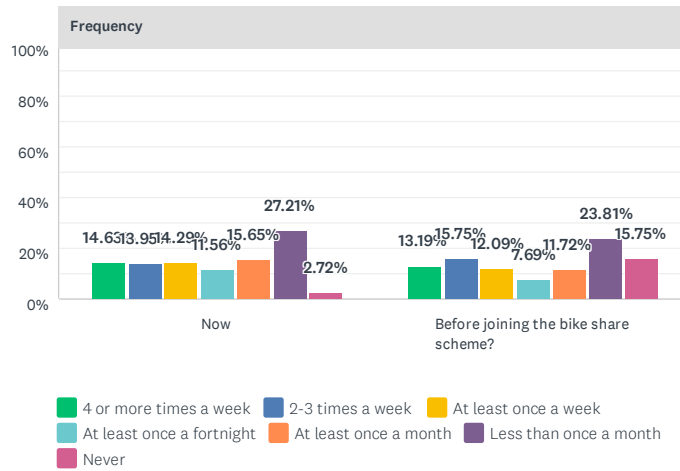
Answered: 315 Skipped: 93



ANSWER CHOICES	RESPONSES	
Walk	31.75%	100
Bus	27.62%	87
Private car as driver	13.33%	42
I wouldn't have done this trip	11.75%	37
Own bicycle	7.62%	24
Taxi	4.13%	13
Train	1.90%	6
Private car as a passenger	0.63%	2
Other (please specify)	0.63%	2
Underground, light rail or tram	0.32%	1
Employer shuttle bus	0.32%	1
Park and ride	0.00%	0
Total Respondents: 315		

Q15 How often do you typically make this trip?

Answered: 296 Skipped: 112

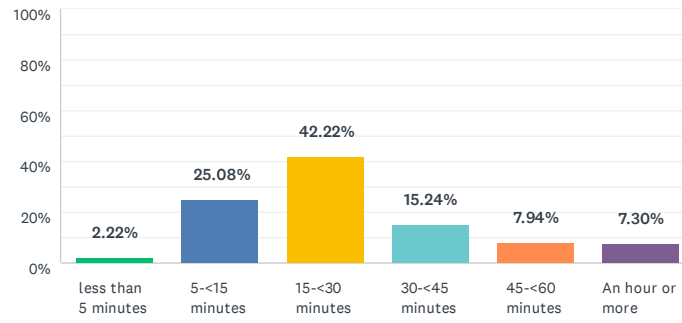


Frequency								
	4 OR MORE TIMES A WEEK	2-3 TIMES A WEEK	AT LEAST ONCE A WEEK	AT LEAST ONCE A FORTNIGHT	AT LEAST ONCE A MONTH	LESS THAN ONCE A MONTH	NEVER	TOTAL
Now	14.63% 43	13.95% 41	14.29% 42	11.56% 34	15.65% 46	27.21% 80	2.72% 8	294
Before joining the bike share scheme?	13.19% 36	15.75% 43	12.09% 33	7.69% 21	11.72% 32	23.81% 65	15.75% 43	273



Q16 How long was this last trip by cycle?

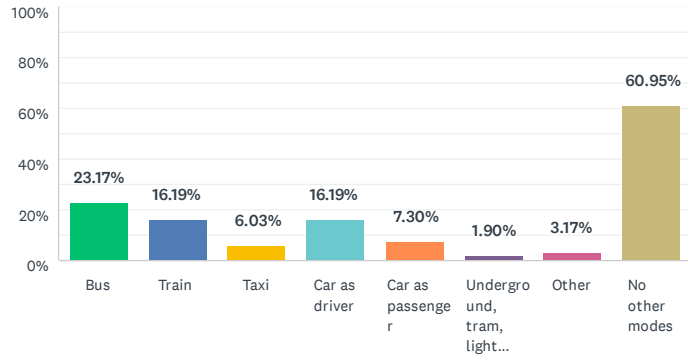
Answered: 315 Skipped: 93



ANSWER CHOICES	RESPONSES	
less than 5 minutes	2.22%	7
5-<15 minutes	25.08%	79
15-<30 minutes	42.22%	133
30-<45 minutes	15.24%	48
45-<60 minutes	7.94%	25
An hour or more	7.30%	23
<b>TOTAL</b>		<b>315</b>

Q17 Do you use any other forms of transport (other than walking) as part of this trip?

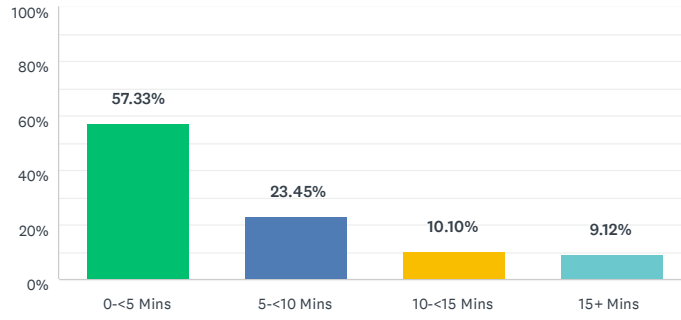
Answered: 315 Skipped: 93



ANSWER CHOICES	RESPONSES	
Bus	23.17%	73
Train	16.19%	51
Taxi	6.03%	19
Car as driver	16.19%	51
Car as passenger	7.30%	23
Underground, tram, light rail	1.90%	6
Other	3.17%	10
No other modes	60.95%	192
Total Respondents: 315		

Q18 Given the last trip you took by bike share, how long was the walk to the bike or docking station?

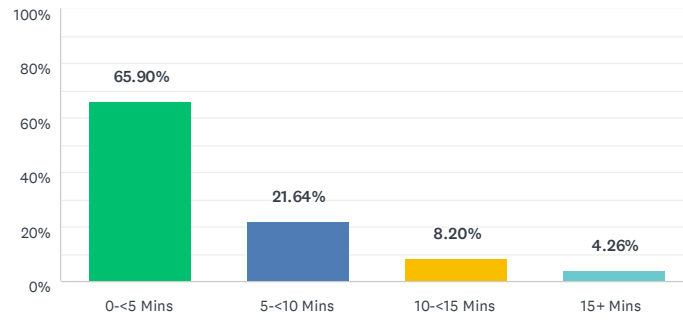
Answered: 307 Skipped: 101



ANSWER CHOICES	RESPONSES	
0-<5 Mins	57.33%	176
5-<10 Mins	23.45%	72
10-<15 Mins	10.10%	31
15+ Mins	9.12%	28
TOTAL		307

Q19 And also for the last trip you took by bike share, how long was the walk to your destination after you dropped off the bike ?

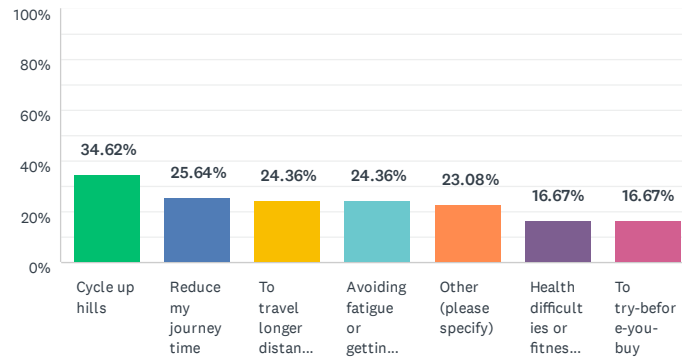
Answered: 305 Skipped: 103



ANSWER CHOICES	RESPONSES	
0-<5 Mins	65.90%	201
5-<10 Mins	21.64%	66
10-<15 Mins	8.20%	25
15+ Mins	4.26%	13
TOTAL		305

Q20 If you use an electric bike as part of the bike share scheme, which reasons are important to you?

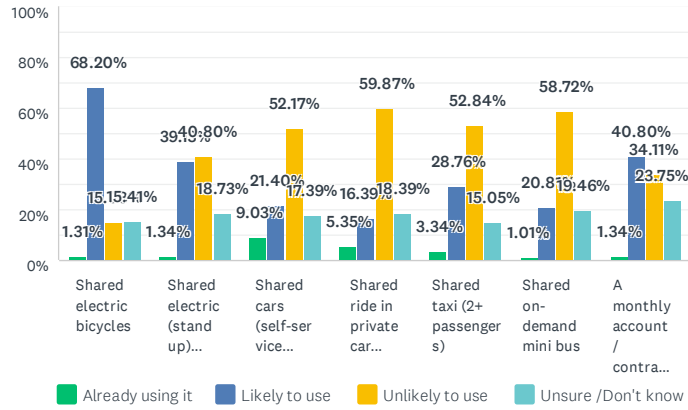
Answered: 78 Skipped: 330



ANSWER CHOICES	RESPONSES	
Cycle up hills	34.62%	27
Reduce my journey time	25.64%	20
To travel longer distances	24.36%	19
Avoiding fatigue or getting sweaty	24.36%	19
Other (please specify)	23.08%	18
Health difficulties or fitness levels	16.67%	13
To try-before-you-buy	16.67%	13
Total Respondents: 78		

Q21 How likely are you to use the following types of transport (if they were available in your area)?

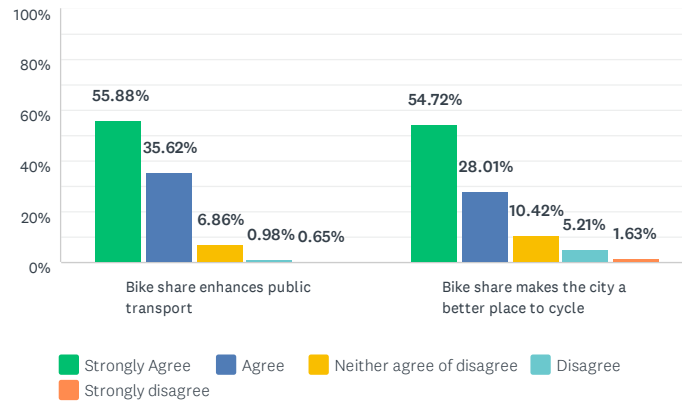
Answered: 305 Skipped: 103



	ALREADY USING IT	LIKELY TO USE	UNLIKELY TO USE	UNSURE /DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Shared electric bicycles	1.31% 4	68.20% 208	15.08% 46	15.41% 47	305	2.45
Shared electric (stand up) scooters (not yet legal on road in the UK)	1.34% 4	39.13% 117	40.80% 122	18.73% 56	299	2.77
Shared cars (self-service short term car hire)	9.03% 27	21.40% 64	52.17% 156	17.39% 52	299	2.78
Shared ride in private car (driver or passenger)	5.35% 16	16.39% 49	59.87% 179	18.39% 55	299	2.91
Shared taxi (2+ passengers)	3.34% 10	28.76% 86	52.84% 158	15.05% 45	299	2.80
Shared on-demand mini bus	1.01% 3	20.81% 62	58.72% 175	19.46% 58	298	2.97
A monthly account / contract giving use of a range of transport services	1.34% 4	40.80% 122	34.11% 102	23.75% 71	299	2.80

Q22 Please rate how you feel about the following statements regarding bike share

Answered: 307 Skipped: 101

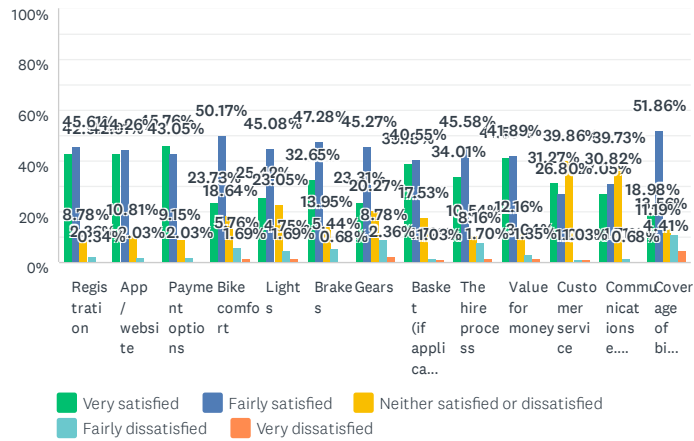


	STRONGLY AGREE	AGREE	NEITHER AGREE OF DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Bike share enhances public transport	55.88% 171	35.62% 109	6.86% 21	0.98% 3	0.65% 2	306	1.55
Bike share makes the city a better place to cycle	54.72% 168	28.01% 86	10.42% 32	5.21% 16	1.63% 5	307	1.71

# Bike Share Users Survey 2019

## Q23 Please rate your experience of the following aspects of the bike share scheme you use most often?

Answered: 296 Skipped: 112



	VERY SATISFIED	FAIRLY SATISFIED	NEITHER SATISFIED OR DISSATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Registration	42.91% 127	45.61% 135	8.78% 26	2.36% 7	0.34% 1	296	2.60
App / website	42.91% 127	44.26% 131	10.81% 32	2.03% 6	0.00% 0	296	2.59
Payment options	45.76% 135	43.05% 127	9.15% 27	2.03% 6	0.00% 0	295	2.56
Bike comfort	23.73% 70	50.17% 148	18.64% 55	5.76% 17	1.69% 5	295	2.85
Lights	25.42% 75	45.08% 133	23.05% 68	4.75% 14	1.69% 5	295	2.83
Brakes	32.65% 96	47.28% 139	13.95% 41	5.44% 16	0.68% 2	294	2.74
Gears	23.31% 69	45.27% 134	20.27% 60	8.78% 26	2.36% 7	296	2.90
Basket (if applicable)	39.18% 114	40.55% 118	17.53% 51	1.72% 5	1.03% 3	291	2.65
The hire process	34.01% 100	45.58% 134	10.54% 31	8.16% 24	1.70% 5	294	2.78
Value for money	41.55% 123	41.89% 124	12.16% 36	3.04% 9	1.35% 4	296	2.64
Customer service	31.27% 91	26.80% 78	39.86% 116	1.03% 3	1.03% 3	291	2.72
Communications e.g. emails, texts and social media	27.05% 79	30.82% 90	39.73% 116	1.71% 5	0.68% 2	292	2.76
Coverage of bikes across the city / distance to walk	18.98% 56	51.86% 153	13.56% 40	11.19% 33	4.41% 13	295	3.01

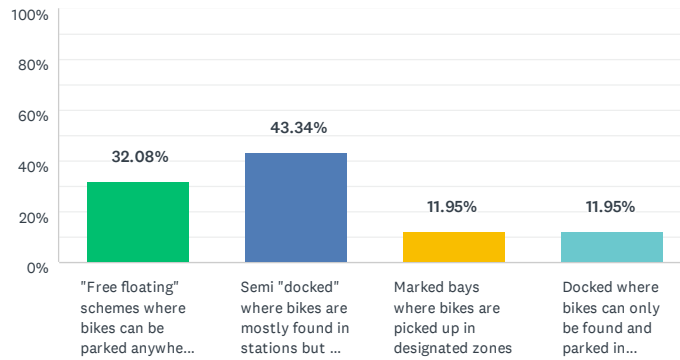


Q24 What improvements, if any, would you like to see with the bike share scheme you use most often?

Answered: 193 Skipped: 215

Q25 Bike share schemes are changing. Which of these options for parking bikes appeal to you most?

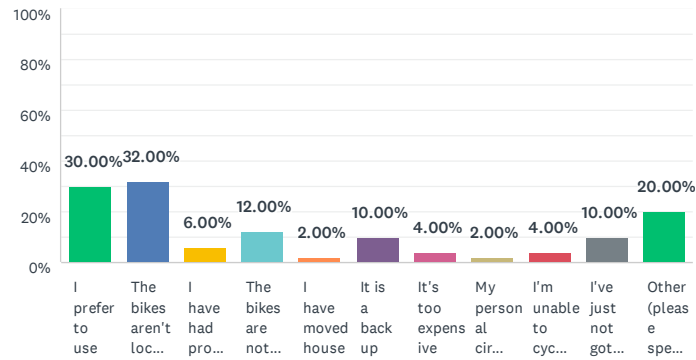
Answered: 293 Skipped: 115



ANSWER CHOICES	RESPONSES	
"Free floating" schemes where bikes can be parked anywhere with a smart lock (locking back wheel only)	32.08%	94
Semi "docked" where bikes are mostly found in stations but can be found / parked elsewhere too	43.34%	127
Marked bays where bikes are picked up in designated zones	11.95%	35
Docked where bikes can only be found and parked in physical stations	11.95%	35
<b>TOTAL</b>		<b>293</b>

Q26 If you registered with the scheme but have not yet used the bikes what are your reasons?

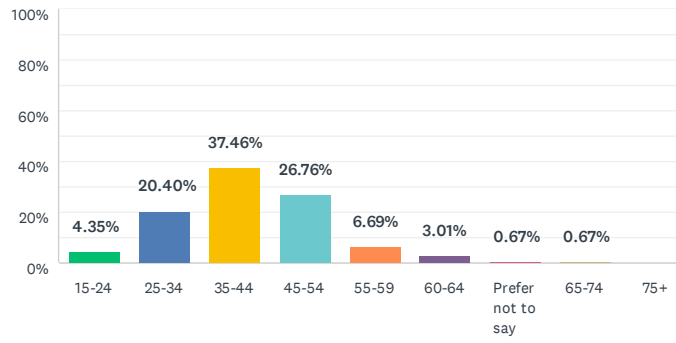
Answered: 50 Skipped: 358



ANSWER CHOICES	RESPONSES	
I prefer to use my own bike	30.00%	15
The bikes aren't located where I need them	32.00%	16
I have had problems hiring a bike	6.00%	3
The bikes are not suitable for the journeys I make	12.00%	6
I have moved house	2.00%	1
It is a back up for when my usual travel mode isn't available	10.00%	5
It's too expensive	4.00%	2
My personal circumstances have changed	2.00%	1
I'm unable to cycle due to poor health	4.00%	2
I've just not got round to it	10.00%	5
Other (please specify)	20.00%	10
Total Respondents: 50		

Q27 Which of the following age brackets do you fall into?

Answered: 299 Skipped: 109



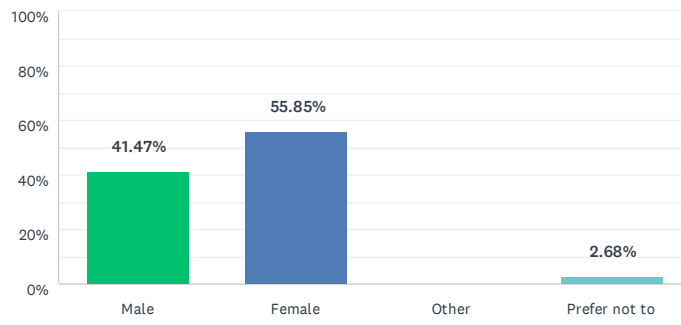
ANSWER CHOICES	RESPONSES	
15-24	4.35%	13
25-34	20.40%	61
35-44	37.46%	112
45-54	26.76%	80
55-59	6.69%	20
60-64	3.01%	9
Prefer not to say	0.67%	2
65-74	0.67%	2
75+	0.00%	0
<b>TOTAL</b>		<b>299</b>

Q28 What is your home postcode?

Answered: 289 Skipped: 119

### Q29 Are you ..?

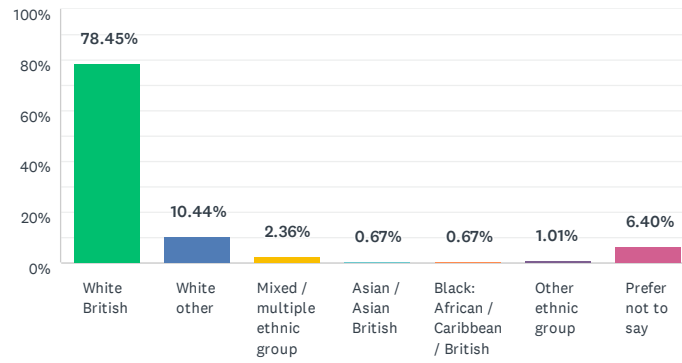
Answered: 299 Skipped: 109



ANSWER CHOICES	RESPONSES	
Male	41.47%	124
Female	55.85%	167
Other	0.00%	0
Prefer not to say	2.68%	8
<b>TOTAL</b>		<b>299</b>

Q30 Please specify your ethnicity

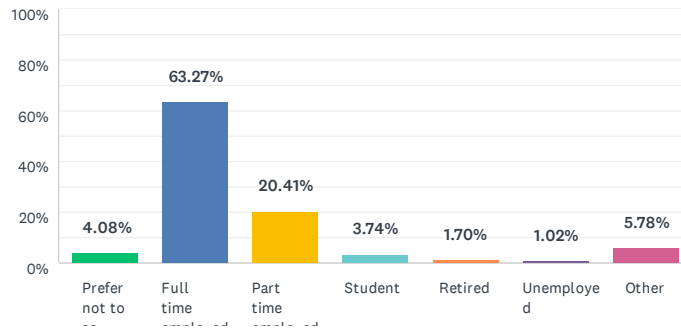
Answered: 297 Skipped: 111



ANSWER CHOICES	RESPONSES	
White British	78.45%	233
White other	10.44%	31
Mixed / multiple ethnic group	2.36%	7
Asian / Asian British	0.67%	2
Black: African / Caribbean / British	0.67%	2
Other ethnic group	1.01%	3
Prefer not to say	6.40%	19
<b>TOTAL</b>		<b>297</b>

Q31 What best describes your current employment status?

Answered: 294 Skipped: 114

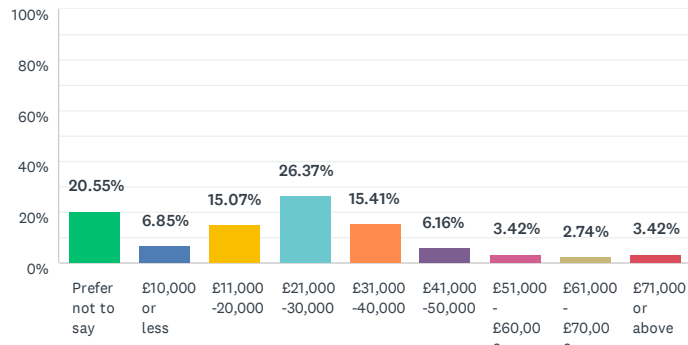


ANSWER CHOICES	RESPONSES
Prefer not to say	4.08% 12
Full time employed	63.27% 186
Part time employed	20.41% 60
Student	3.74% 11
Retired	1.70% 5
Unemployed	1.02% 3
Other	5.78% 17
<b>TOTAL</b>	<b>294</b>



Q32 Which income bracket do you fall into personally?

Answered: 292 Skipped: 116



ANSWER CHOICES	RESPONSES	
Prefer not to say	20.55%	60
£10,000 or less	6.85%	20
£11,000-20,000	15.07%	44
£21,000-30,000	26.37%	77
£31,000-40,000	15.41%	45
£41,000-50,000	6.16%	18
£51,000-£60,000	3.42%	10
£61,000-£70,000	2.74%	8
£71,000 or above	3.42%	10
<b>TOTAL</b>		<b>292</b>

Q33 We are compiling case studies of bike share scheme users to understand more about who uses bike share. If you are willing to help, please use this box to tell us a little about yourself and how you use the bike share scheme. Please only provide information you would be happy to see used as an anonymous quotation.

Answered: 71 Skipped: 337

Q34 If you would like to be entered into the free prize draw to win one of five £50 shopping vouchers please provide your email address below. Terms and Conditions. Your email address will only be used for the draw and will not be stored.

Answered: 244 Skipped: 164

