

Welcome to the UK Bike Share Survey- thanks for your time!

Please take a few minutes to answer the following questions. This information will help CoMoUK- the national organisation for Shared Transport to gain a better understanding of the impact of shared bikes.

Survey responses will be kept confidential. Personal details will only be viewed by CoMoUK and their subcontractors, and will only be used for analysing the data. Individual anonymised responses will only be shared with funding and research partners, and the individual bike scheme managers. The survey results will be used for research and informing policy only, as authorised by CoMoUK. See Privacy Policy Your personal details will be properly safeguarded and processed in accordance with the requirements of GDPR 2018.

In return for completing the survey, you will be given the chance to be entered into a prize draw for a chances to win one of 5 x £50 shopping vouchers. To enter you must enter your email address at the end of the survey. Terms & conditions.

The survey closes on 22nd July 2019. For further information, contact Antonia Roberts at antonia@como.org.uk

* 1. 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.

I agree and will respond to the survey

I don't agree and don't wish to respond to the survey

Bike Share Scheme Information

* 2. In which town or city do you use a bike share scheme most often?

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

4. Which year did you begin using this bike share scheme?

Personal benefits of the bike share scheme you use

* 5. Has bike share been a catalyst to you....

- Cycling for the first time ever
- Cycling for the first time after a long break (5 years+)
- Cycling for the first time after a shorter break (1-4 years)
- None of the above - I already cycled

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

- Much more often
- More often
- About the same as before
- Less often
- Much less often

7. 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)

None	less than 1 hour	1 hour to less than 2.5 hours	2.5 hours or more
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Yes
- No

* 9. Please tell us about your bike ownership..

- I purchased or upgraded my own bike since joining the scheme
- I already owned my own bike
- I own a bike but it is in disrepair
- I don't own my own bike
- I used to own a bike but I no longer do since joining the scheme
- None of the above

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

- Exercise / physical health benefits
- Mental health benefits
- Fun / fresh air
- To save time
- To make my journey easier
- Cheaper than buying a bike
- Cheaper than other modes
- Environmental reasons
- Getting to places not served by public transport
- To avoid taking my bike on train, bus, car
- Avoid the worry of own bike maintenance, storage, theft
- Avoid traffic congestion or car parking problems
- To try cycling
- Back up for when my usual mode isn't available

How you travel

* 11. How often do you travel by the bike share for each of these purposes?

	3+ days per week	1-2 days per week	1+ per month	1+ per year	never
Commuting to work	<input type="radio"/>				
Business travel / part of job	<input type="radio"/>				
Cycling to a place of education	<input type="radio"/>				
Personal business e.g. shops	<input type="radio"/>				
Visiting friends and family	<input type="radio"/>				
Cycling for leisure	<input type="radio"/>				

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

- Bus
- Local train, tram or underground train
- Taxi
- Private car as driver
- Private car as passenger
- Private bicycle
- Walking
- Employee shuttle bus
- Bike share is in addition to my existing mode

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

- Much less often than before
- Less often than before
- The same as before
- More often than before
- Much more often than before

* 14. 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?

- Private car as driver
- Private car as a passenger
- Taxi
- Train
- Underground, light rail or tram
- Park and ride
- Bus
- Employer shuttle bus
- Own bicycle
- Walk
- I wouldn't have done this trip
- Other (please specify)

15. How often do you typically make this trip?

Frequency

Now

Before joining the bike share scheme?

* 16. How long was this last trip by cycle?

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

- Bus
- Train
- Taxi
- Car as driver
- Car as passenger
- Underground, tram, light rail
- Other
- No other modes

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

19. 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 ?

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

- To travel longer distances
- Reduce my journey time
- Health difficulties or fitness levels
- Cycle up hills
- Avoiding fatigue or getting sweaty
- To try-before-you-buy
- Other (please specify)

Improving transport options

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

	Already using it	Likely to use	Unlikely to use	Unsure /Don't know
Shared electric bicycles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared electric (stand up) scooters (not yet legal on road in the UK)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared cars (self-service short term car hire)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared ride in private car (driver or passenger)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared taxi (2+ passengers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared on-demand mini bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A monthly account / contract giving use of a range of transport services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Bike share enhances public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike share makes the city a better place to cycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rating the service

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

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
App / website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike comfort	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brakes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gears	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basket (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hire process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications e.g. emails, texts and social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coverage of bikes across the city / distance to walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

- "Free floating" schemes where bikes can be parked anywhere with a smart lock (locking back wheel only)
- Semi "docked" where bikes are mostly found in stations but can be found / parked elsewhere too
- Marked bays where bikes are picked up in designated zones
- Docked where bikes can only be found and parked in physical stations

Please provide comments

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

- I prefer to use my own bike
- The bikes aren't located where I need them
- I have had problems hiring a bike
- The bikes are not suitable for the journeys I make
- I have moved house
- It is a back up for when my usual travel mode isn't available
- It's too expensive
- My personal circumstances have changed
- I'm unable to cycle due to poor health
- I've just not got round to it
- Other (please specify)

Your details

Personal data in this section will be anonymised and stored in accordance with current Data Protection legislation.

27. Which of the following age brackets do you fall into?

28. What is your home postcode?

29. Are you ..?

30. Please specify your ethnicity

31. What best describes your current employment status?

32. Which income bracket do you fall into personally?

33. 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.

Thank you!

Thank you for taking the time to complete our survey!

The information you have provided makes a big difference in our understanding of shared bike schemes and how they could be developed in the future.

Data protection.

Survey responses will be kept confidential. Personal details will only be viewed by CoMoUK and their subcontractors, and will only be used for analysing the data. Individual anonymised responses will only be shared with funding and research partners, and the individual bike scheme managers. [Privacy policy](#).

34. 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.