



Bike Share Users Survey 2020

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

Thanks for taking time to answer the following questions. The results will help CoMoUK (the national organisation for shared transport) and partners gain a better understanding of the impact of shared bikes.

In return for completing the survey, you will be given the chance to be entered into a prize draw to win one of 5 x £50 food shopping vouchers. To enter, you must enter your email address at the end of the survey. [See terms & conditions](#). The survey closes on Monday 21st September 2020. For further information, contact info@como.org.uk.



* 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.

- Yes I agree and will respond to the survey
- No I don't agree and wish to exit the survey

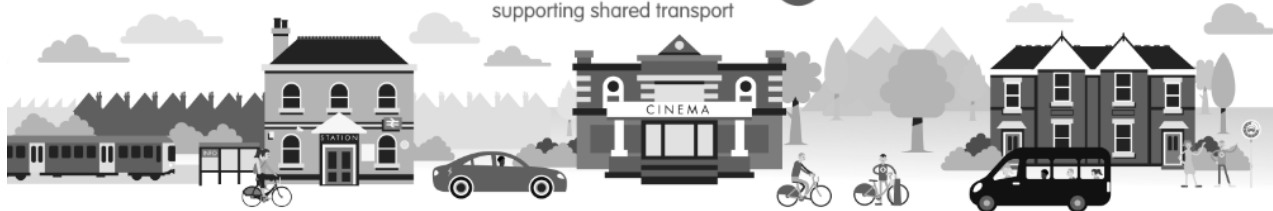


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Bike Share Scheme

Which year did you begin using this bike share scheme?

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



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Bike Share Scheme Information

If there is more than one bike share scheme in your area, which do you use most often? (Leave blank if you are not sure).



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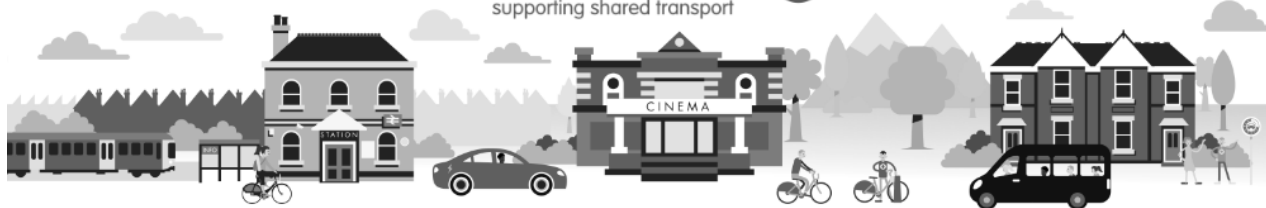
New joiners / returners

* Did you sign up / restart using a bike share scheme for any of these reasons: (tick all which apply)

- Covid lockdown and restrictions to public transport
- The 30 minute Free Rides promotion (Glasgow, Edinburgh, Milton Keynes, Stirling)
- The £10 back to work month pass (Edinburgh)
- NHS / Key worker promotion (various locations)
- Another special offer
- None of the above
- Other (please specify)

* Have you used the scheme yet?

- Yes, I have used it
- No, I have yet to use the scheme



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Personal benefits of the bike share scheme you use

* Was joining a bike share scheme the 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)
- I have always cycled

* 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

In the past week, how many hours of moderate or vigorous physical activity have you undertaken in total?
(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"/>

In the past week, what contribution did bike share make to your total physical activity?

All of most of my physical activity	A major part of my physical activity	One of various activities	A minor part of my physical activity	No contribution
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Yes

No

* Please tell us about your bike ownership.

Since joining the scheme, I purchased a *conventional* pedal bike

Since joining the scheme, I purchased an *electrically-assisted* bike

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

* 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

As an alternative to public transport during the Covid 19 pandemic

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

If you use an electric bike as part of the bike share scheme, which reasons are important to you? (Tick all that apply)

- 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
- To make cycling more enjoyable
- Other (please specify)



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How you travel

Currently how often do you travel using the bike share scheme 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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business travel / part of job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling to a place of education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal business e.g. shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visiting friends and family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has Covid-19 changed how often you use bike share for the following journey purposes?

	Increased my use	No change	Decreased my use	Unsure
Commuting to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business travel / part of job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling to a place of education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal business e.g. shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visiting friends and family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

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

* Thinking about the last trip you made with your main bike share scheme - (the scheme 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)

How often do you typically make this trip?

Frequency

Now

Before joining the bike
share scheme?

* What was the purpose of this most recent bike share trip?

- Commuting to work
- Business travel / part of job
- Cycling to a place of education
- Personal business e.g. shops
- Visiting friends and family
- Cycling for leisure

How long was this last trip by bike share?

- less than 5 minutes
- 5-<15 minutes
- 15-<30 minutes
- 30-<45 minutes
- 45-<60 minutes
- An hour or more

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

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



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Not yet used the scheme

If you registered with the scheme, but have not yet used the bikes what are your reasons? (tick all that apply)

- 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
- Concerns over Covid 19
- I've just not got round to it
- Other (please specify)



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Improving transport options

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

	Already using it	Likely to use	Unlikely to use	Unsure /Don't know
Electric bicycles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric scooters (stand up style)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car club vehicles (self-service short term hire)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Privately owned cars shared peer to peer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared ride in private car (as driver or passenger)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi shared with other passengers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-demand bus service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A monthly subscription for a range of transport services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree that providing bike share alongside public transport makes public transport more attractive to use?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Shared (stand up) e-scooter trials are being introduced into some UK cities this year. If you had the choice of completing a trip by bike share or e-scooter, which would you choose?

- Electric bike share
- Non-electric bike share
- Electric scooter
- A mix
- Not sure



Bike Share Users Survey 2020

Rating the service

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"/>

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

Which of these options for parking bikes appeal to you most?

- "Free floating" schemes where hires can be ended anywhere
- Marked bays where bikes are rented / returned to set locations
- Hybrid - mix of both

Please provide comments



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Your details

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

Which of the following age brackets do you fall into?

What is your home postcode?

Are you ..?

Please specify your ethnicity

What best describes your current employment status?

Which income bracket do you fall into personally?

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.



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Enter Prize Draw and Submit Survey

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. Your email address will only be used for the draw and will be deleted once the draw is completed and prizes received. [Terms and Conditions](#).

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. Your personal details will be properly safeguarded and processed in accordance with the requirements of GDPR 2018. [See Privacy Policy](#).