

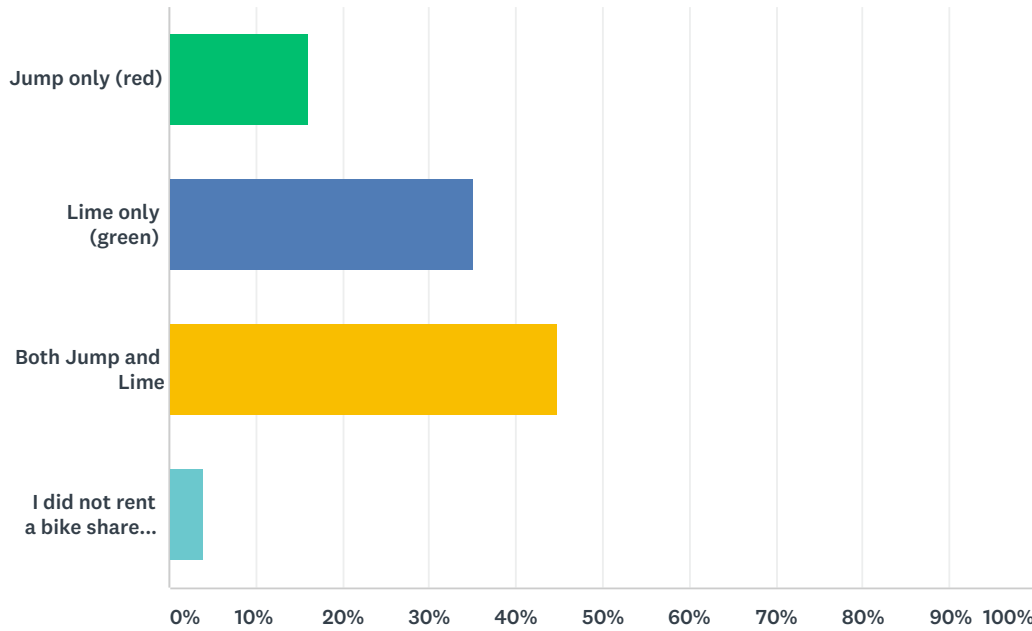
APPENDIX C: BIKE SHARE USER SURVEY RESULTS



Seattle
Department of
Transportation

Q1 Which bike share company(s) did you rent from in the past 12 months in Seattle?

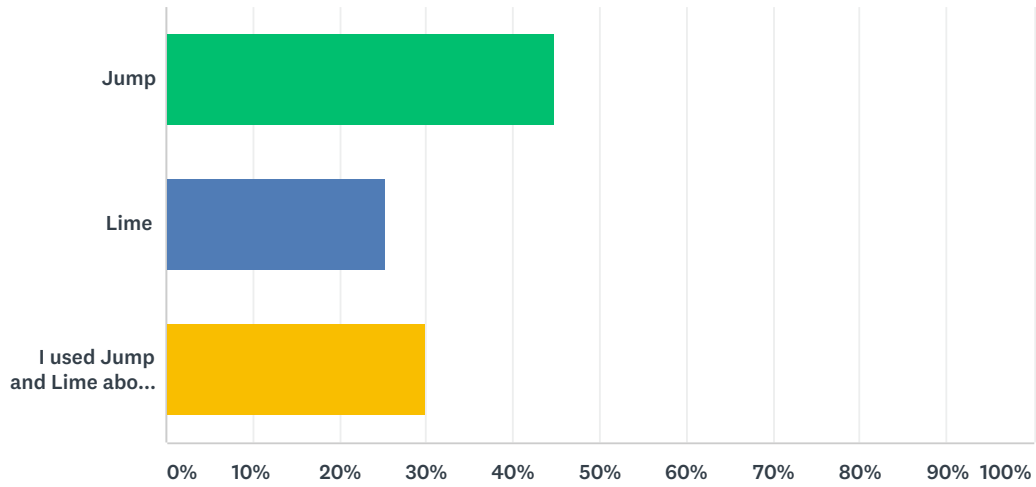
Answered: 3,544 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|--------------|
| Jump only (red) | 16.08% | 570 |
| Lime only (green) | 35.13% | 1,245 |
| Both Jump and Lime | 44.81% | 1,588 |
| I did not rent a bike share bike in the past 12 months in Seattle | 3.98% | 141 |
| TOTAL | | 3,544 |

Q2 Which vendor did you rent from more often in the past 12 months in Seattle?

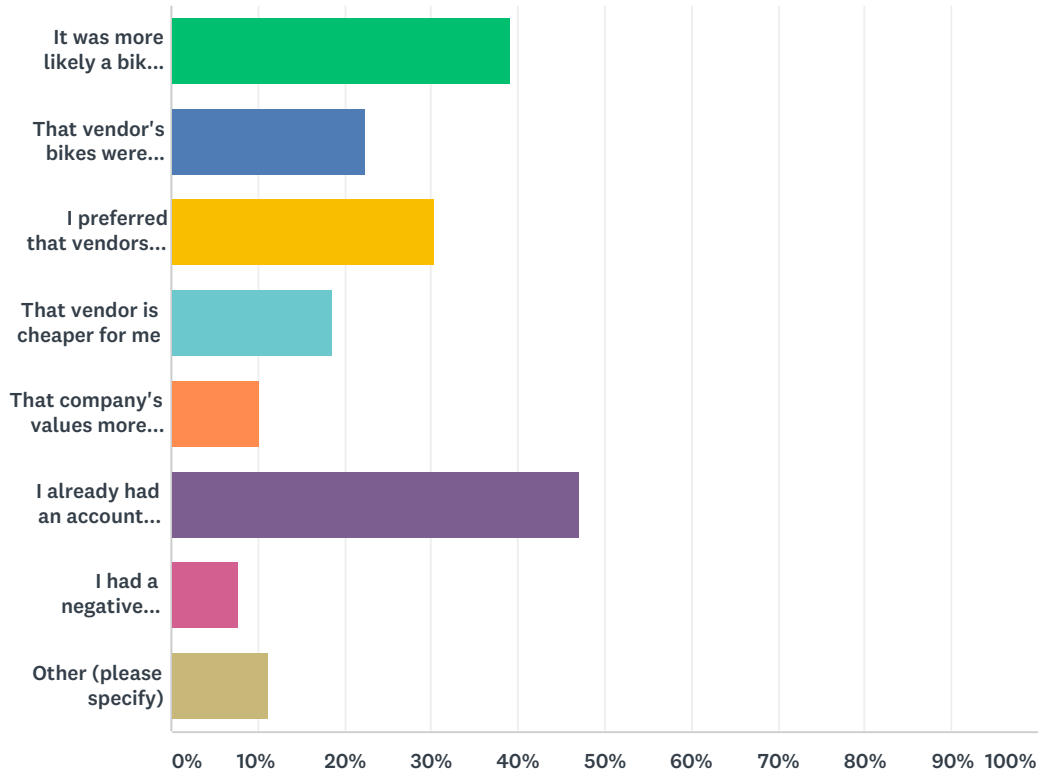
Answered: 1,579 Skipped: 1,965



| ANSWER CHOICES | RESPONSES | |
|--|-----------|--------------|
| Jump | 44.78% | 707 |
| Lime | 25.27% | 399 |
| I used Jump and Lime about the same amount | 29.96% | 473 |
| TOTAL | | 1,579 |

Q3 You answered that you either only used one vendor, or you used one vendor more often than the other. Why did you make that choice? (choose all that apply)

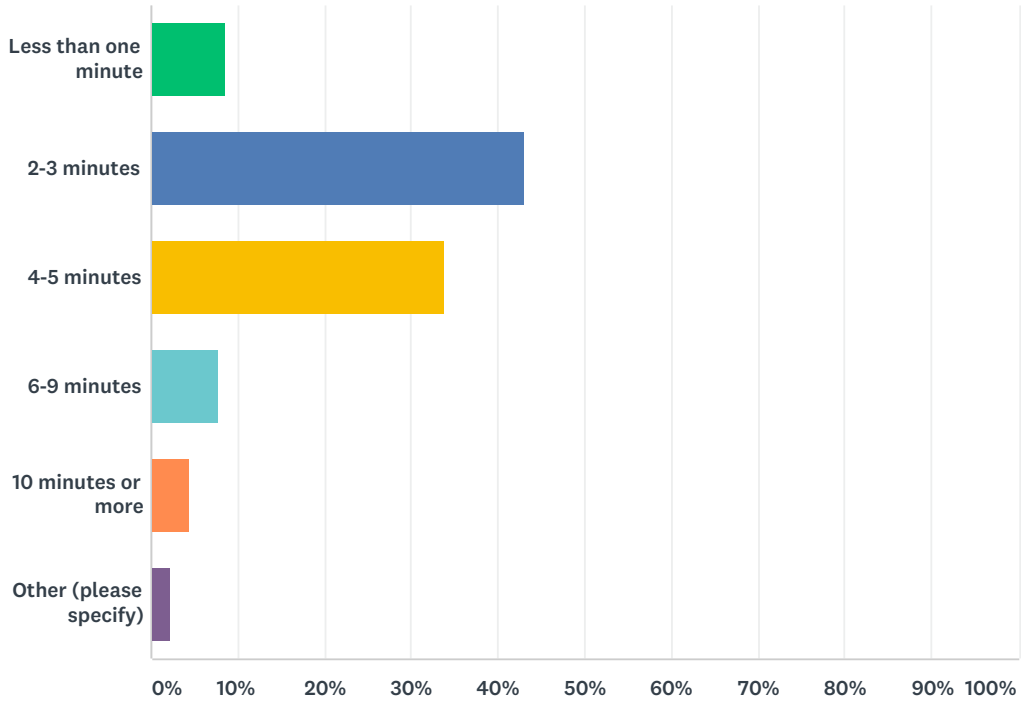
Answered: 2,827 Skipped: 717



| ANSWER CHOICES | RESPONSES | |
|---|-----------|-------|
| It was more likely a bike from that vendor was nearby when I needed one | 39.12% | 1,106 |
| That vendor's bikes were better maintained | 22.43% | 634 |
| I preferred that vendors' bikes | 30.28% | 856 |
| That vendor is cheaper for me | 18.61% | 526 |
| That company's values more align with my values | 10.19% | 288 |
| I already had an account and/or the smartphone app with that vendor | 47.08% | 1,331 |
| I had a negative experience with the other vendor | 7.64% | 216 |
| Other (please specify) | 11.35% | 321 |
| Total Respondents: 2,827 | | |

Q4 How long are you willing to walk to get to the nearest bike share bike?

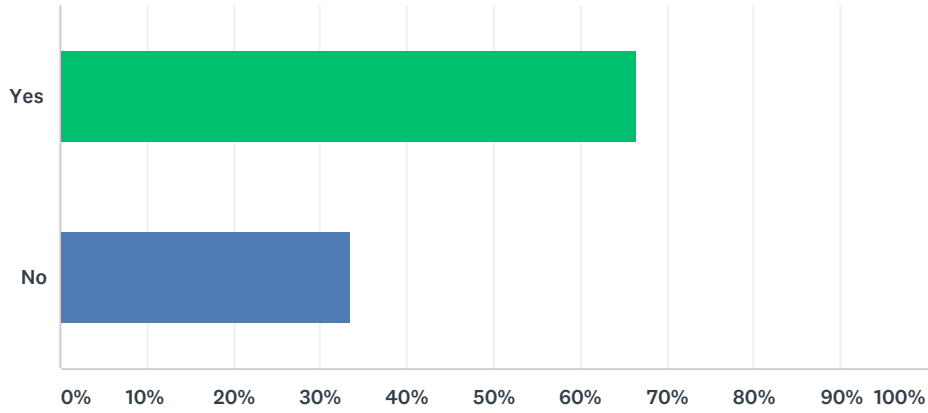
Answered: 3,248 Skipped: 296



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|--------------|
| Less than one minute | 8.62% | 280 |
| 2-3 minutes | 43.13% | 1,401 |
| 4-5 minutes | 33.93% | 1,102 |
| 6-9 minutes | 7.67% | 249 |
| 10 minutes or more | 4.40% | 143 |
| Other (please specify) | 2.25% | 73 |
| TOTAL | | 3,248 |

Q5 Do you own a bike helmet?

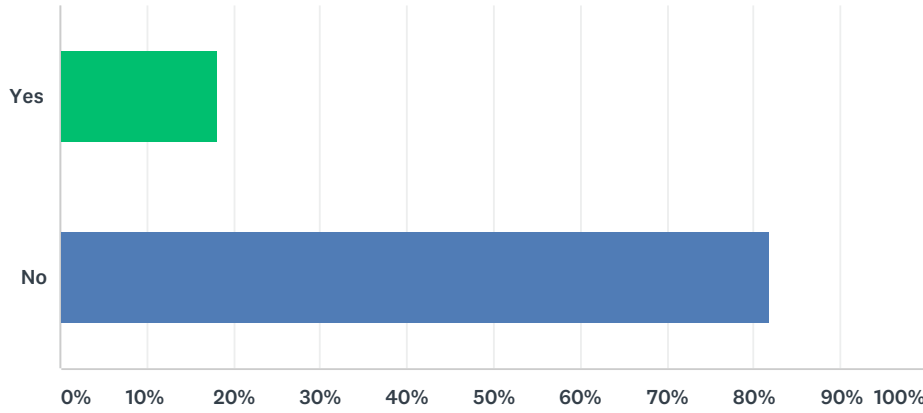
Answered: 3,243 Skipped: 301



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 66.57% | 2,159 |
| No | 33.43% | 1,084 |
| TOTAL | | 3,243 |

Q6 Did you wear a bike helmet the last time you rode a bike share bike?

Answered: 3,249 Skipped: 295



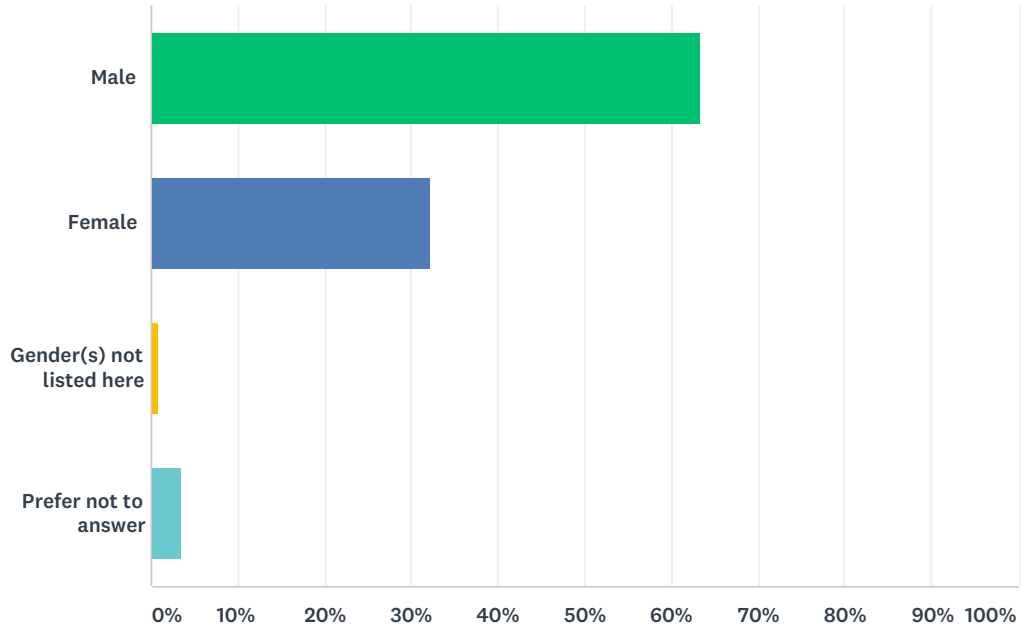
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-------|
| Yes | 18.28% | 594 |
| No | 81.72% | 2,655 |
| TOTAL | | 3,249 |

Q7 Do you have any other comments or suggestions you would like the City of Seattle to consider?

Answered: 1,149 Skipped: 2,395

Q8 What gender do you identify as?

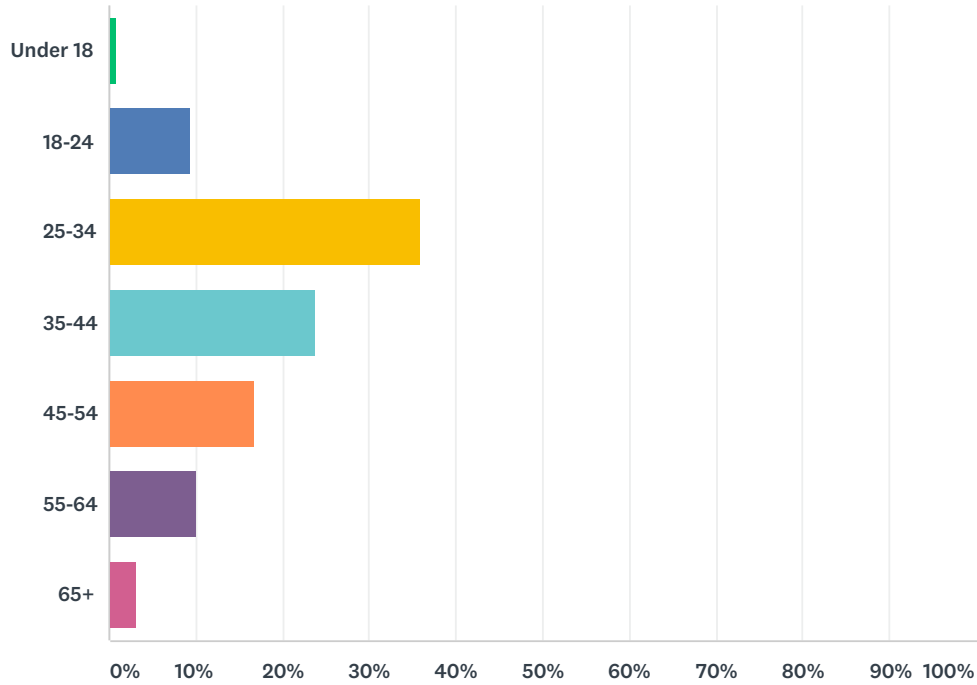
Answered: 3,217 Skipped: 327



| ANSWER CHOICES | RESPONSES | |
|---------------------------|-----------|--------------|
| Male | 63.29% | 2,036 |
| Female | 32.14% | 1,034 |
| Gender(s) not listed here | 0.93% | 30 |
| Prefer not to answer | 3.64% | 117 |
| TOTAL | | 3,217 |

Q9 How old are you?

Answered: 3,199 Skipped: 345



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|--------------|
| Under 18 | 0.75% | 24 |
| 18-24 | 9.47% | 303 |
| 25-34 | 35.89% | 1,148 |
| 35-44 | 23.94% | 766 |
| 45-54 | 16.79% | 537 |
| 55-64 | 10.03% | 321 |
| 65+ | 3.13% | 100 |
| TOTAL | | 3,199 |

Q10 What is your zipcode?

Answered: 2,803 Skipped: 741