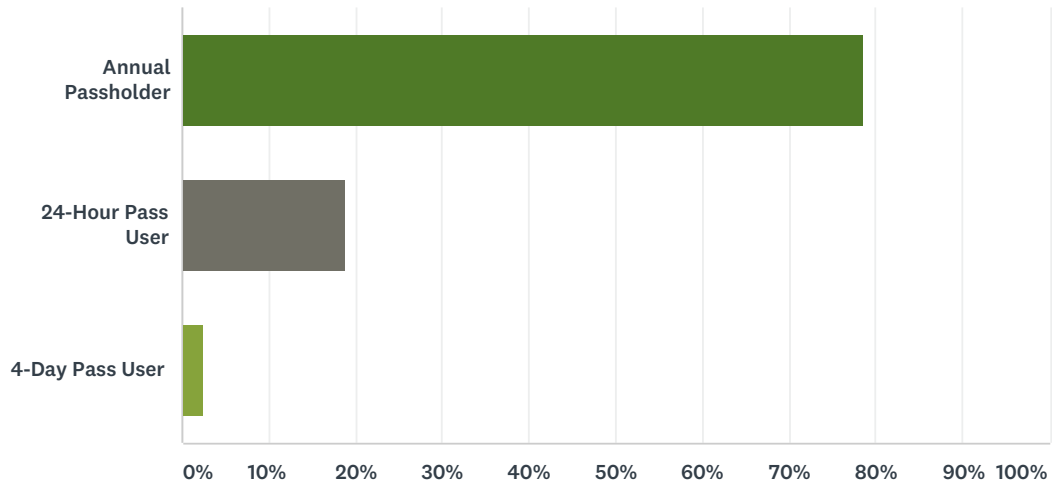


Q1 What kind of GREENbiker are you?

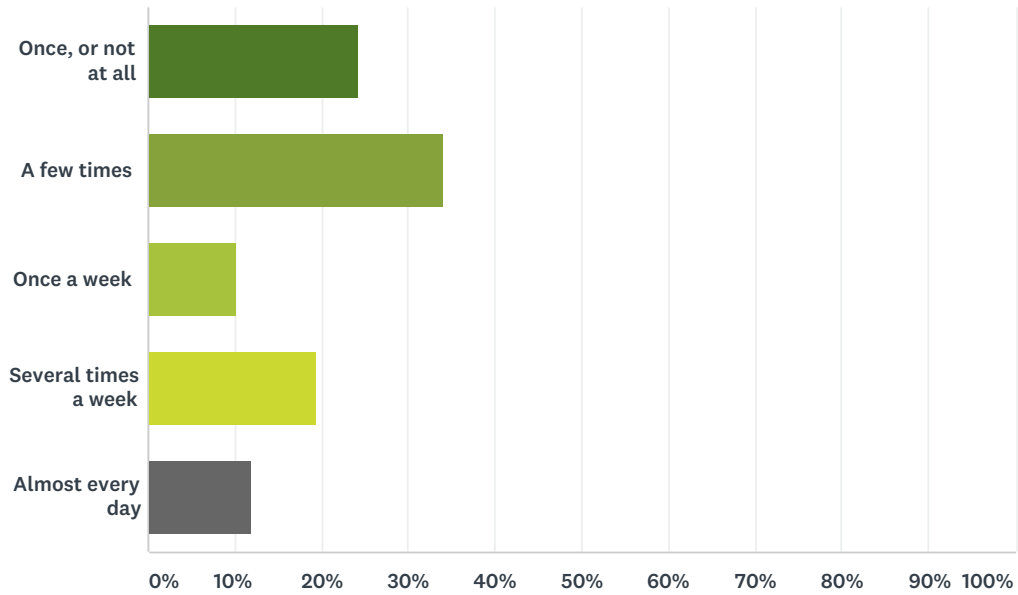
Answered: 340 Skipped: 0



ANSWER CHOICES	RESPONSES	
Annual Passholder	78.57%	187
24-Hour Pass User	18.91%	45
4-Day Pass User	2.52%	6
TOTAL		238

Q2 During an average month, how often did you use GREENbike?

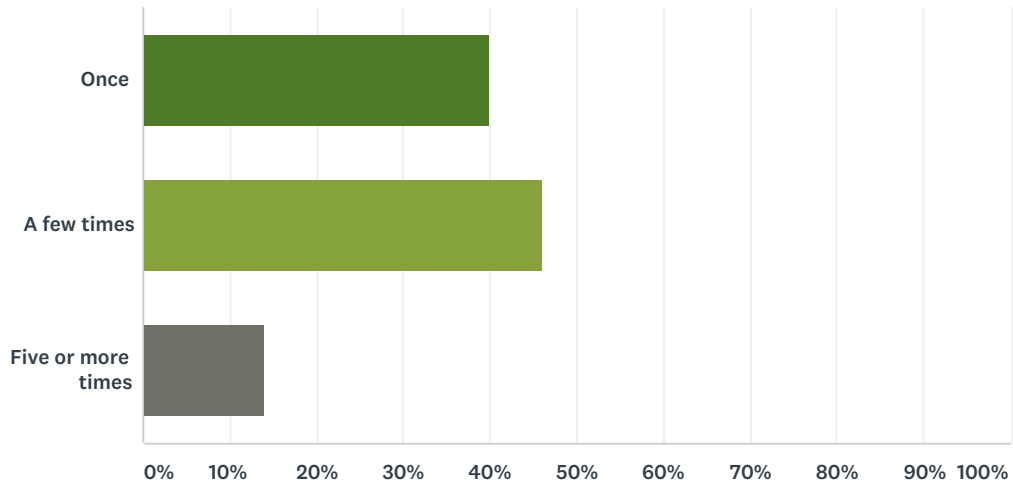
Answered: 185 Skipped: 155



ANSWER CHOICES	RESPONSES
Once, or not at all	24.32% 45
A few times	34.05% 63
Once a week	10.27% 19
Several times a week	19.46% 36
Almost every day	11.89% 22
TOTAL	185

Q3 During the last year, how often did you use GREENbike?

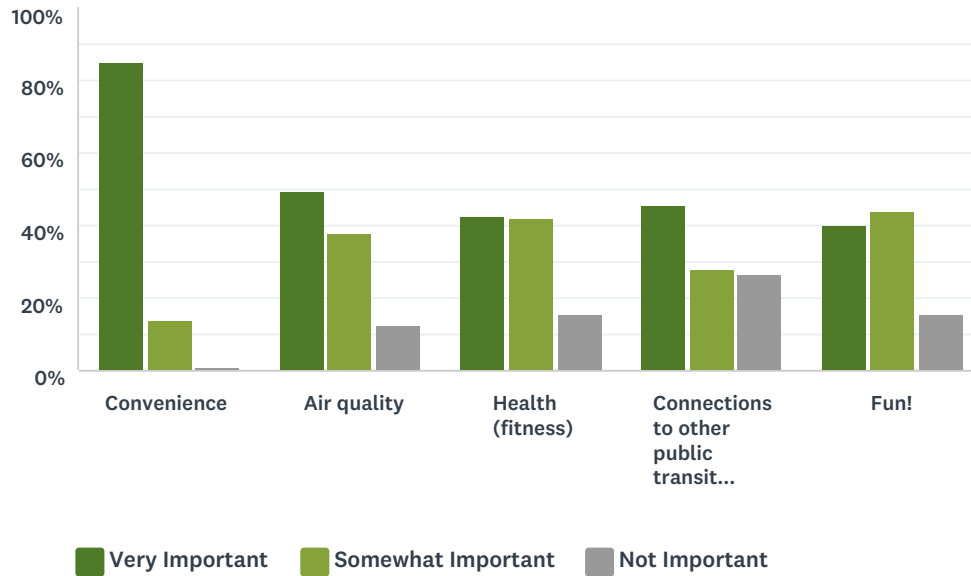
Answered: 50 Skipped: 290



ANSWER CHOICES	RESPONSES	
Once	40.00%	20
A few times	46.00%	23
Five or more times	14.00%	7
TOTAL		50

Q4 Select the factors that were important in your decision to use GREENbike. You can select more than one.

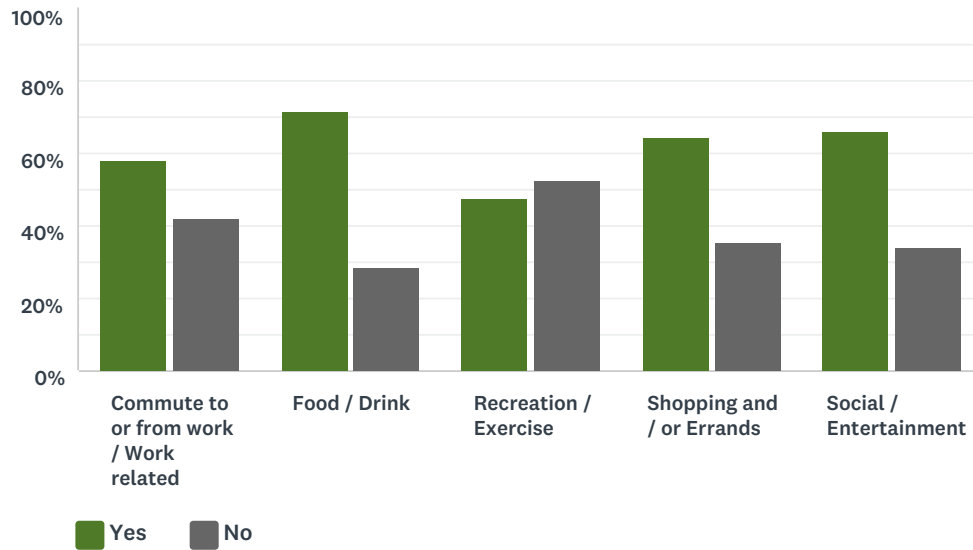
Answered: 230 Skipped: 110



	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	TOTAL
Convenience	85.22% 196	13.91% 32	0.87% 2	230
Air quality	49.55% 111	37.95% 85	12.50% 28	224
Health (fitness)	42.73% 97	41.85% 95	15.42% 35	227
Connections to other public transit options (bus / rail)	45.33% 102	28.00% 63	26.67% 60	225
Fun!	40.17% 92	44.10% 101	15.72% 36	229

Q5 Do you use GREENbike for the following types of trips?

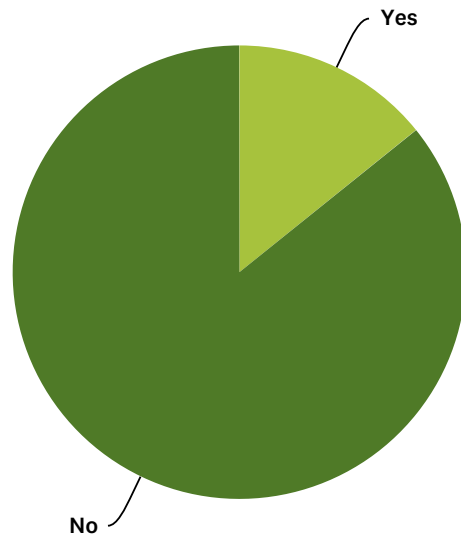
Answered: 228 Skipped: 112



	YES	NO	TOTAL
Commute to or from work / Work related	57.78% 130	42.22% 95	225
Food / Drink	71.75% 160	28.25% 63	223
Recreation / Exercise	47.73% 105	52.27% 115	220
Shopping and / or Errands	64.71% 143	35.29% 78	221
Social / Entertainment	66.06% 146	33.94% 75	221

Q6 Since you started using GREENbike, have you reduced the number of cars in your household?

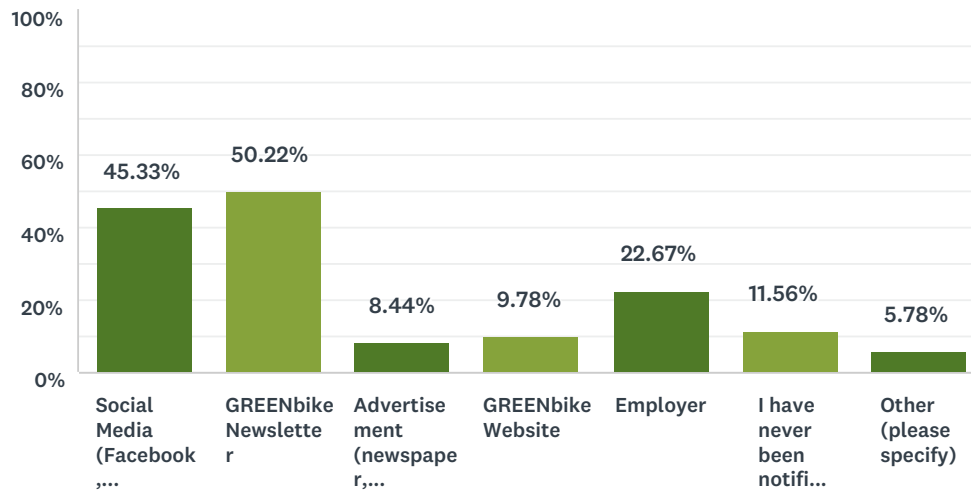
Answered: 225 Skipped: 115



ANSWER CHOICES	RESPONSES	
Yes	14.22%	32
No	85.78%	193
TOTAL		225

Q7 How do you typically hear about promotions, membership discounts, and upcoming events? (You can select more than one.)

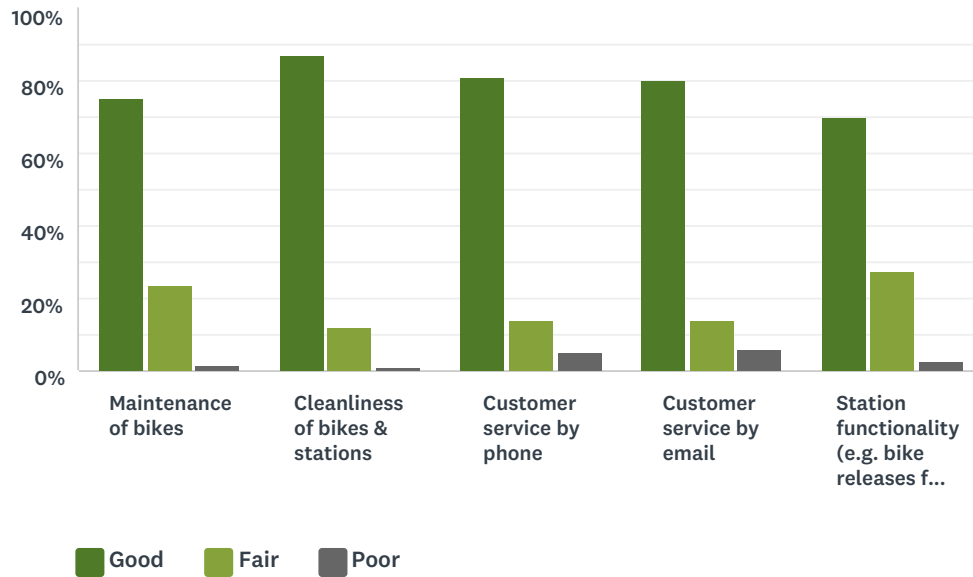
Answered: 225 Skipped: 115



ANSWER CHOICES	RESPONSES	
Social Media (Facebook, Twitter, Instagram)	45.33%	102
GREENbike Newsletter	50.22%	113
Advertisement (newspaper, magazine)	8.44%	19
GREENbike Website	9.78%	22
Employer	22.67%	51
I have never been notified of promotions	11.56%	26
Other (please specify)	5.78%	13
Total Respondents: 225		

Q8 How would you rate the following GREENbike features?

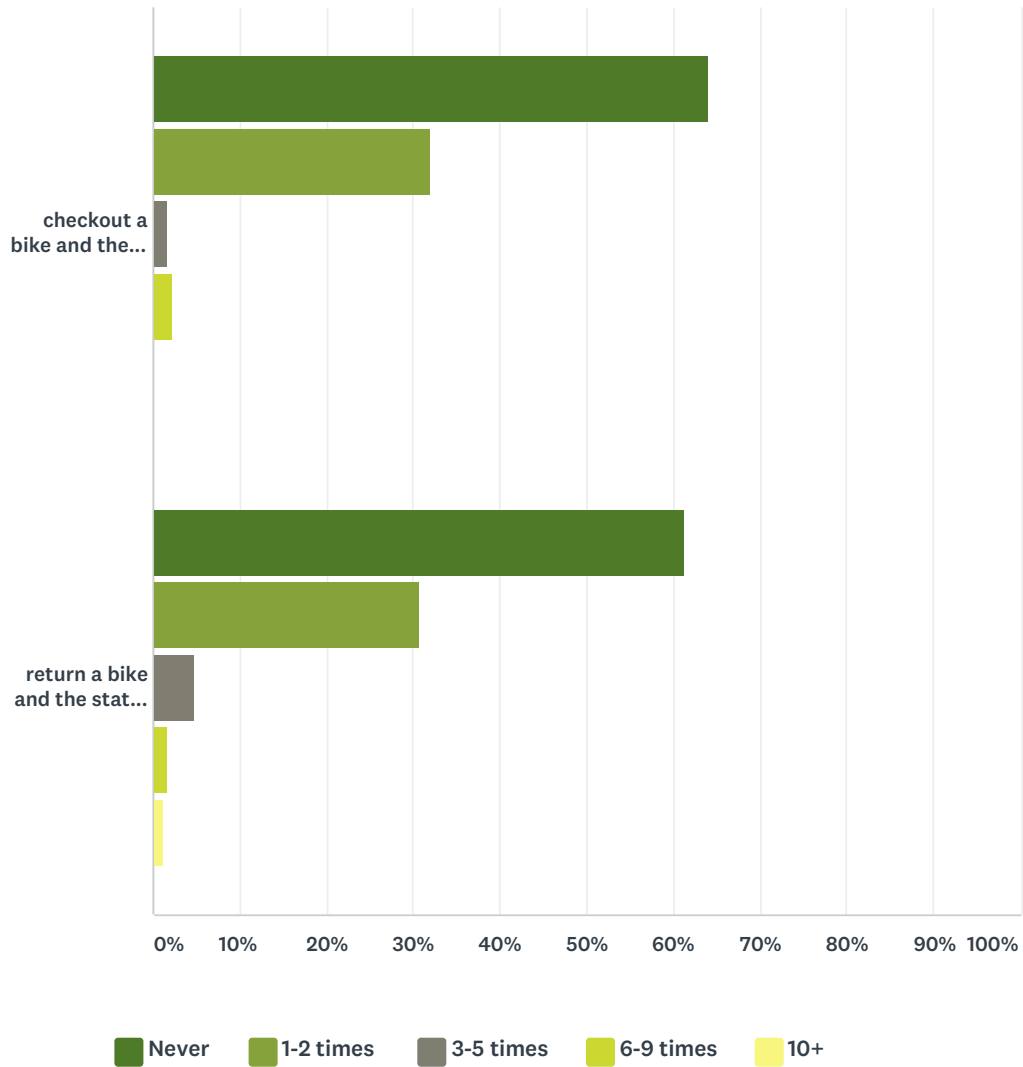
Answered: 225 Skipped: 115



	GOOD	FAIR	POOR	TOTAL
Maintenance of bikes	75.00% 165	23.64% 52	1.36% 3	220
Cleanliness of bikes & stations	86.94% 193	12.16% 27	0.90% 2	222
Customer service by phone	80.83% 97	14.17% 17	5.00% 6	120
Customer service by email	80.17% 93	13.79% 16	6.03% 7	116
Station functionality (e.g. bike releases from the dock)	70.00% 154	27.73% 61	2.27% 5	220

Q9 How many times have you tried to . . .

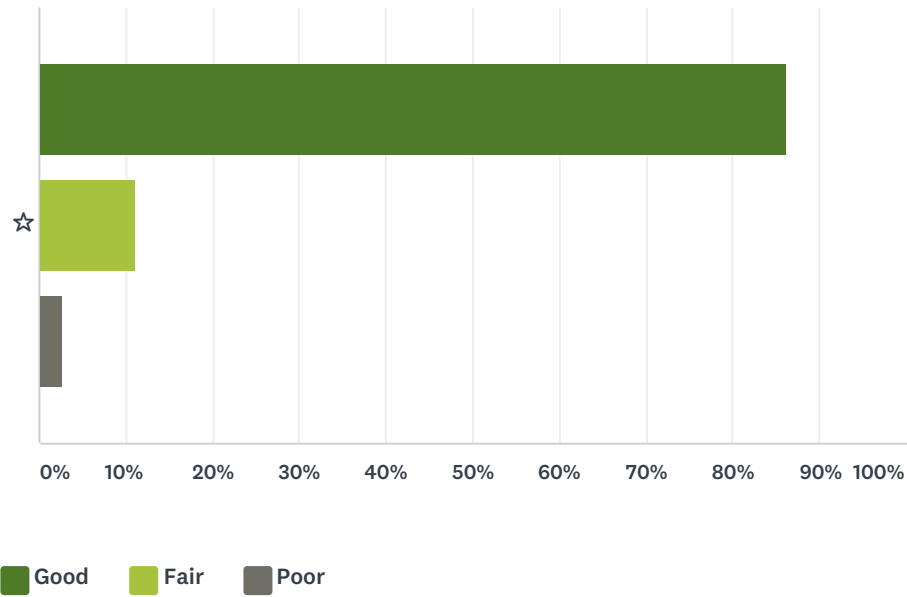
Answered: 225 Skipped: 115



	NEVER	1-2 TIMES	3-5 TIMES	6-9 TIMES	10+	TOTAL
checkout a bike and the station was empty?	64.00% 144	32.00% 72	1.78% 4	2.22% 5	0.00% 0	225
return a bike and the station was full?	61.33% 138	30.67% 69	4.89% 11	1.78% 4	1.33% 3	225

Q10 Please rate your overall experience using GREENbike.

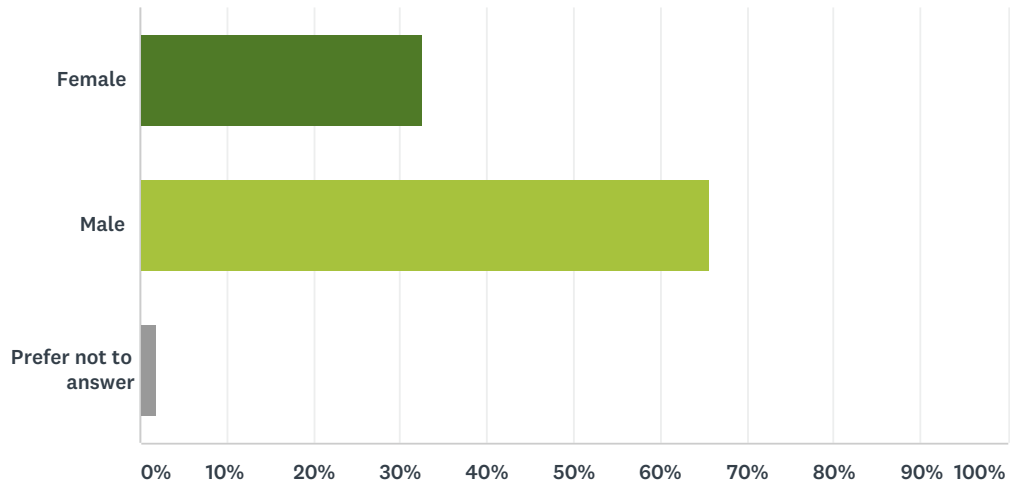
Answered: 224 Skipped: 116



	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
☆	86.16% 193	11.16% 25	2.68% 6	224	1.17

Q11 What is your gender?

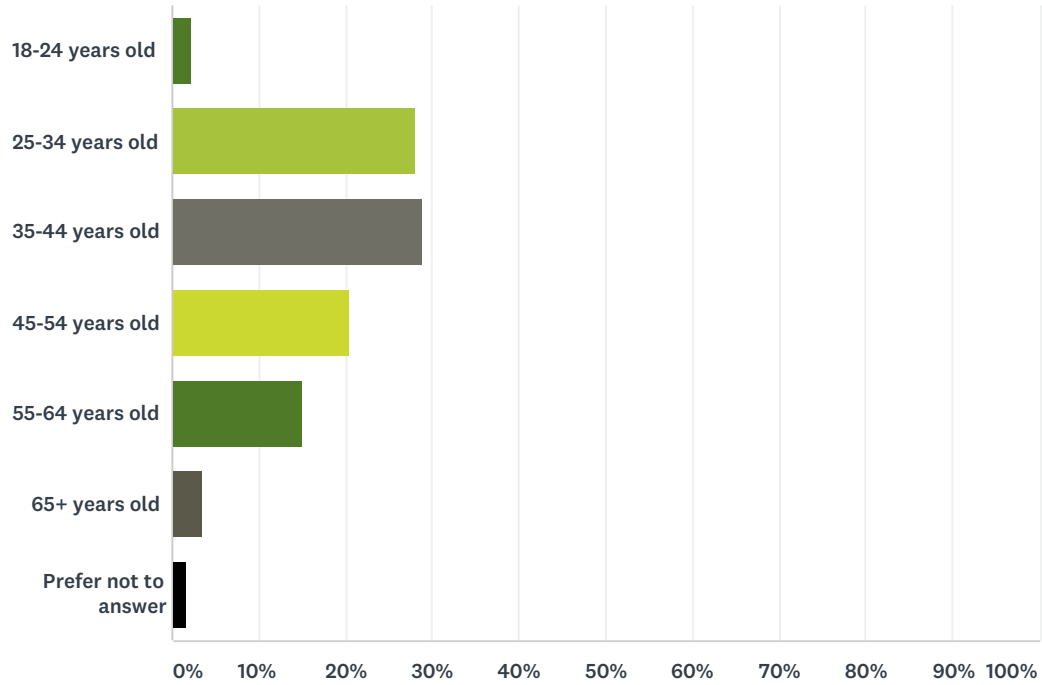
Answered: 224 Skipped: 116



ANSWER CHOICES	RESPONSES
Female	32.59% 73
Male	65.63% 147
Prefer not to answer	1.79% 4
TOTAL	224

Q12 What is your age?

Answered: 225 Skipped: 115



ANSWER CHOICES	RESPONSES
18-24 years old	2.22% 5
25-34 years old	28.00% 63
35-44 years old	28.89% 65
45-54 years old	20.44% 46
55-64 years old	15.11% 34
65+ years old	3.56% 8
Prefer not to answer	1.78% 4
TOTAL	225

Q13 Is there anything else you'd like to share with us?

Answered: 156 Skipped: 184

Q14 Thank you! Enter your email to win GREENbike SWAG & 1-year of GREENbike for \$1!

Answered: 224 Skipped: 116

ANSWER CHOICES	RESPONSES	
Name:	0.00%	0
Company:	0.00%	0
Address:	0.00%	0
Address 2:	0.00%	0
City/Town:	0.00%	0
State:	0.00%	0
ZIP:	0.00%	0
Country:	0.00%	0
Email Address:	100.00%	224
Phone Number:	0.00%	0