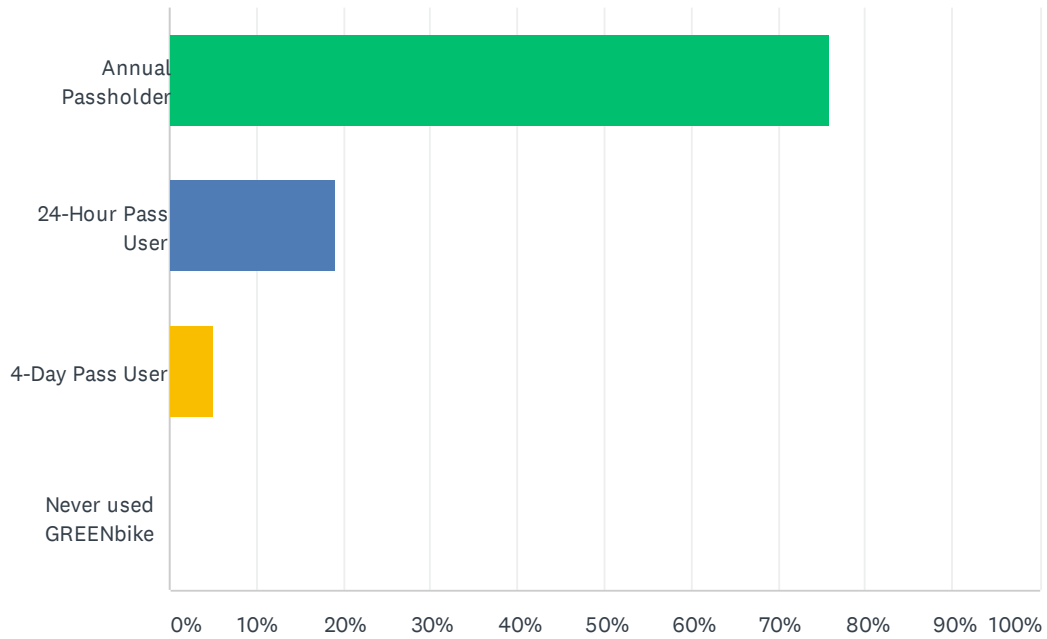


Q1 What kind of GREENbiker are you?

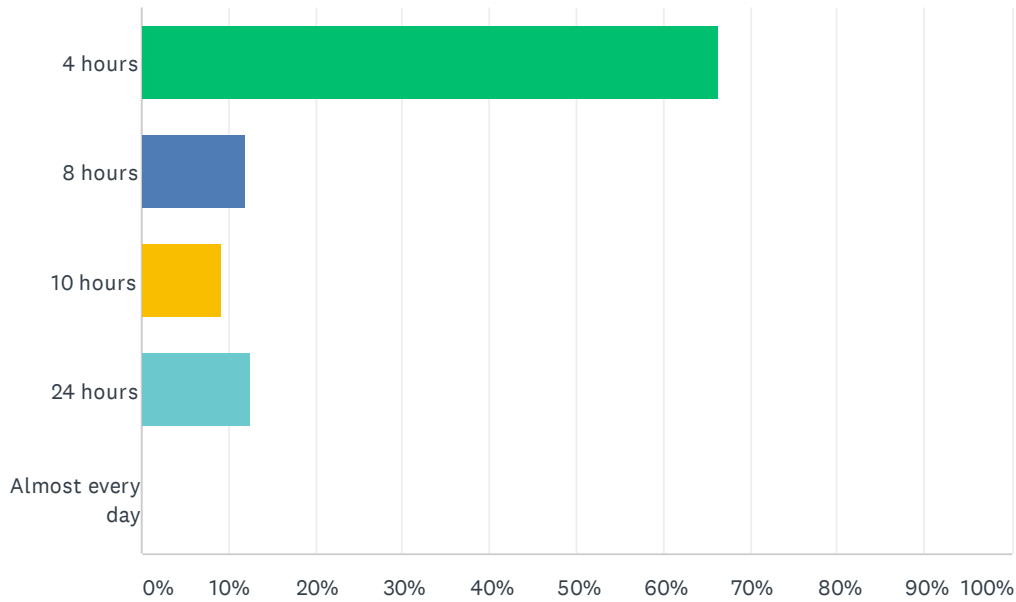
Answered: 236 Skipped: 0



ANSWER CHOICES	RESPONSES	
Annual Passholder	75.85%	179
24-Hour Pass User	19.07%	45
4-Day Pass User	5.08%	12
Never used GREENbike	0.00%	0
TOTAL		236

Q2 We are increasing checkout time for Annual Pass holders beyond the current 1-hour window. What would be the preferred length for a penalty-free checkout?

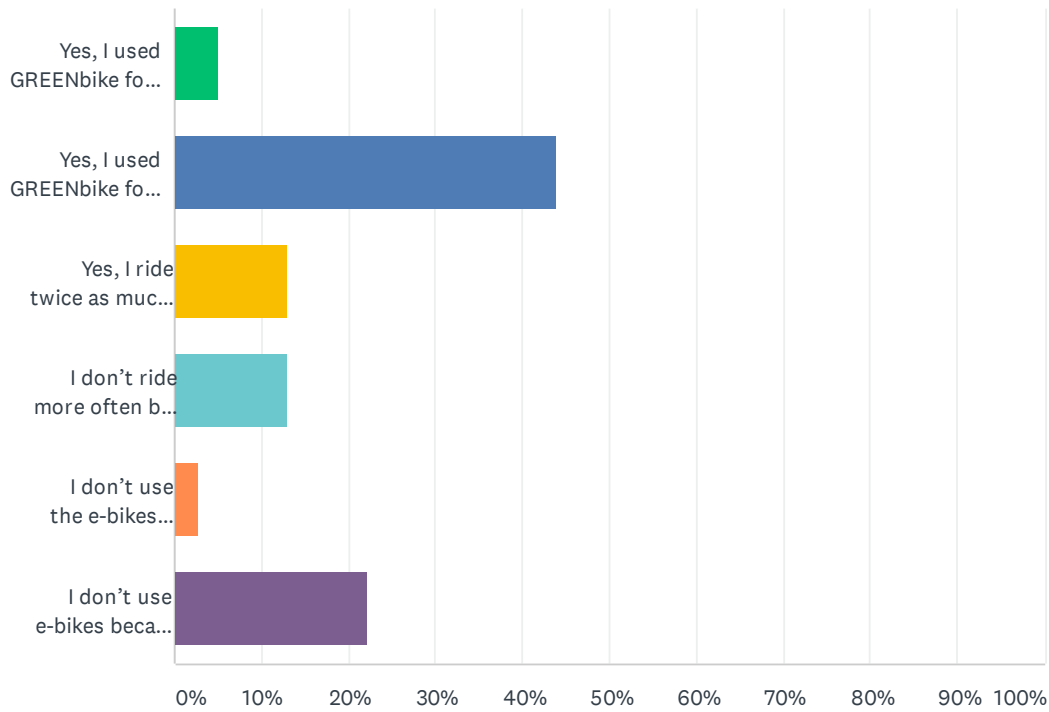
Answered: 175 Skipped: 61



ANSWER CHOICES	RESPONSES	
4 hours	66.29%	116
8 hours	12.00%	21
10 hours	9.14%	16
24 hours	12.57%	22
Almost every day	0.00%	0
TOTAL		175

Q3 Has the addition of e-bikes to our fleet changed your usage of GREENbike?

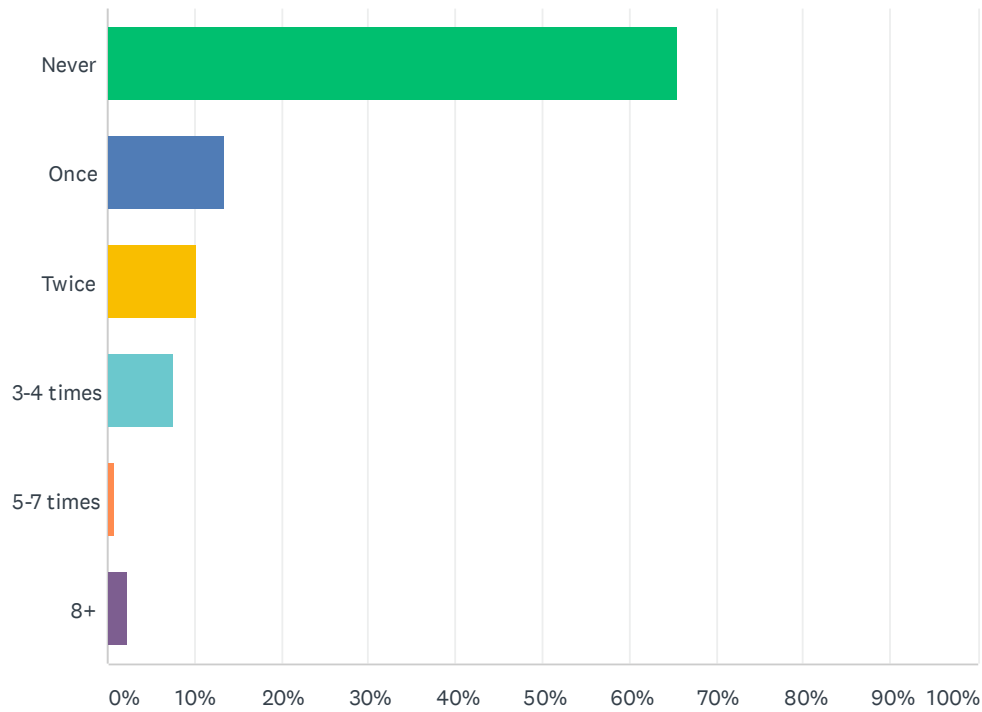
Answered: 216 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes, I used GREENbike for the first time because of the e-bikes	5.09%	11
Yes, I used GREENbike for a few more trips than normal because of the e-bikes	43.98%	95
Yes, I ride twice as much as I used to because of the e-bikes	12.96%	28
I don't ride more often but I ride only if there are e-bikes available	12.96%	28
I don't use the e-bikes because they scare me	2.78%	6
I don't use e-bikes because I prefer the exercise	22.22%	48
TOTAL		216

Q4 How many times have you tried to use an e-bike and the battery was dead?

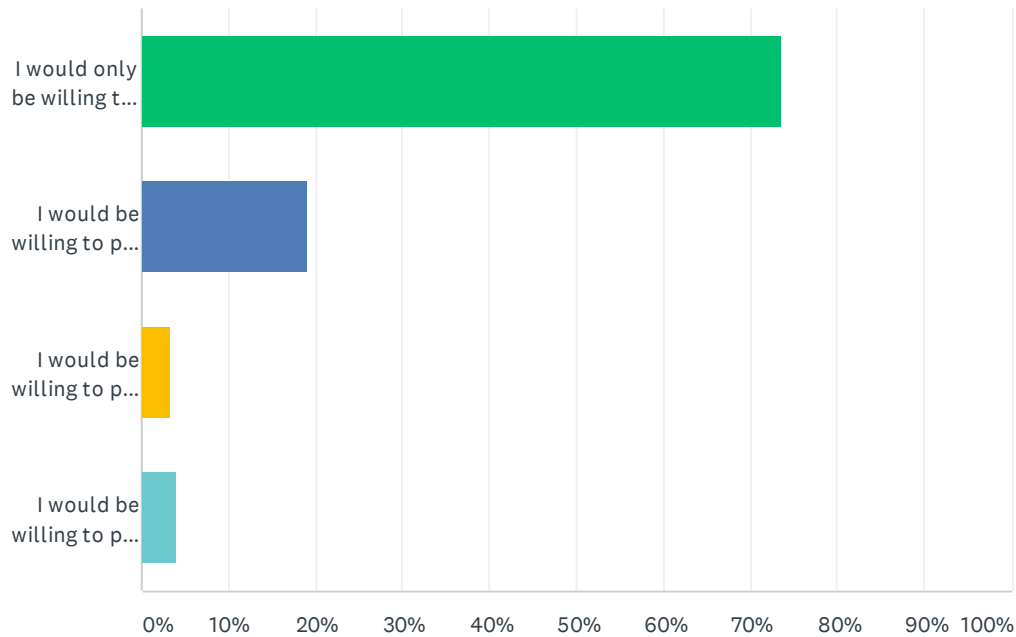
Answered: 215 Skipped: 21



ANSWER CHOICES	RESPONSES	
Never	65.58%	141
Once	13.49%	29
Twice	10.23%	22
3-4 times	7.44%	16
5-7 times	0.93%	2
8+	2.33%	5
TOTAL		215

Q5 Unlimited e-bike usage is currently included in both GREENbike’s 24-Hour Pass and Annual Pass. How much more would you be willing to pay for an annual pass with unlimited e-bike usage and the ability to keep the bike out for 10+ hours at a time?

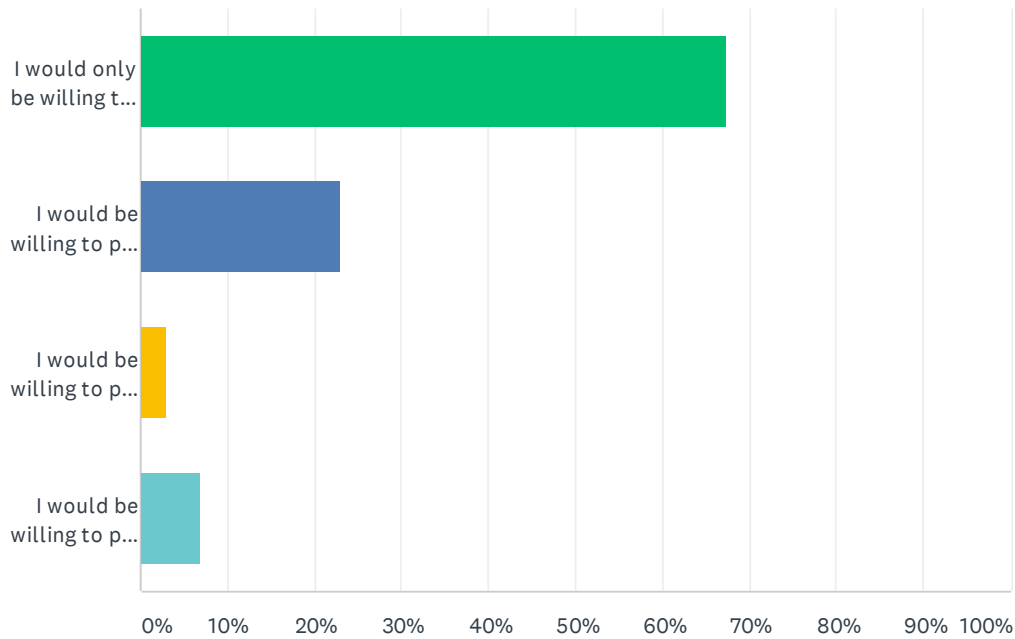
Answered: 205 Skipped: 31



ANSWER CHOICES	RESPONSES	
I would only be willing to pay the current price of \$75	73.66%	151
I would be willing to pay \$100	19.02%	39
I would be willing to pay \$125	3.41%	7
I would be willing to pay \$150+	3.90%	8
TOTAL		205

Q6 How much more would you be willing to pay for a 24-Hour Pass with unlimited e-bike usage?

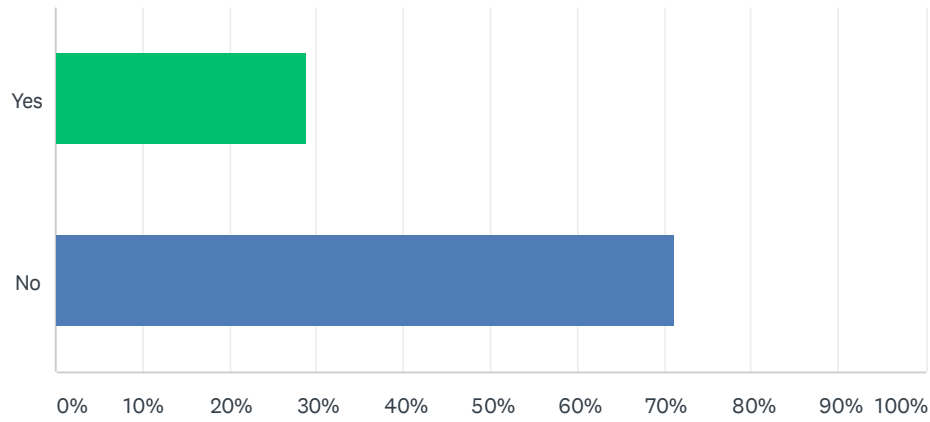
Answered: 205 Skipped: 31



ANSWER CHOICES	RESPONSES	
I would only be willing to pay the current price of \$7	67.32%	138
I would be willing to pay \$10	22.93%	47
I would be willing to pay \$12	2.93%	6
I would be willing to pay \$15	6.83%	14
TOTAL		205

Q7 Would you prefer a \$10 monthly pass to a \$75 annual pass?

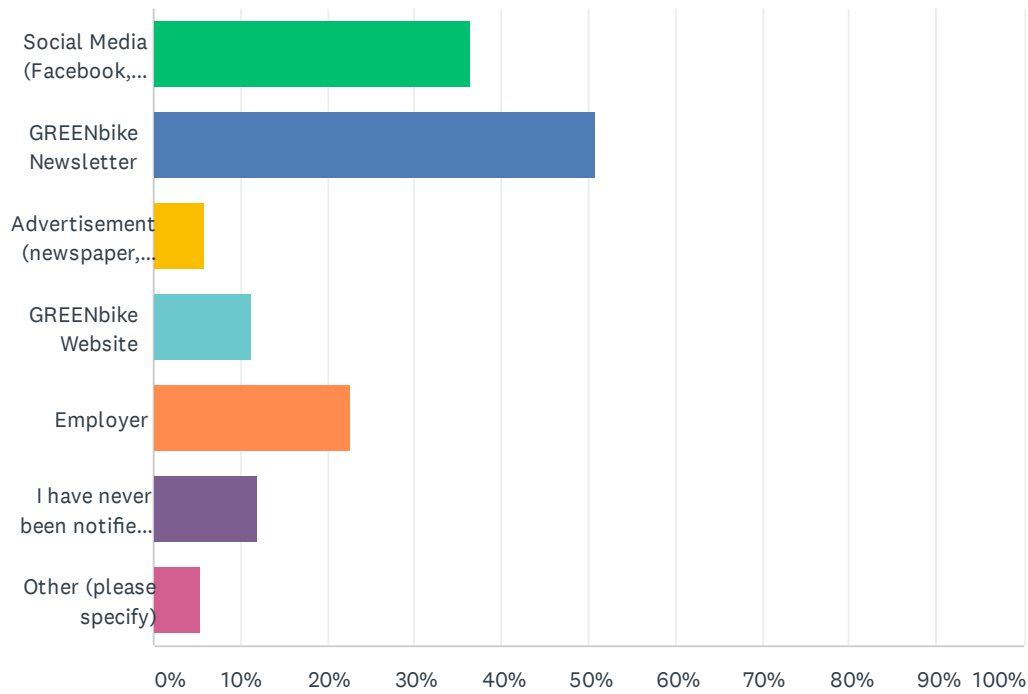
Answered: 205 Skipped: 31



ANSWER CHOICES	RESPONSES	
Yes	28.78%	59
No	71.22%	146
TOTAL		205

Q8 How do you typically hear about promotions, membership discounts, and upcoming events? (You can select more than one.)

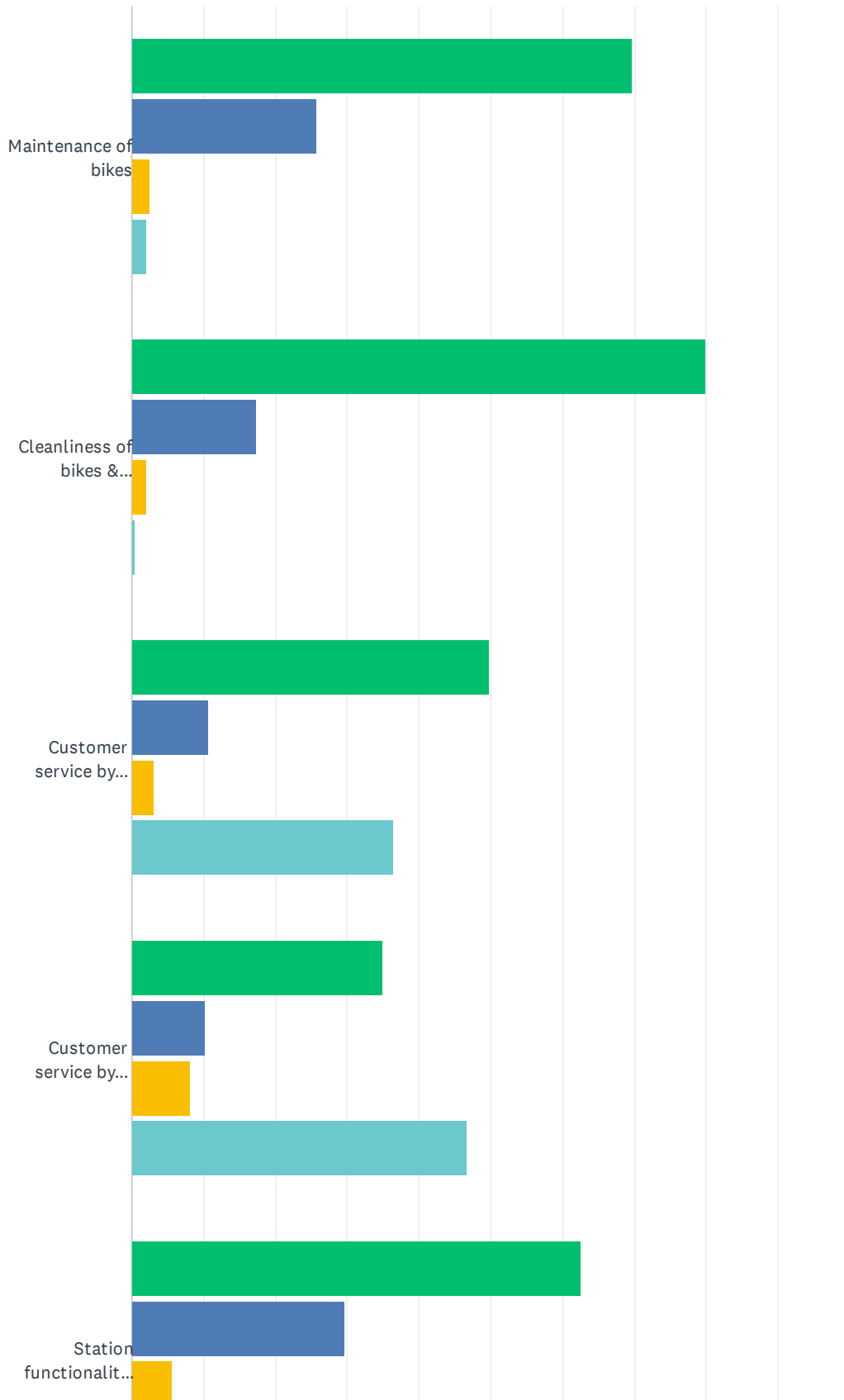
Answered: 203 Skipped: 33

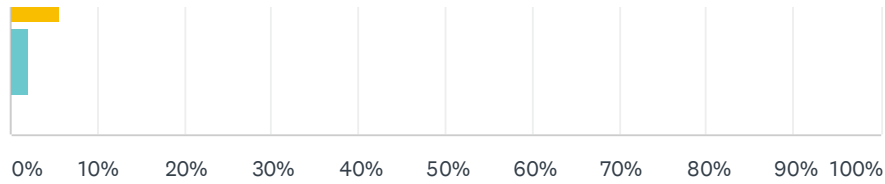


ANSWER CHOICES	RESPONSES	
Social Media (Facebook, Twitter, Instagram)	36.45%	74
GREENbike Newsletter	50.74%	103
Advertisement (newspaper, magazine)	5.91%	12
GREENbike Website	11.33%	23
Employer	22.66%	46
I have never been notified of promotions	11.82%	24
Other (please specify)	5.42%	11
Total Respondents: 203		

Q9 How would you rate the following GREENbike features?

Answered: 195 Skipped: 41



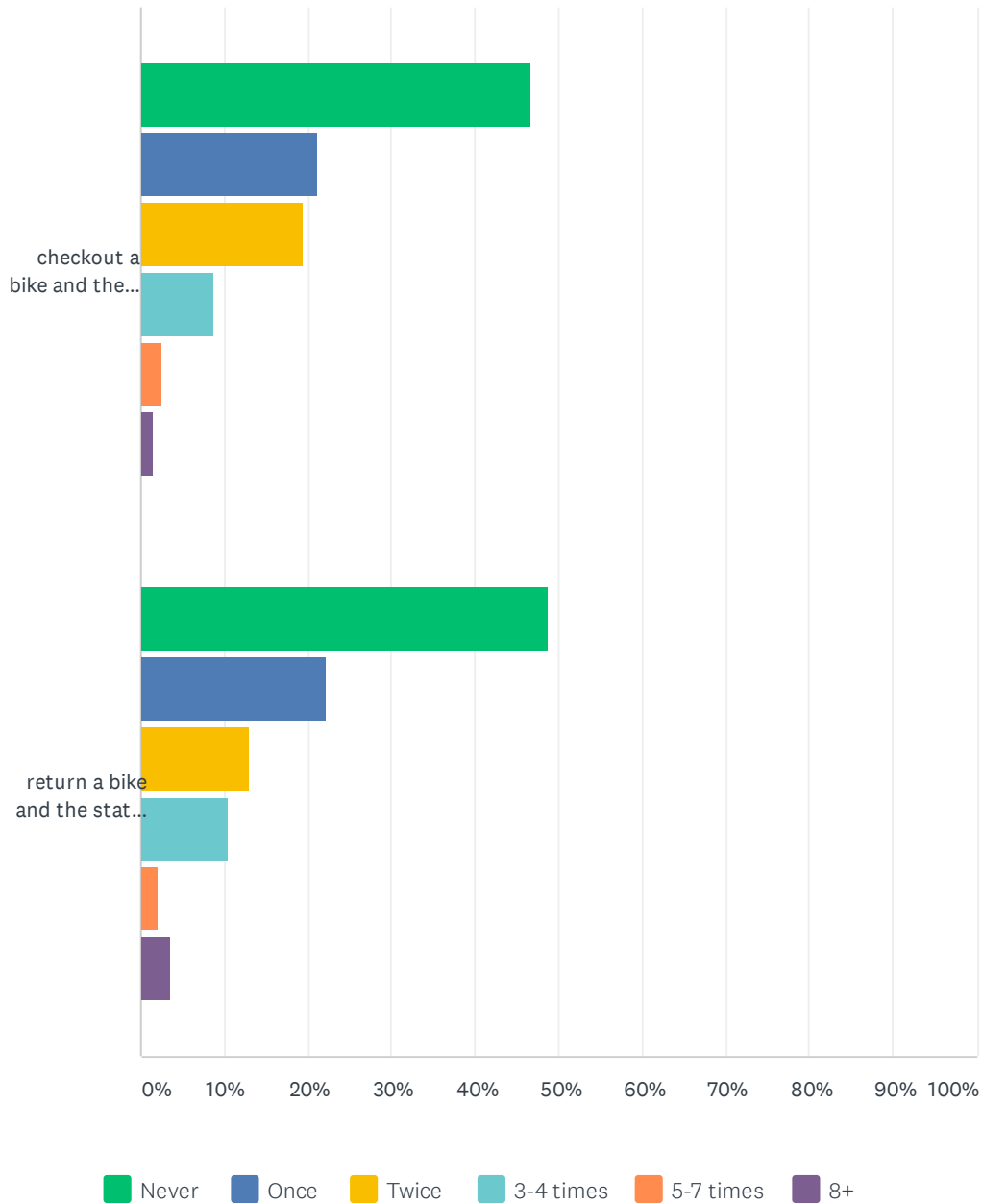


■ Good
 ■ Fair
 ■ Poor
 ■ Don't Know

	GOOD	FAIR	POOR	DON'T KNOW	TOTAL
Maintenance of bikes	69.74% 136	25.64% 50	2.56% 5	2.05% 4	195
Cleanliness of bikes & stations	80.00% 156	17.44% 34	2.05% 4	0.51% 1	195
Customer service by phone	49.74% 97	10.77% 21	3.08% 6	36.41% 71	195
Customer service by email	34.87% 68	10.26% 20	8.21% 16	46.67% 91	195
Station functionality (e.g. bike releases from the dock)	62.56% 122	29.74% 58	5.64% 11	2.05% 4	195

Q10 How many times have you tried to. . .

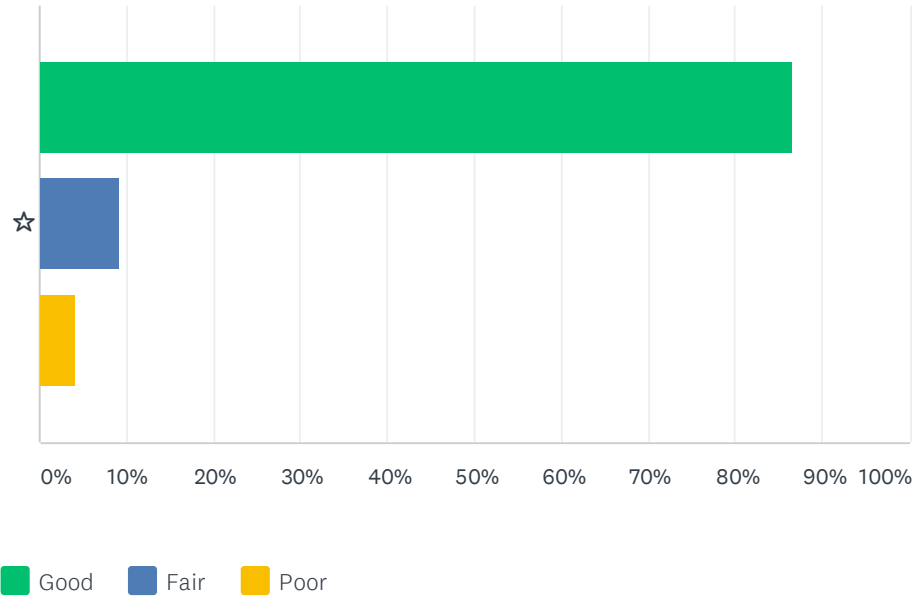
Answered: 195 Skipped: 41



	NEVER	ONCE	TWICE	3-4 TIMES	5-7 TIMES	8+	TOTAL
checkout a bike and the station was empty?	46.67% 91	21.03% 41	19.49% 38	8.72% 17	2.56% 5	1.54% 3	195
return a bike and the station was full?	48.70% 94	22.28% 43	12.95% 25	10.36% 20	2.07% 4	3.63% 7	193

Q11 Please rate your overall experience using GREENbike.

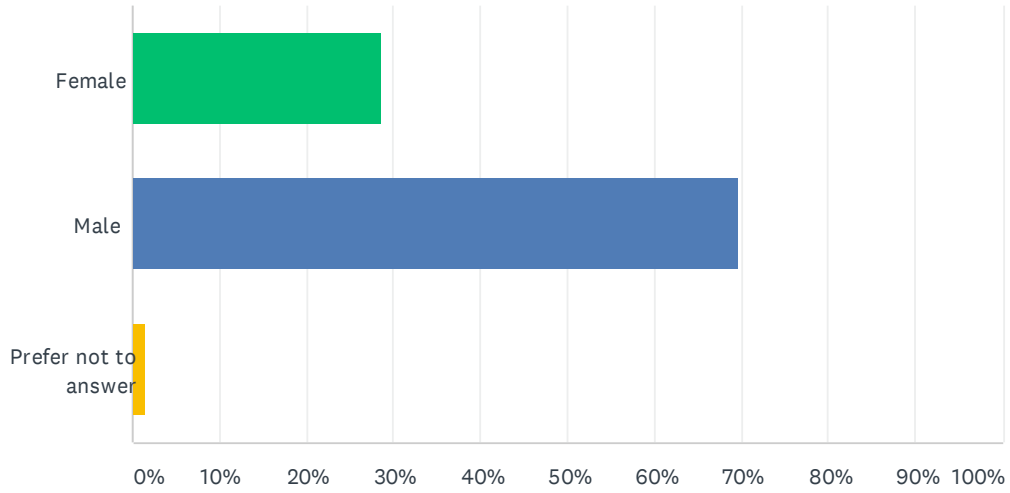
Answered: 195 Skipped: 41



	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
☆	86.67% 169	9.23% 18	4.10% 8	195	1.17

Q12 What is your gender?

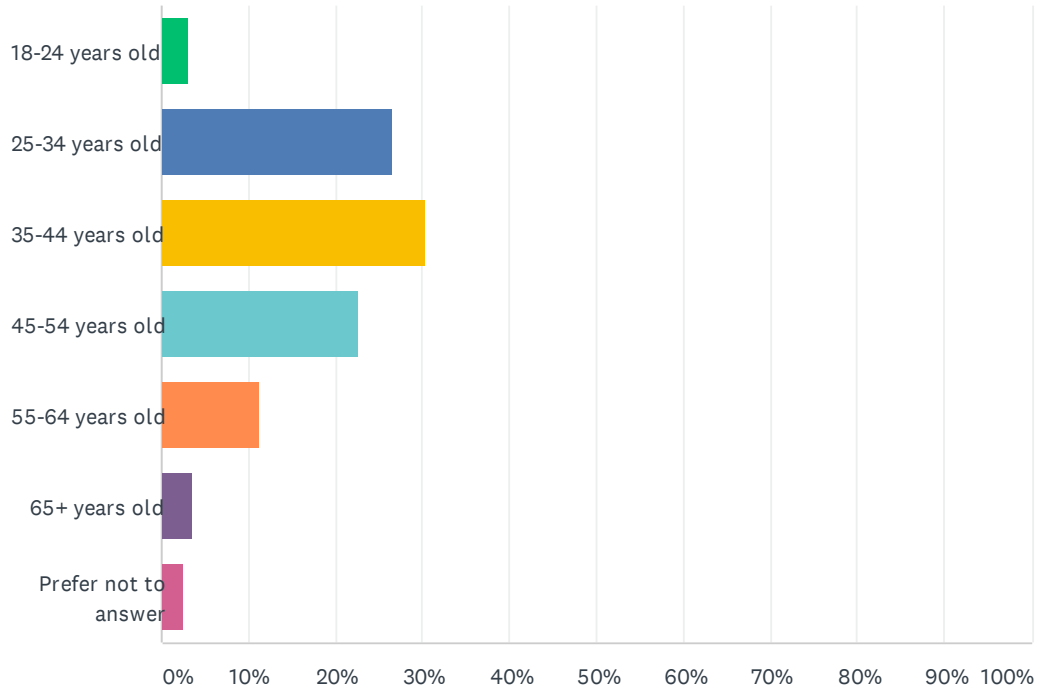
Answered: 195 Skipped: 41



ANSWER CHOICES	RESPONSES
Female	28.72% 56
Male	69.74% 136
Prefer not to answer	1.54% 3
TOTAL	195

Q13 What is your age?

Answered: 195 Skipped: 41



ANSWER CHOICES	RESPONSES
18-24 years old	3.08% 6
25-34 years old	26.67% 52
35-44 years old	30.26% 59
45-54 years old	22.56% 44
55-64 years old	11.28% 22
65+ years old	3.59% 7
Prefer not to answer	2.56% 5
TOTAL	195

Q14 Is there anything else you'd like to share with us?

Answered: 121 Skipped: 115

Q15 Thank you! Enter your email to win GREENbike swag or an annual membership for \$0.01.

Answered: 146 Skipped: 90

ANSWER CHOICES	RESPONSES	
Address 2:	0.00%	0
Address:	0.00%	0
City/Town:	0.00%	0
Company:	0.00%	0
Country:	0.00%	0
Email Address:	100.00%	146
Name:	0.00%	0
Phone Number:	0.00%	0
State:	0.00%	0
ZIP:	0.00%	0