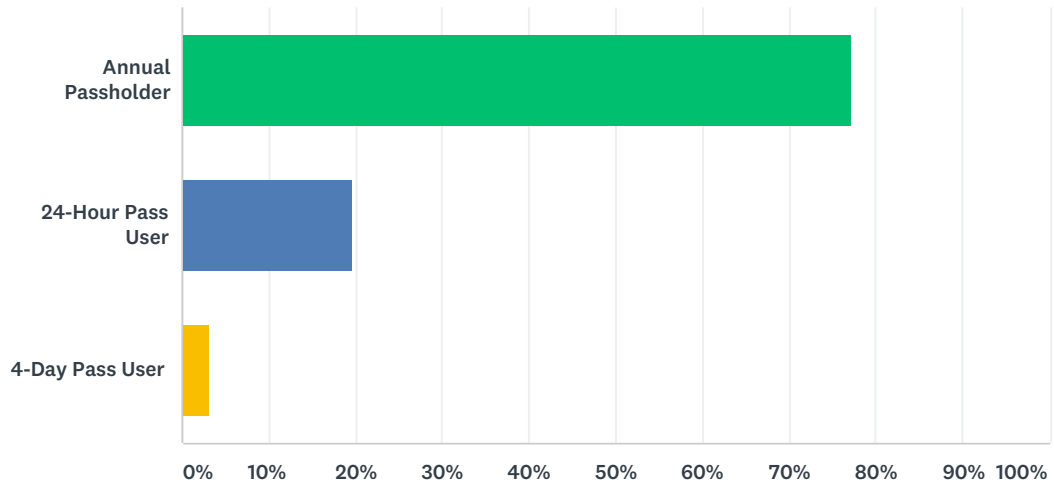


Q1 What kind of GREENbiker are you?

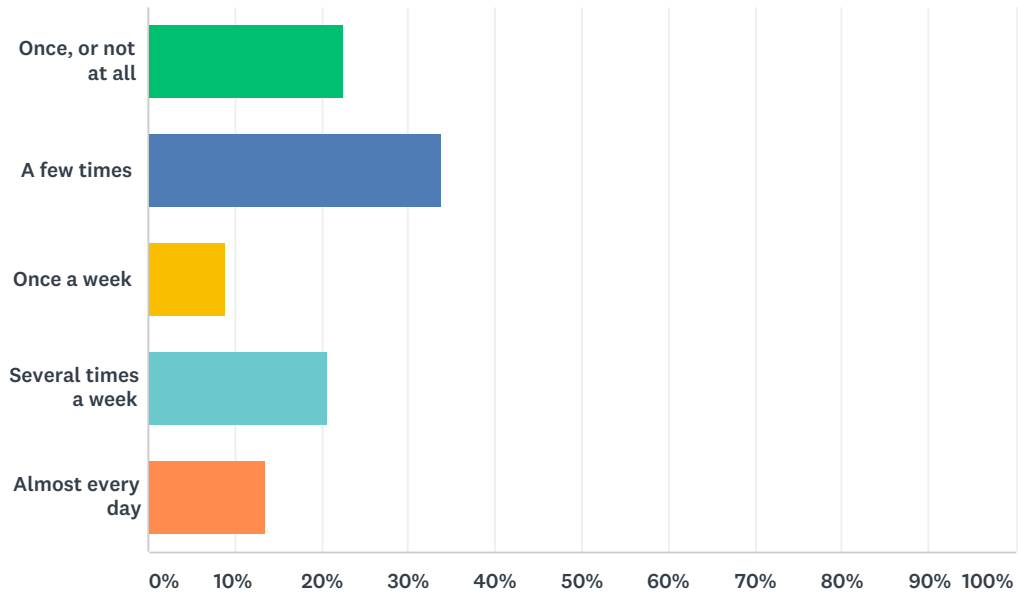
Answered: 568 Skipped: 0



ANSWER CHOICES	RESPONSES	
Annual Passholder	77.11%	310
24-Hour Pass User	19.65%	79
4-Day Pass User	3.23%	13
TOTAL		402

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

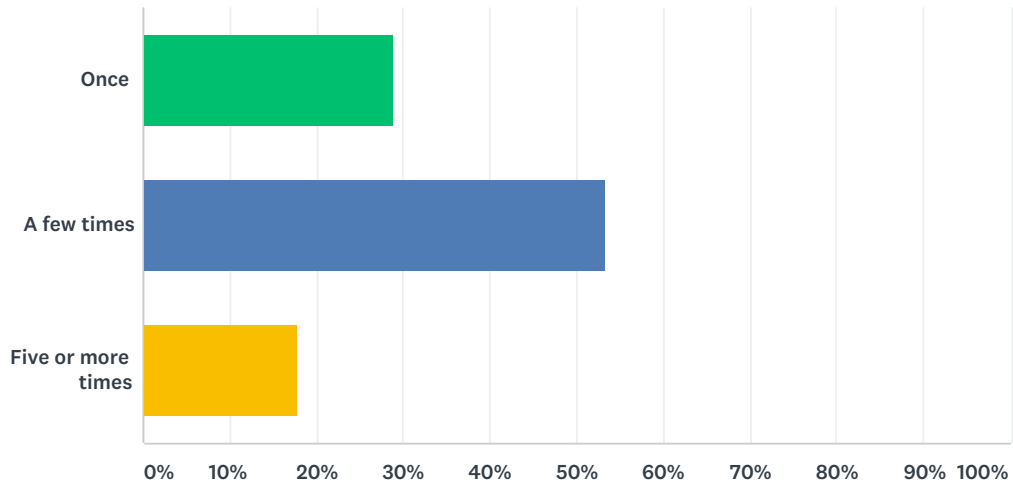
Answered: 309 Skipped: 259



ANSWER CHOICES	RESPONSES
Once, or not at all	22.65% 70
A few times	33.98% 105
Once a week	9.06% 28
Several times a week	20.71% 64
Almost every day	13.59% 42
TOTAL	309

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

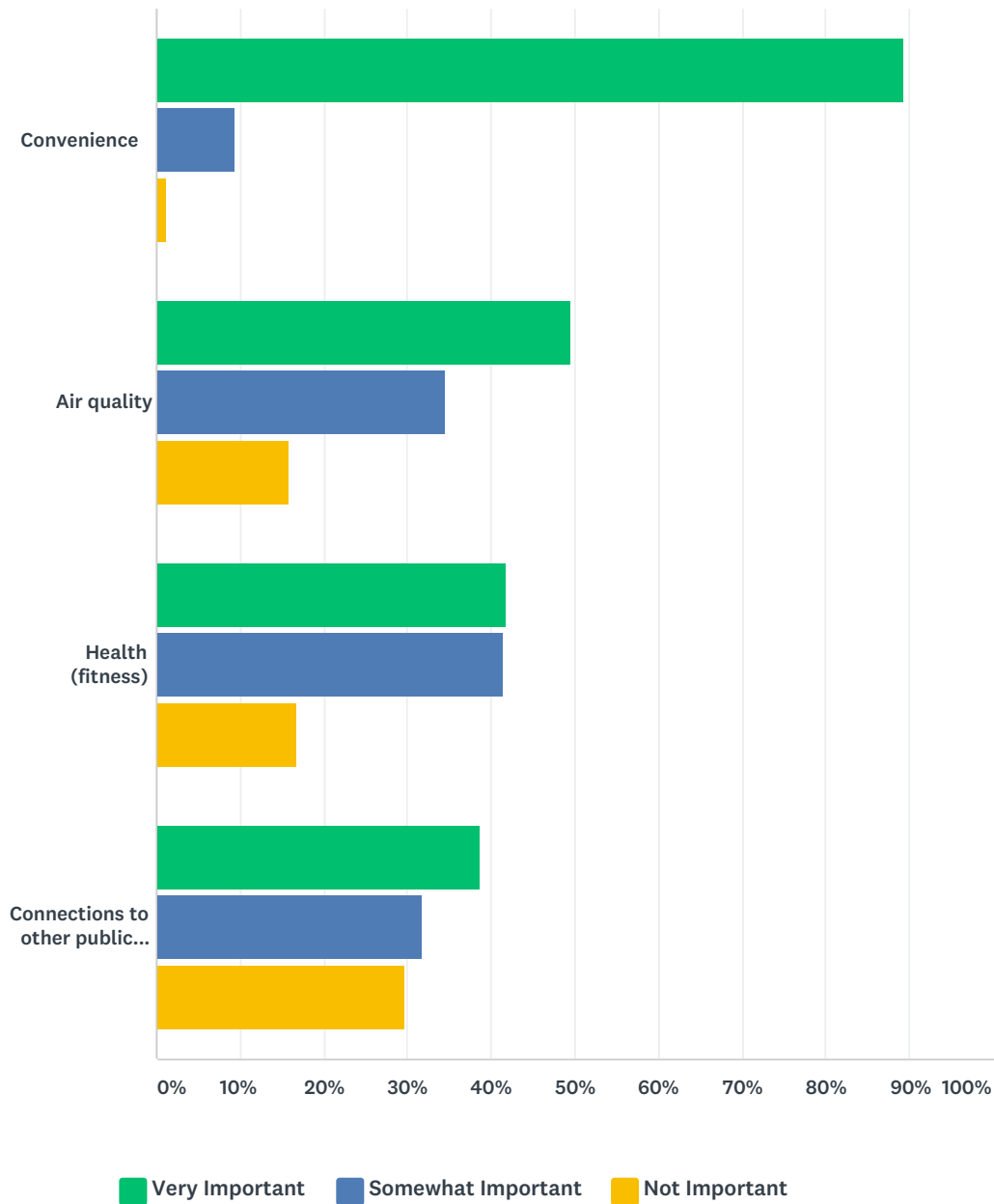
Answered: 90 Skipped: 478



ANSWER CHOICES	RESPONSES	
Once	28.89%	26
A few times	53.33%	48
Five or more times	17.78%	16
TOTAL		90

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

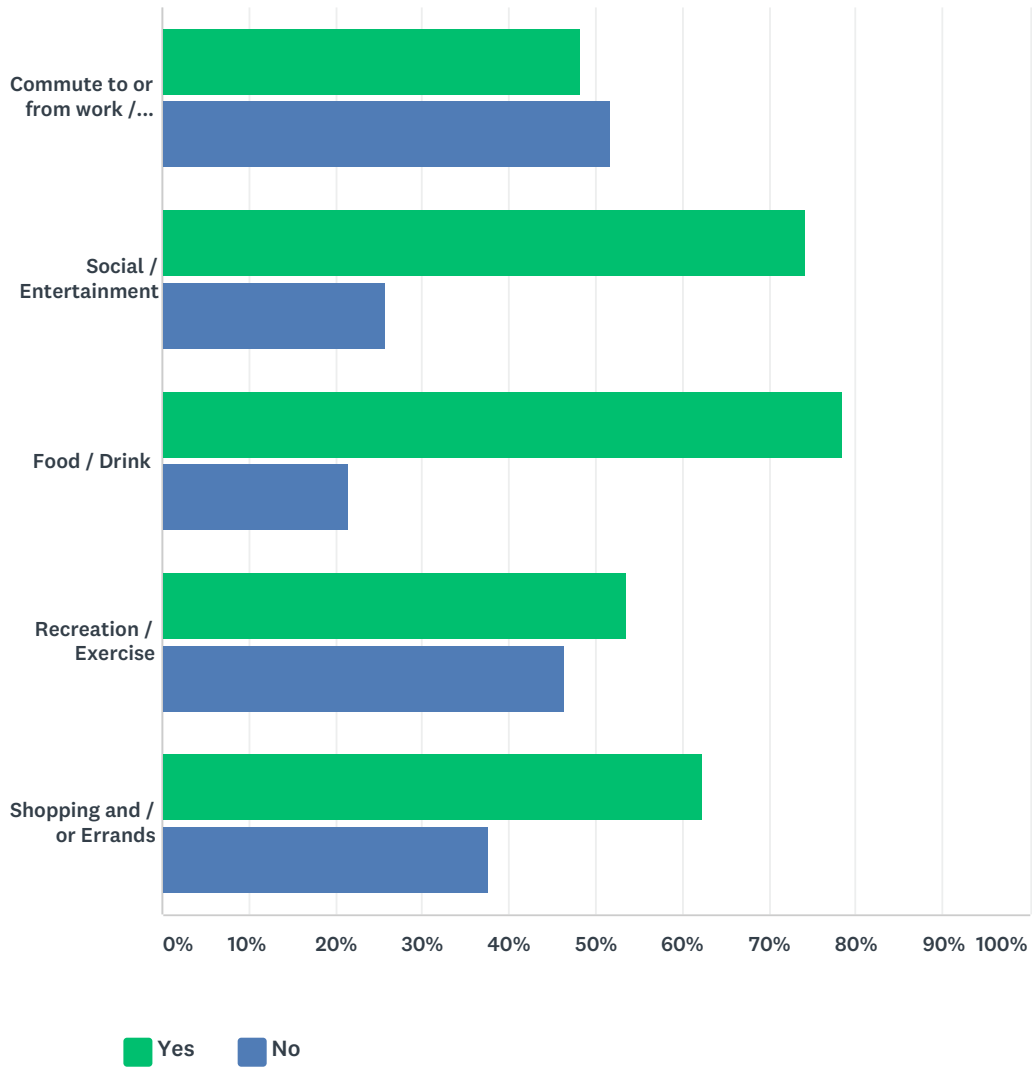
Answered: 396 Skipped: 172



	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	TOTAL
Convenience	89.31% 351	9.41% 37	1.27% 5	393
Air quality	49.61% 193	34.45% 134	15.94% 62	389
Health (fitness)	41.90% 163	41.39% 161	16.71% 65	389
Connections to other public transit options (bus / rail)	38.66% 150	31.70% 123	29.64% 115	388

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

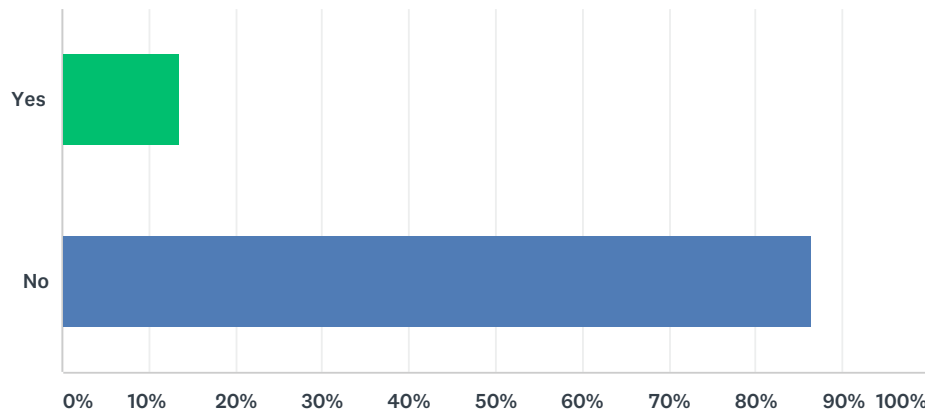
Answered: 387 Skipped: 181



	YES	NO	TOTAL
Commute to or from work / Work related	48.38% 179	51.62% 191	370
Social / Entertainment	74.25% 274	25.75% 95	369
Food / Drink	78.40% 294	21.60% 81	375
Recreation / Exercise	53.55% 196	46.45% 170	366
Shopping and / or Errands	62.40% 234	37.60% 141	375

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

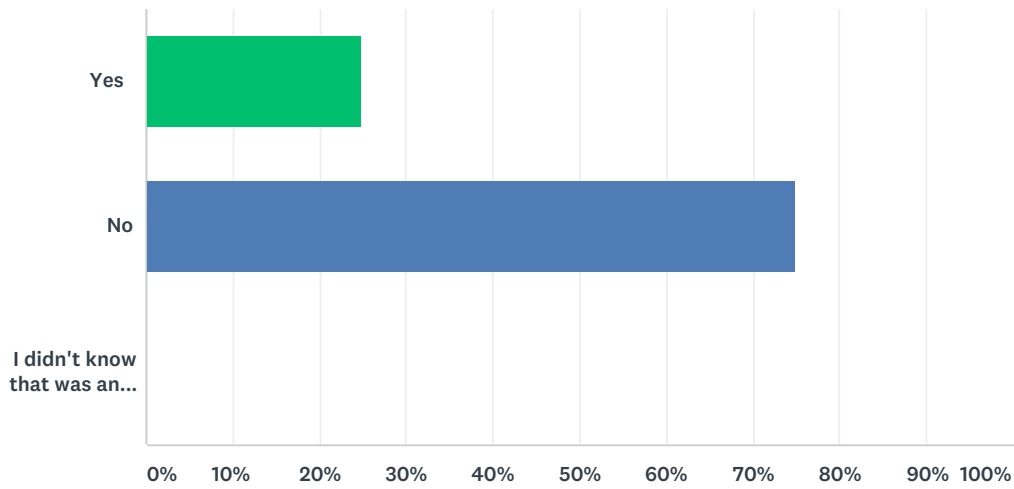
Answered: 387 Skipped: 181



ANSWER CHOICES	RESPONSES	
Yes	13.70%	53
No	86.30%	334
TOTAL		387

Q7 Have you used the BCycle app on your phone to checkout a bike? (Note, this is not the BCycle Now app.)

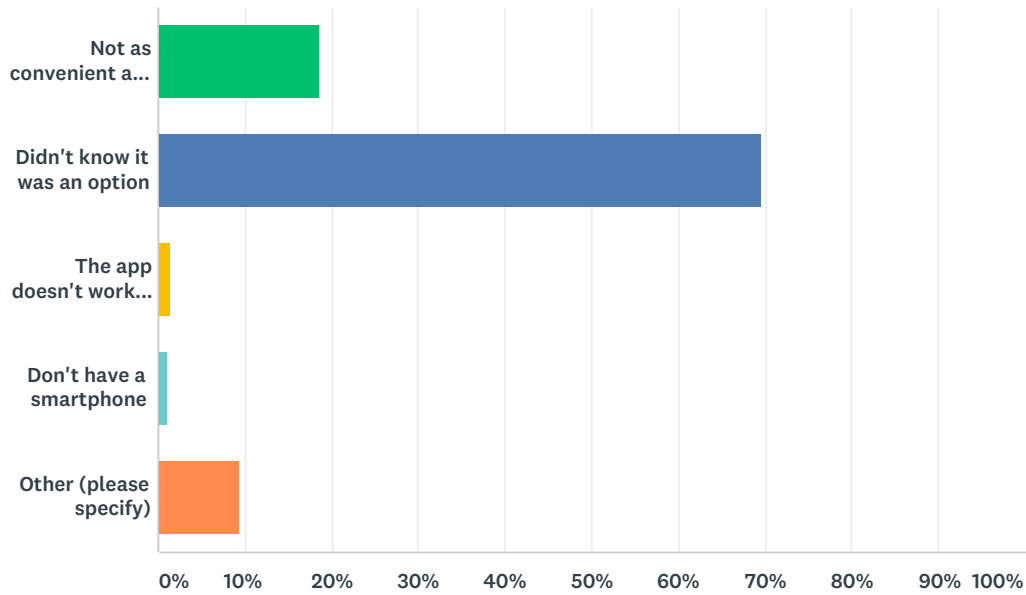
Answered: 388 Skipped: 180



ANSWER CHOICES	RESPONSES	
Yes	25.00%	97
No	75.00%	291
I didn't know that was an option	0.00%	0
TOTAL		388

Q8 What prevented you from using the BCycle app to checkout bikes?

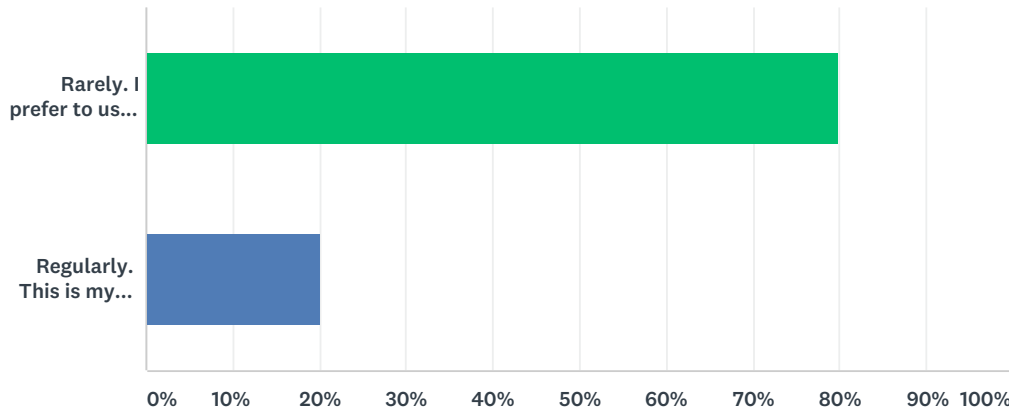
Answered: 290 Skipped: 278



ANSWER CHOICES	RESPONSES	
Not as convenient as using the GREENbike card/fob or kiosk.	18.62%	54
Didn't know it was an option	69.66%	202
The app doesn't work properly or is unreliable	1.38%	4
Don't have a smartphone	1.03%	3
Other (please specify)	9.31%	27
TOTAL		290

Q9 How often do you use the BCycle app to checkout a bike?

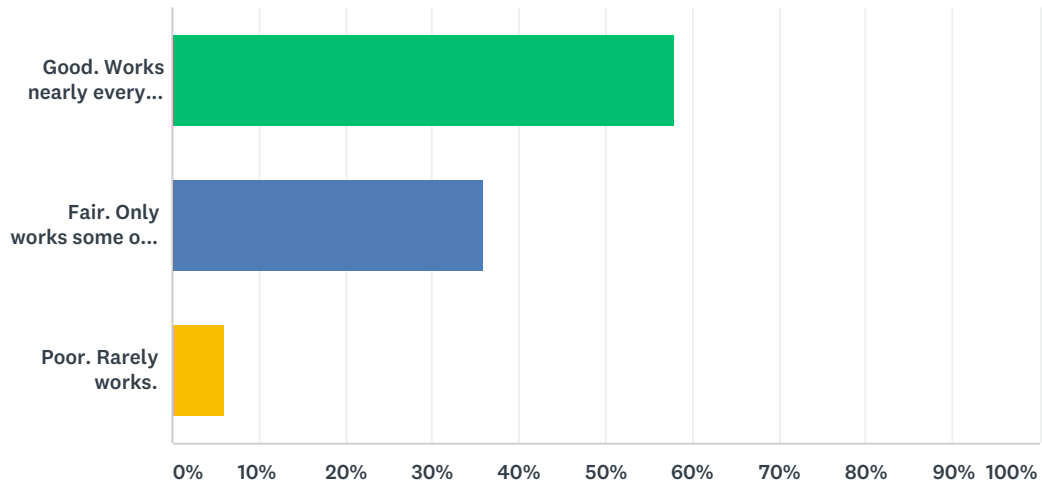
Answered: 124 Skipped: 444



ANSWER CHOICES	RESPONSES	
Rarely. I prefer to use my GREENbike card/fob or kiosk.	79.84%	99
Regularly. This is my preferred method for checking out a bike.	20.16%	25
TOTAL		124

Q10 What has your experience been using the app to checkout bikes?

Answered: 100 Skipped: 468



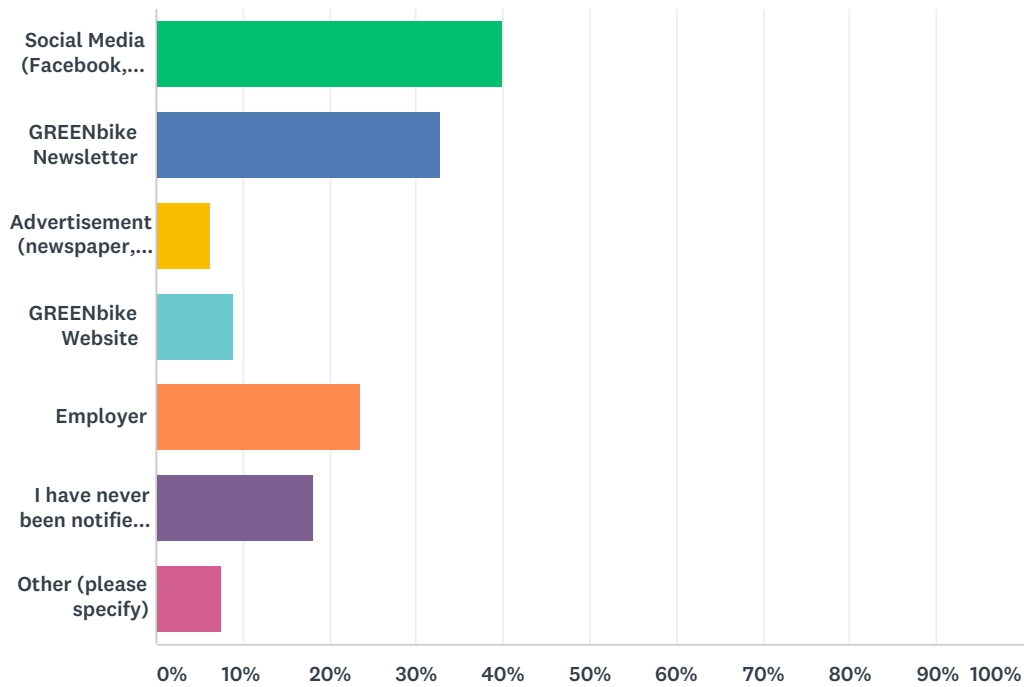
ANSWER CHOICES	RESPONSES	
Good. Works nearly every time.	58.00%	58
Fair. Only works some of the time.	36.00%	36
Poor. Rarely works.	6.00%	6
TOTAL		100

Q11 Anything else you'd like to share about the BCycle app?

Answered: 42 Skipped: 526

Q12 How do you typically hear about promotions, membership discounts, and upcoming events? (You can select more than one.)

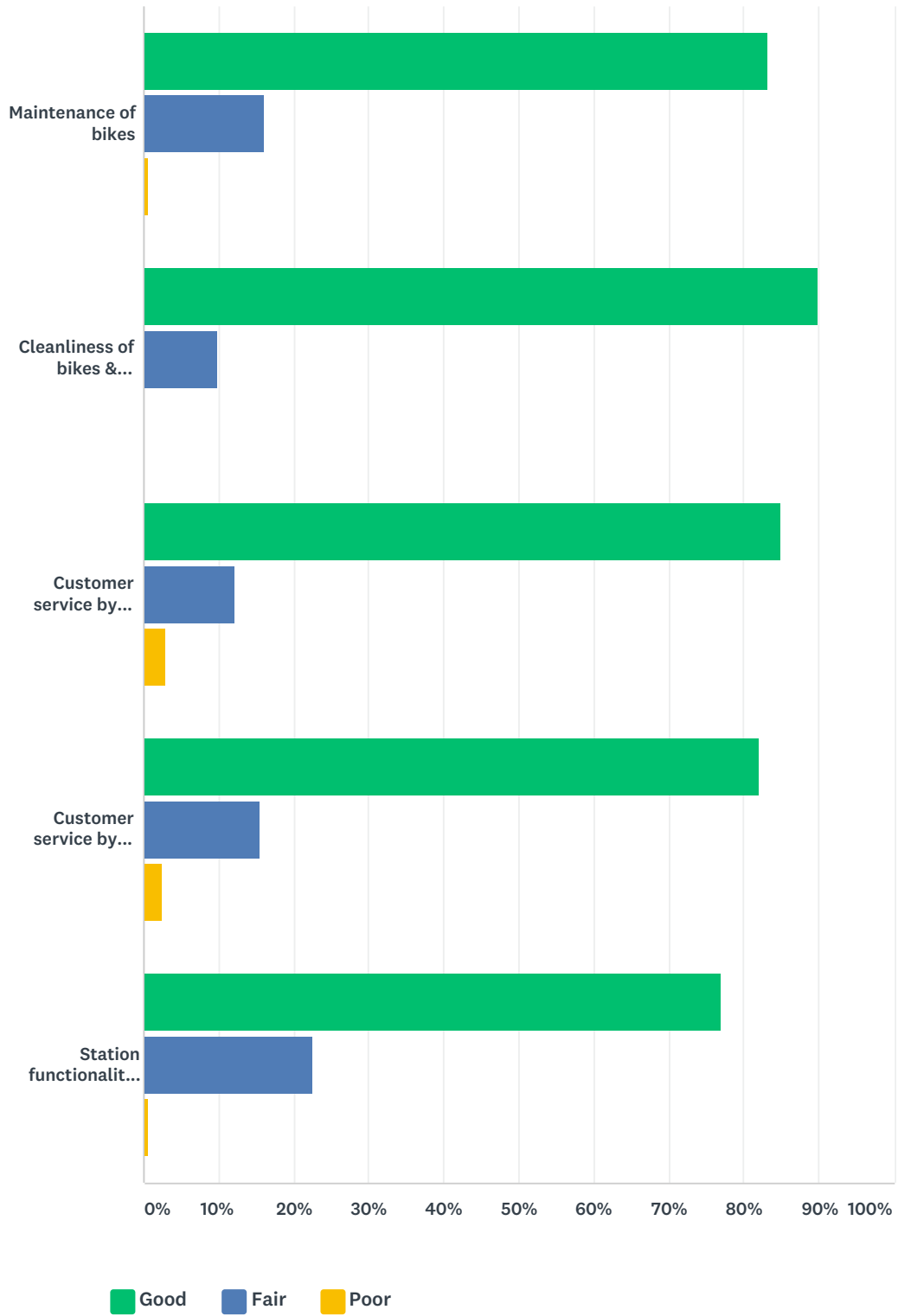
Answered: 380 Skipped: 188



ANSWER CHOICES	RESPONSES	
Social Media (Facebook, Twitter, Instagram)	40.00%	152
GREENbike Newsletter	32.89%	125
Advertisement (newspaper, magazine)	6.32%	24
GREENbike Website	8.95%	34
Employer	23.68%	90
I have never been notified of promotions	18.16%	69
Other (please specify)	7.63%	29
Total Respondents: 380		

Q13 How would you rate the following GREENbike features?

Answered: 380 Skipped: 188

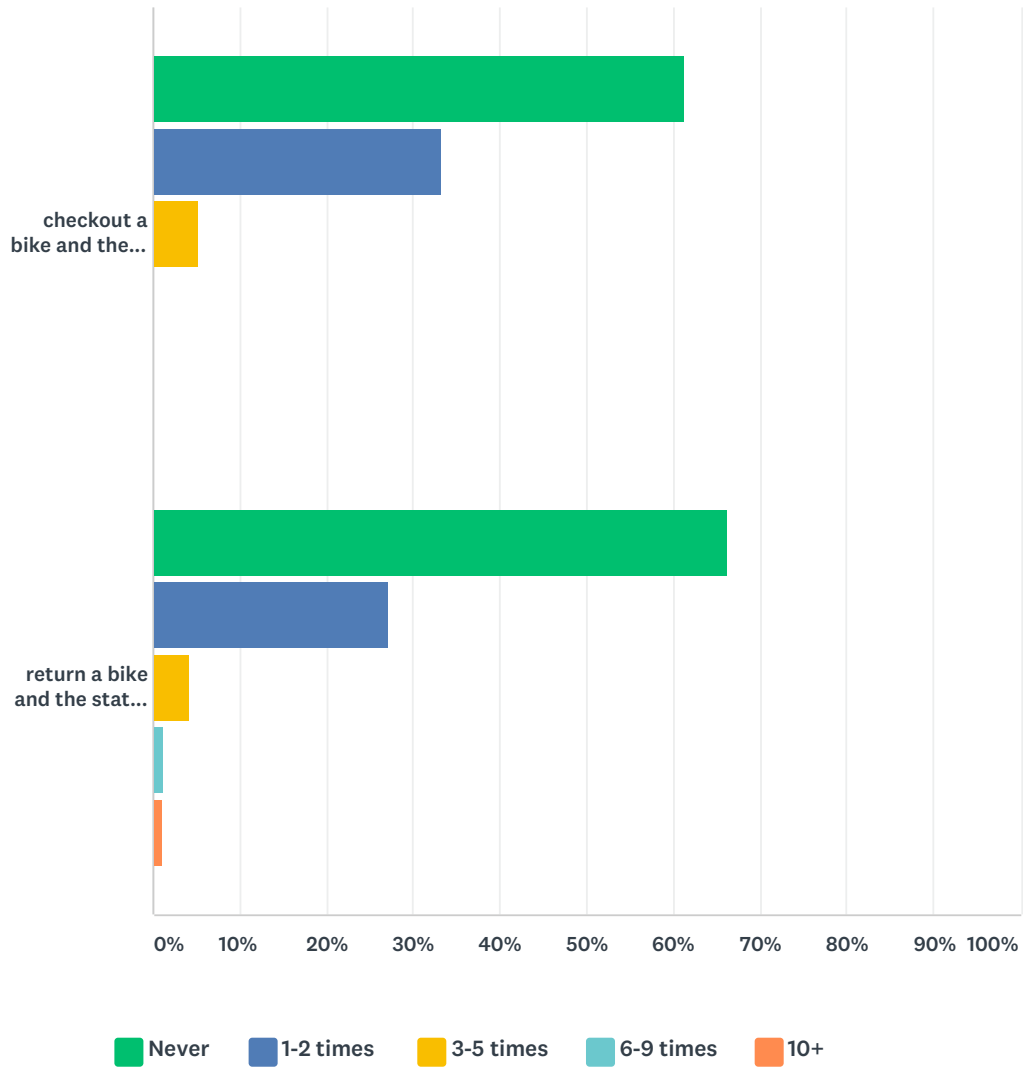


	GOOD	FAIR	POOR	TOTAL
Maintenance of bikes	83.29% 309	16.17% 60	0.54% 2	371

Cleanliness of bikes & stations	89.89%	9.84%	0.27%	376
	338	37	1	
Customer service by phone	84.88%	12.21%	2.91%	172
	146	21	5	
Customer service by email	82.05%	15.38%	2.56%	156
	128	24	4	
Station functionality (e.g. bike releases from the dock)	76.94%	22.52%	0.54%	373
	287	84	2	

Q14 How many times have you tried to. . .

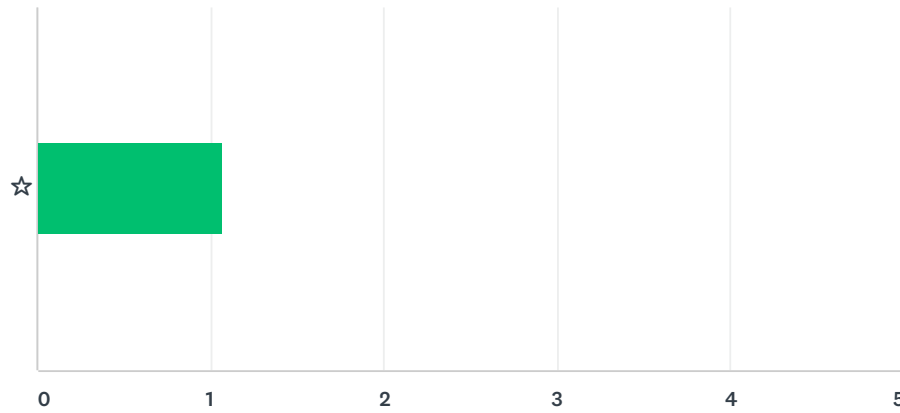
Answered: 381 Skipped: 187



	NEVER	1-2 TIMES	3-5 TIMES	6-9 TIMES	10+	TOTAL
checkout a bike and the station was empty?	61.21% 232	33.25% 126	5.28% 20	0.26% 1	0.00% 0	379
return a bike and the station was full?	66.32% 252	27.11% 103	4.21% 16	1.32% 5	1.05% 4	380

Q15 Please rate your overall experience using GREENbike.

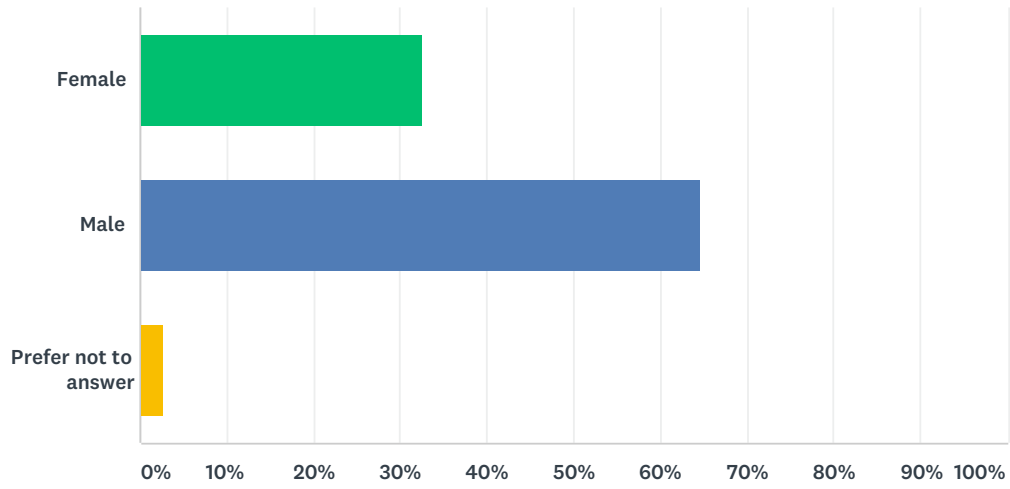
Answered: 377 Skipped: 191



	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
☆	93.63% 353	5.84% 22	0.53% 2	377	1.07

Q16 What is your gender?

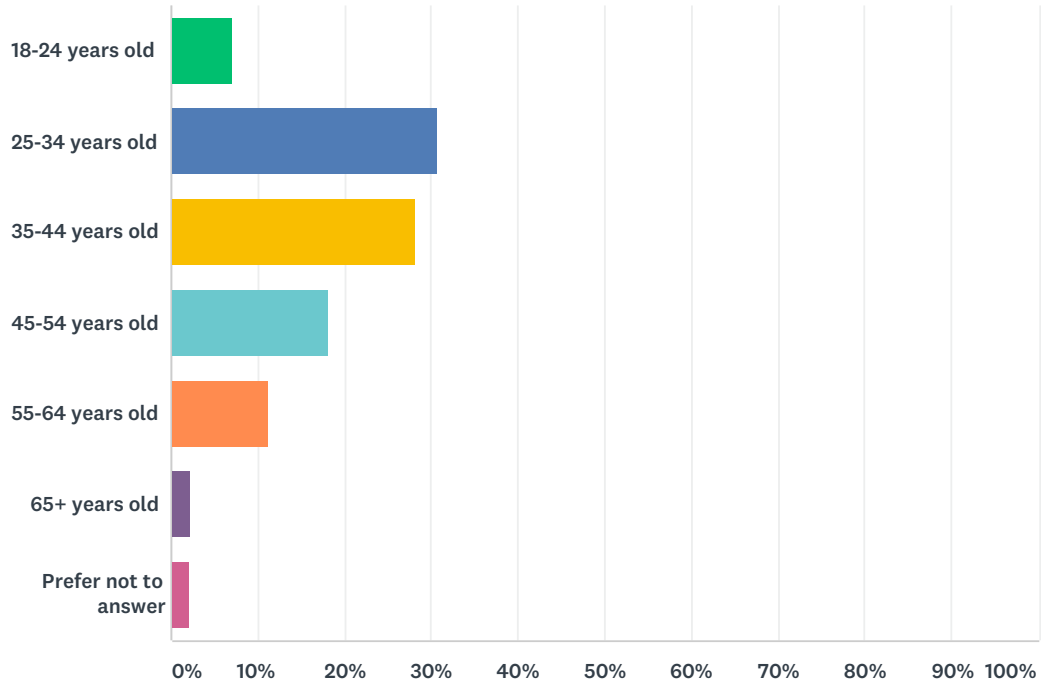
Answered: 380 Skipped: 188



ANSWER CHOICES	RESPONSES	
Female	32.63%	124
Male	64.74%	246
Prefer not to answer	2.63%	10
TOTAL		380

Q17 What is your age?

Answered: 380 Skipped: 188



ANSWER CHOICES	RESPONSES
18-24 years old	7.11% 27
25-34 years old	30.79% 117
35-44 years old	28.16% 107
45-54 years old	18.16% 69
55-64 years old	11.32% 43
65+ years old	2.37% 9
Prefer not to answer	2.11% 8
TOTAL	380