APPENDIX C:
BIKE SHARE USER SURVEY RESULTS
Q1 Which bike share company(s) did you rent from in the past 12 months in Seattle?

Answered: 3,544  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jump only (red)</td>
<td>16.08%</td>
</tr>
<tr>
<td>Lime only (green)</td>
<td>35.13%</td>
</tr>
<tr>
<td>Both Jump and Lime</td>
<td>44.81%</td>
</tr>
<tr>
<td>I did not rent a bike share in the past 12 months in Seattle</td>
<td>3.98%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th>Description</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>It was more likely a bike from that vendor was nearby when I needed one</td>
<td>39.12% 1,106</td>
</tr>
<tr>
<td>That vendor’s bikes were better maintained</td>
<td>22.43%  634</td>
</tr>
<tr>
<td>I preferred that vendors’ bikes</td>
<td>30.28%  856</td>
</tr>
<tr>
<td>That vendor is cheaper for me</td>
<td>18.61%  526</td>
</tr>
<tr>
<td>That company’s values more align with my values</td>
<td>10.19%  288</td>
</tr>
<tr>
<td>I already had an account and/or the smartphone app with that vendor</td>
<td>47.08% 1,331</td>
</tr>
<tr>
<td>I had a negative experience with the other vendor</td>
<td>7.64%  216</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>11.35%  321</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than one minute</td>
<td>8.62%</td>
</tr>
<tr>
<td>2-3 minutes</td>
<td>43.13%</td>
</tr>
<tr>
<td>4-5 minutes</td>
<td>33.93%</td>
</tr>
<tr>
<td>6-9 minutes</td>
<td>7.67%</td>
</tr>
<tr>
<td>10 minutes or more</td>
<td>4.40%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>2.25%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3,248</strong></td>
</tr>
</tbody>
</table>
Q5 Do you own a bike helmet?

Answered: 3,243  Skipped: 301

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>66.57%</td>
</tr>
<tr>
<td>No</td>
<td>33.43%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q6 Did you wear a bike helmet the last time you rode a bike share bike?

Answered: 3,249    Skipped: 295

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18.28%</td>
</tr>
<tr>
<td>No</td>
<td>81.72%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>63.29%</td>
</tr>
<tr>
<td>Female</td>
<td>32.14%</td>
</tr>
<tr>
<td>Gender(s) not listed here</td>
<td>0.93%</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>3.64%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>2,036</td>
</tr>
<tr>
<td>Female</td>
<td>1,034</td>
</tr>
<tr>
<td>Gender(s) not listed here</td>
<td>30</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>117</td>
</tr>
<tr>
<td>TOTAL</td>
<td>3,217</td>
</tr>
</tbody>
</table>
Q9 How old are you?

Answered: 3,199  Skipped: 345

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>0.75%</td>
</tr>
<tr>
<td>18-24</td>
<td>9.47%</td>
</tr>
<tr>
<td>25-34</td>
<td>35.89%</td>
</tr>
<tr>
<td>35-44</td>
<td>23.94%</td>
</tr>
<tr>
<td>45-54</td>
<td>16.79%</td>
</tr>
<tr>
<td>55-64</td>
<td>10.03%</td>
</tr>
<tr>
<td>65+</td>
<td>3.13%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
</tr>
</tbody>
</table>

City of Seattle Bike Share User Survey - 2019
Q10 What is your zipcode?

Answered: 2,803   Skipped: 741