

“59%

of bike share users said that
bike share was their catalyst
to start cycling again”

Scotland Bike Share Users Survey

www.como.org.uk

2020

2020 Survey Result Key Findings

THE GENDER SPLIT OF BIKE SHARE
USERS IS MUCH MORE EVEN THAN FOR
GENERAL CYCLING



41%

FEMALE

56%

MALE

(3% NON-BINARY/PREFER NOT TO SAY) (2020)

BIKE SHARE OFFERS A VALUABLE
OPPORTUNITY TO INCREASE PHYSICAL
ACTIVITY LEVELS



66%

REPORTED EXERCISE / PHYSICAL
HEALTH BENEFITS FROM USING THEIR
BIKE SHARE SCHEME

E-BIKES REDUCE CAR USE EVEN
MORE THAN CONVENTIONAL
BIKE SHARE



49%

ALMOST HALF OF RESPONDENTS
USING E-BIKES SAID THEY USED THEIR
CARS LESS OFTEN AS OPPOSED TO 32%
OF THE NON E-BIKE SAMPLE

BIKE SHARE IS A TOOL FOR
RE-ENGAGING CYCLISTS



59%

SAID THAT BIKE SHARE WAS THEIR
CATALYST TO START CYCLING AGAIN

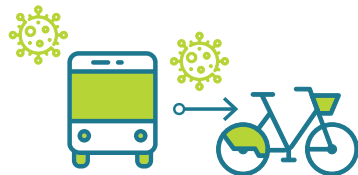
MENTAL HEALTH BENEFITS ARE MAJOR
REASON FOR USE OF BIKE SHARE



41%

REPORTED ON MENTAL HEALTH
BENEFITS AS REASON WHY THEY
CHOOSE TO USE BIKE SHARE SCHEMES

BIKE SHARE PROVIDED AN
ALTERNATIVE TO PUBLIC TRANSPORT
DURING THE PANDEMIC



29%

REPORTED USING BIKE SHARE AS AN
ALTERNATIVE TO PUBLIC TRANSPORT
AS A RESULT OF COVID-19



Foreword

2020 was a challenging year for everyone. Covid-19 significantly altered the way we travel and move around, and bike share was impacted in both positive and negative ways. The effects varied between the different schemes across the country. For example, Glasgow and Edinburgh maintained a high level of use during lockdown, providing a free or low-cost travel option for key workers and local residents, whilst Stirling saw increases in use later in the year as restrictions lifted.

The Scottish Bike Share Survey is a key tool for understanding the impacts of the country's bike share schemes. As Scotland director of CoMoUK, I am thrilled that we are publishing our second annual report focusing on the specific impacts in Scotland. There is a separate report which analyses responses from users across Britain as a whole. This report can be found on our [website](https://www.como.org.uk) or requested from info@como.org.uk.

As well as looking at the impact of Covid-19, this report examines the role of bike share in supporting health and wellbeing, triggering sustainable travel behaviours and encouraging modal shift.

Our research consistently finds that bike share is a catalyst for getting people cycling. In 2020, 59% of bike share users said that it was the trigger to get them cycling again, up from 44% in 2019.

During the pandemic we've seen how important it is to keep healthy and active. This research demonstrates that bike share can boost physical and mental health. Almost two thirds of respondents reported that their physical health improved after using a bike share scheme, and 41% said bike share had boosted their mental wellbeing.

The findings of the survey also show that bike share has provided an alternative to public transport during the pandemic. Over a third of respondents said that lockdown and the restrictions to public transport led them to sign up or start using their local scheme again.

The report demonstrates just how far-reaching the benefits of bike-sharing can be. The Covid-19 pandemic has presented many challenges but if this is the kind of progress that can be made during an extremely difficult year, it is exciting to think about the difference bike share can make as we come out of lockdown and begin the recovery.

Lorna Finlayson
Scotland Director



Covid-19 effects

The Covid-19 pandemic has undoubtedly had an impact on the use of bike share schemes. In the initial full lockdown in March, there was a dramatic decrease in use, as many people were confined to their homes and daily commutes reduced. The exception to this was travel by key workers, and the operators took steps to make fleets available where they were needed, for reduced or no cost to NHS staff and other essential workers. In many cases, their quick reaction provided a healthy and relatively Covid-safe lifeline to those without other travel options.

“ The bike share scheme has helped me immensely with my mental and physical health. Having access to these bikes in a way that is affordable and still allows me to get out for fresh air and exercise has been so valuable - especially during lockdown - for getting me outdoors and active. ”

Bike share has always been a tool to encourage people into cycling. This year, some areas brought in special promotions due to the pandemic to encourage use of the bike share scheme, which attracted more new users than usual. 34% of respondents said that the lockdown and restrictions to public transport led to them sign up or restart using their local scheme. A Scottish-Government-funded promotion to offer 30 minute free rides, stands out as the initiative which had the biggest impact, with 32% of Scottish respondents saying that the offer was a specific reason for signing up/ restarting to use the scheme.

“ I used to own a bike but had to sell it because there's no safe place to store a bike when living in a tenement flat. I can't drive and don't want to use public transport during Covid so the hire bikes are a convenient alternative! ”

In many areas, as restrictions lifted, use of the bikes increased beyond key workers, with many people using them for leisure, utility and trips to see family and friends. At a time when the government was asking people to avoid public transport, bike share offered a choice which provided fresh air and exercise which attracted new users and new trips.

“ Bike sharing and the promotions for free usage, especially those aimed at key workers, have made a great difference to the ease of getting to work during the pandemic for me - I have also been able to restart cycling for leisure and have not needed to get a bus or train since March. ”

The purpose of bike share trips shifted from previous years. Results show far fewer of the multi-modal trips typical of schemes in pre-Covid times; yet they do indicate that schemes were still triggering increases in cycling, exercise benefits and reduction of car trips.



32%

OF SCOTTISH RESPONDENTS ATTRIBUTED THEIR USE OF BIKE SHARE TO THE 30 MINUTE FREE RIDE PROMOTION.

“ I'm a teacher and was working from home during the pandemic. The bikes helped my mental health as I was able to use them for free and it was a great way to break up the day and explore my area from a different angle! ”



Methodology

The Bike Share Users Survey is produced by CoMoUK in conjunction with bike share operators and local authority representatives. It was distributed via email and social media, to users of schemes in 3 cities in Scotland, by nextbike and Serco, between the 2nd June and 21st September 2020.

As in previous years, as an incentive, respondents were given the opportunity to enter a prize draw to win one of five £50 shopping vouchers.

The results were analysed and verified in conjunction with Dr Sally Cairns of Sally Cairns & Associates Ltd.

In all cases, where questions were left blank, responses are reported as the percentages of those who answered the question.

Survey responses

In total, 830 Scottish responses were received, compared to 799 in 2019. Given this year has been dominated by the Covid-19 pandemic, the response rate is higher than might have been expected. The responses were from Glasgow (68%), Edinburgh (31%) and Stirling (1%).

302 respondents reported that they used a shared electric bike, and their responses are analysed separately in some instances.

Of those responding, 84% of users had joined a scheme in the last 3 years; 38% in 2020, 26% in 2019 and 20% in 2018. It is likely that people are more interested in sharing their views when the scheme is relatively new to them, as with previous surveys.

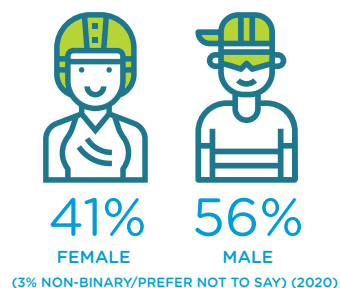


Demographic of bike share users

The gender split for bike share users, as indicated from the 2020 survey, was 56% male, 41% female and 3% non-binary or prefer not to say. This is more balanced than in 2019 which had 59% male, 38% female and 3% non-binary or prefer not to say.

These figures can be compared to the [Scotland Household Survey](#) which indicates that far fewer women cycled in the last 4 weeks than men (women 9%, men 17%).

THE GENDER SPLIT OF BIKE SHARE USERS IS MUCH MORE EVEN THAN FOR GENERAL CYCLING



Age

Users were aged between 16 and 74 with the majority in the 25-54 category (76%), including 38% in the 25-34 group, 24% in the 35-44 group and 14% in the 45-54 group. 16% were younger than 25, whilst 8% were aged 55 or over.

Ethnicity

The percentage of respondents who identified as White British was 63% in 2020, similar to 2019, so the high proportion of other ethnic backgrounds has been maintained since last year. 20% selected the category "white other"; 6% identified as Asian / Asian British (4% in 2019); 2% as "mixed multiple ethnicity" (3% in 2019) and 9% as other ethnic groups.

Employment

62% of respondents stated they were employed (66% in 2019); 17% were students; and 1% were retired. 5% were unemployed. (The remaining 4% indicated 'other'.)

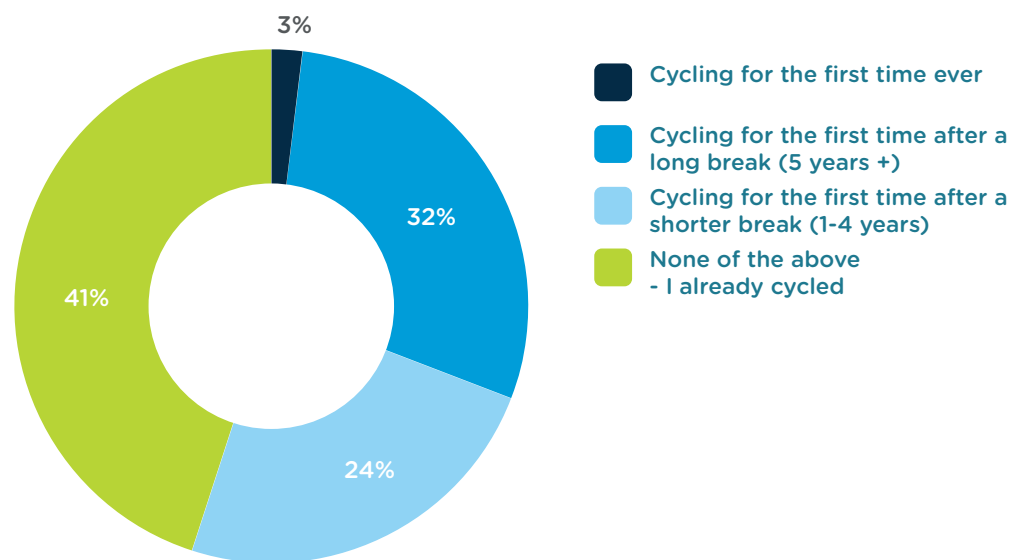
Responses were received from all income groups. Of those who answered the question about individual personal income (50%), 30% (up from 26% in 2019)

were on an income of less than £20,000, including 15% of the total who were on an income of less than £10,000. These statistics could reflect the economic changes being felt as a result of the Covid-19 pandemic, and indicate that bike share is an affordable transport option for many people.



Potential to attract new cyclists

The survey results have consistently shown, over the five years it has run, that bike share is a catalyst to re-engaging with cycling. In the 2020 results, 59% of Scottish respondents (up from 44% in 2019) said that joining the scheme was a catalyst to them cycling for the first time in at least a year. This includes 32% who hadn't ridden for 5 years or more and 3% who were new to cycling. Meanwhile, the number stating that they were already cycling has dropped from 56% in 2019, to 41% in 2020.



When looking at the gender split of responses to the question, the results show that a higher proportion of women (68%) have started cycling for the first time or after a 5+ year break than men (54%).

“

I took the plunge and decided to learn to ride a bike, as an adult, in 2019. This was partly as a challenge to myself, to overcome the fear and partly because I wanted to have a greener way of travelling. Once I'd grasped the basics, I made good use of the Just Eat bikes in Edinburgh. Without such easy and affordable access to a bike, and lots of great cycle routes in the city, I probably wouldn't have taken to cycling. Now I'm traveling up to 30 miles using my own bike and absolutely love it. I still use Just Eat bikes on occasion for hassle free and worry free short hops around the city.

”

“

It's very handy to use the bikes and not have to worry about locks or bike lights. I also really appreciate not having to carry my bike up and down the stairs of my tenement!

”

BIKE SHARE IS A TOOL FOR RE-ENGAGING CYCLISTS



59%

SAID THAT BIKE SHARE WAS THE CATALYST TO START CYCLING AGAIN

2020 promotions

The survey asked an additional question about whether people had signed up/started using a bike share scheme for various reasons (it was possible to choose more than one reason). 34% of respondents said that the lockdown and restrictions to public transport led them to sign up or restart using their local scheme. CoMoUK instigated a range of promotions, which offered free trips and discounted passes for users in Glasgow and Edinburgh. The promotions were funded by Transport Scotland via the Smarter Choices,

Smarter Places fund, which is administered by Paths for All. Cycling Scotland also funded a promotion in Stirling. The 30 minutes free ride promotion and discounted 'back to work' pass stand out as the initiatives which had the biggest impact, with 32% of Scottish respondents at least partly attributing their use of the scheme to these offers. This breaks down to 37% of Glasgow respondents, 20% of Edinburgh and 13% of Stirling respondents. Specific analysis of the promotional passes and associated use of the bike share schemes, are given below.

COVID LOCKDOWN AND RESTRICTIONS TO PUBLIC TRANSPORT
34%

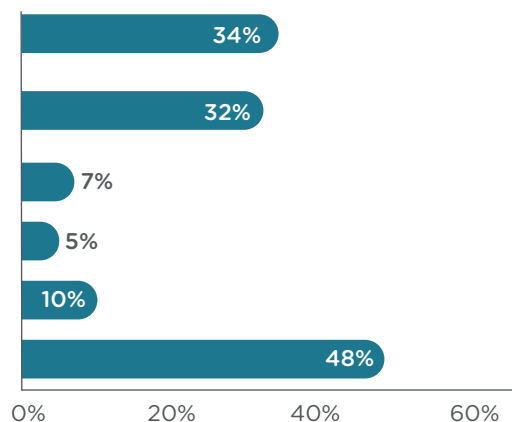
THE 30 MINUTE FREE RIDES PROMOTION (GLASGOW, EDINBURGH, MILTON KEYNES, STIRLING)
32%

THE £10 POUND BACK TO WORK MONTH PASS (EDINBURGH)
7%

NHS / KEY WORKER PROMOTION (VARIOUS LOCATIONS)
5%

ANOTHER SPECIAL OFFER
10%

NONE OF THE ABOVE / OTHER
48%



(NB respondents can choose more than one option)
Total Respondents: 814

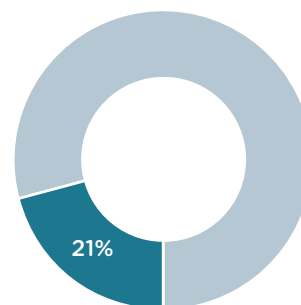
Glasgow

After the initial lockdown period was over, over the period June to September, Glasgow saw an uplift in trips of an average of 21%. The funded special offers had an impact on attracting new people into use of bike share. In Glasgow, 69,456 passes were redeemed which resulted in an uplift in "unique users", which was nearly double that of 2019 (88% average over the 4 months).

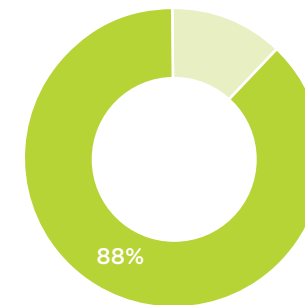
As the trip numbers didn't increase at the same rate this may indicate that some existing customers (most likely previously commuting several days a week) were not riding as often, whilst both new and existing riders were doing more occasional leisure and utility trips. The success of the scheme has led to it being extended until the end of March 2021, which will hopefully continue to attract new users and embed longer term behavioural change.

FREE RIDE PASSES: GLASGOW

% increase in trip numbers, compared with 2019



% increase in unique users, compared with 2019



Average increase over periods June to September

Edinburgh

In Edinburgh, a total of 6,436 '30-minute free ride' funded trips were made and 17,996 trips were made using the multi-use 'back to work' passes.

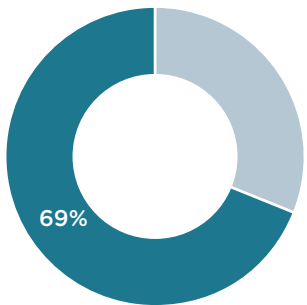
The passes cost £10 and gave riders four-month unlimited access to the scheme to encourage long-term uptake of cycling.

These initiatives combined resulted in even higher increases in the number of trips than in Glasgow.

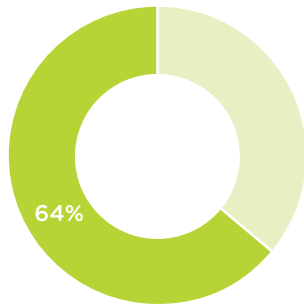
On average over the 4 month period there was a 74% increase in trips. The uplift in riders was lower than Glasgow but still an impressive 64%. These figures have been adjusted to allow for the increase in fleet numbers since 2019. The results show that the combination of passes in Edinburgh have attracted new people to cycling as well as encouraging repeat use.

FREE RIDE PASSES: EDINBURGH

% increase in trip numbers,
compared with 2019



% increase in unique users,
compared with 2019



Average increase
over periods June
to September
(pro-rated
to adjust for
increased fleet)



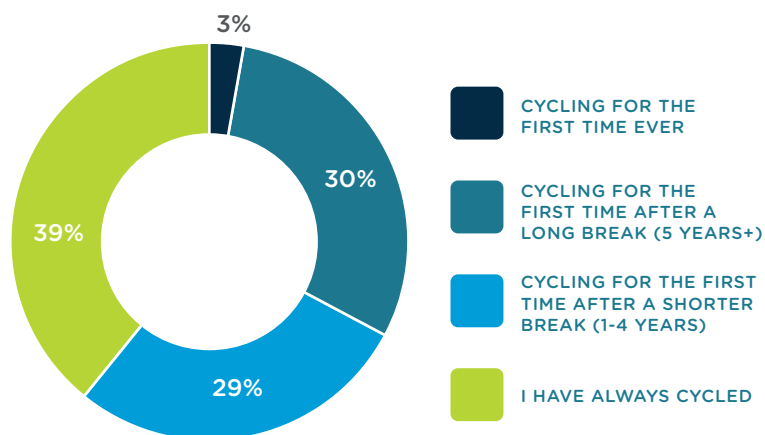
Catalyst to cycling

Many people started cycling again as a result of these promotions. For example, of those Scottish respondents who said they started using the bike share scheme as a result of the 30 minutes free rides promotion, 61% of these riders were not already cycling. 3% started cycling for the first time, 29% for the first time after a 5+ year break and the remaining 29% after a shorter break of 1-4 years.



61%

61% OF THOSE WHO GAVE THE FREE RIDES PROMOTIONS AND 'BACK TO WORK' PASS AS A REASON FOR STARTING TO CYCLE DURING LOCKDOWN, HADN'T CYCLED FOR A YEAR OR MORE



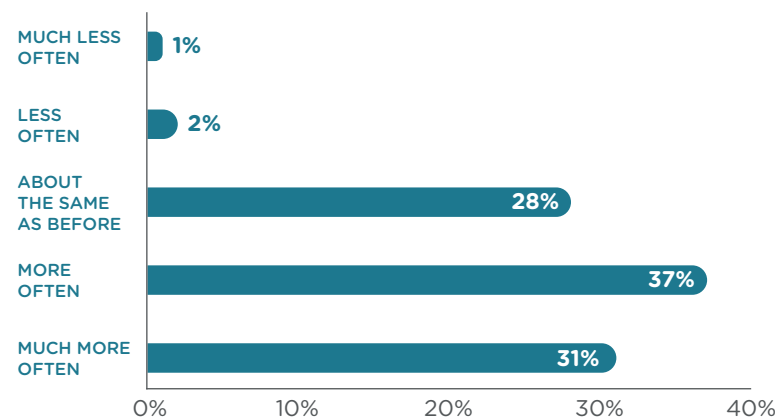
Increasing cycling trips

The survey asked whether users had changed the amount they cycle since they started using the scheme. Consistent with previous years, two thirds (68%) reported an increase, with 37% stating that they are cycling more often and a further 31% choosing the option indicating that they are cycling "much more often."

In some cases, bike share triggers users to go on to buy their own bike - 13% of respondents said they had bought a bike since joining. Given that a further 33% reported they already own a bike, it appears that, for many people, personal bike ownership and use of a bike share scheme are complementary and used for different types of trips rather than being alternatives to each other.

Meanwhile, 8% of respondents said they owned a bike but it was in disrepair, 4% said they disposed of a bike since joining, 39% did not own a personal bike and 3% of respondents said that none of the categories offered properly described their current bike ownership.

Change in cycling levels since using bike share



BIKE SHARE IS A COMPLEMENT TO OWNERSHIP



12%

OF USERS WENT ON TO BUY A BIKE

37%

USE A PERSONAL BIKE AS WELL AS BIKE SHARE

Health benefits

There is a large amount of evidence to support the theory that bike share increases physical activity and has positive impacts on both mental and physical health.

49% of respondents said that the bike share scheme had contributed to them reaching the Government's recommended 2.5 hours a week or more of moderate or vigorous physical activity in the last week, with 23% reporting that it was 'all' or a 'major part' of the physical activity they had done.

Indeed, in a separate question, 19% of respondents reported that use of the bike share scheme is the only moderate to vigorous exercise they get on a regular (weekly) basis.

“
I use the scheme to help with well-being and mental health
”

As highlighted in the next section, 66% (52% in 2019) specifically reported on exercise/physical health benefits, and 41% (31% in 2019) reported on mental health benefits, as reasons why they choose to use their bike share scheme. These figures are an increase compared to last year, possibly illustrating the impact of Covid-19 on health awareness and/or motivations for cycling.

“
The bike share scheme has helped me immensely with my mental and physical health. Having access to these bikes in a way that is affordable and still allows me to get out for fresh air and exercise has been so valuable - especially during lockdown - for getting me outdoors and active.
”

BIKE SHARE OFFERS A VALUABLE OPPORTUNITY TO INCREASE PHYSICAL ACTIVITY LEVELS



66%

REPORTED EXERCISE / PHYSICAL HEALTH BENEFITS FROM USING THEIR BIKE SHARE SCHEME

MENTAL HEALTH BENEFITS ARE MAJOR REASON FOR USE OF BIKE SHARE



41%

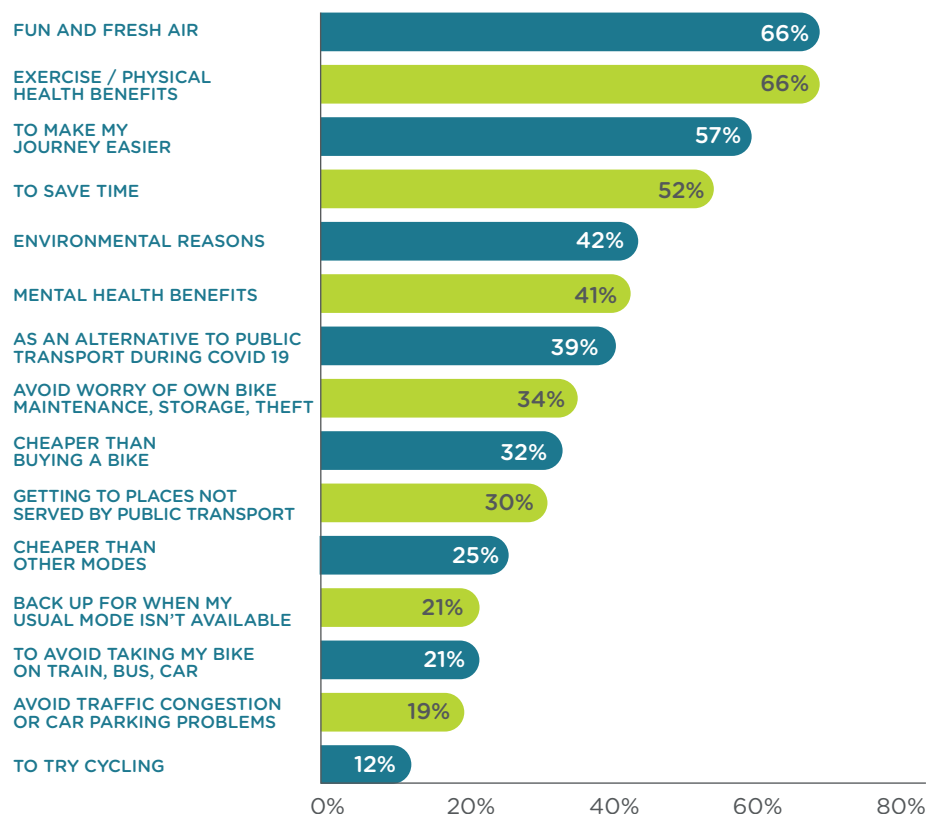
REPORTED ON MENTAL HEALTH BENEFITS AS REASON WHY THEY CHOOSE TO USE BIKE SHARE SCHEMES



Personal benefits of opting to travel by bike share

Respondents were asked to choose 'all that applied' from a list of reasons for using the bike share scheme. The 2020 survey results were similar but slightly different to previous results. 'Fun and gaining fresh air', 'making travel easier' and 'exercise' were the top three reasons for choosing bike share. 'Time savings'

reduced in importance as a reason (61% in 2019, 52% in 2020), possibly due to less commuting trips in lockdown. The new option added to the survey this year - using bike share as an alternative to public transport during the Covid-19 pandemic - was chosen by 39% of respondents.



“ I use the bike share as my main mode of transport mainly for personal business and leisure. What I like about the scheme the most is that I do not need to take my bike (and maintain it), and the scheme also gives me the freedom to change the mode of transport to train or bus in case the weather changes and it starts raining heavily. ”

“ I'm a big fan of the bike share service. I live on the top floor of a flat and so not having to carry my bike upstairs and store is a big plus. I have an annual subscription and this has meant I use the service far more than I originally thought. It's very convenient. ”

“ The bike share scheme has enabled me to reach work, education and leisure destinations under time pressure with little/no stress. ”

“ I use the bikes usually when I'm making a one way journey e.g. to a train station to leave town. ”

Trip purpose

Respondents were asked how often they use bike share for a range of different journey purposes. The responses in 2020 are likely to be greatly affected by the Covid-19 pandemic which led to many people working from home during the time of collecting responses, (2nd June – 22nd September).

The 2020 results show that the main trip purposes were leisure trips (63% did this at least once a month), personal business such as visiting the shops

(54% of users did this at least once a month) and visiting family and friends, (49% did this at least once a month).

23% of respondents used a bike to travel to work at least once a week, down from 31% in 2019.

BIKE SHARE WAS USED AS A COVID-SAFE MEANS TO DO LEISURE TRIPS AND RUN ERRANDS



Car use and previous mode

Users were asked which mode they would have used for their last trip if bike share wasn't an option. Respondents could choose more than one option in case it was a multi-modal trip. The results for all cities combined were:

- 50% previously walked for some/all of their trip
- 27% were using the bus, and 25% switched from the train, light rail or underground,
- 14% wouldn't have done this trip before

- 10% previously used their own bike
- 27% said they previously travelled by car (driver 9%) (passenger 4%) or taxi (14%)

A separate question asked whether respondents had changed the amount they use their car as a result of using bike share. 26% said they were using their car less and 15% said much less, making a total of 41% reducing their car use. Only 2% of respondents said they use their car 'more often', or 'much more often'. The remaining respondents were using their car about the same amount.

“

I mainly use the bike share scheme to replace short car and bus journeys around Glasgow and Stirling. I do this to create less carbon emissions from my travel and to have greater flexibility about when I make these journeys. It's cheaper than getting a bus or train and easier to park than a car

”

BIKE SHARE REDUCES CAR USE



27%

RESPONDENTS WOULD HAVE MADE THEIR LAST TRIP BY CAR (DRIVER OR PASSENGER) OR TAXI, IF BIKE SHARE HAD NOT BEEN AVAILABLE

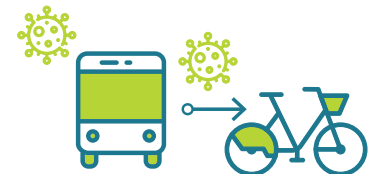
BIKE SHARE REDUCES CAR USE



41%

OF BIKE SHARE USERS HAVE REDUCED THEIR CAR USE AS A RESULT OF JOINING A BIKE SHARE SCHEME

BIKE SHARE PROVIDED AN ALTERNATIVE TO PUBLIC TRANSPORT DURING THE PANDEMIC



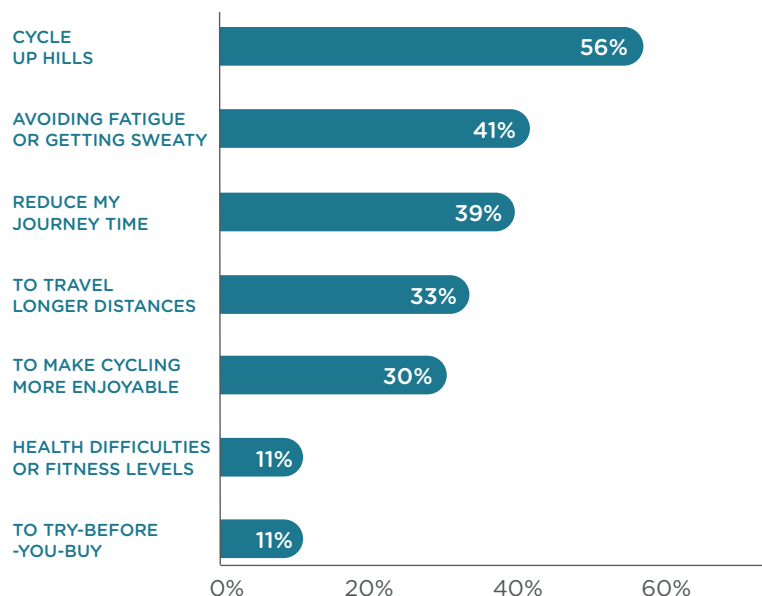
29%

REPORTED USING BIKE SHARE AS AN ALTERNATIVE TO PUBLIC TRANSPORT AS A RESULT OF COVID-19

Electric bikes in bike share

This year, more bike share schemes have e-bikes in their fleet than ever before. We asked those who rode e-bikes to indicate their main reasons for choosing them.

The range of reasons chosen by the 323 respondents was broad, from being able to ride for longer, avoiding getting sweaty, to tackling hills, saving time and increasing the fun of cycling.



The demographics showed there were no significant age differences between e-bike riders and the whole group, indicating their appeal to all generations.

Electric bikes and car use

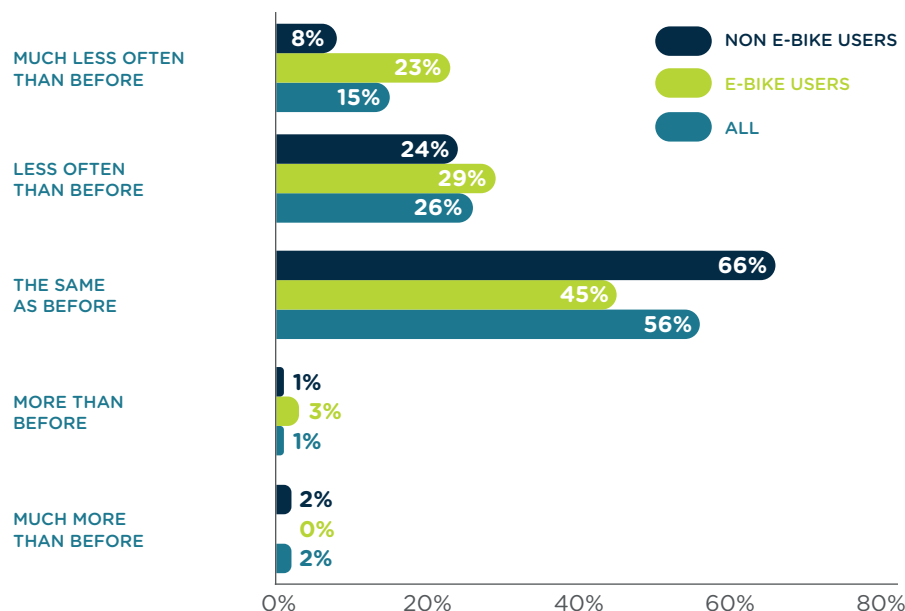
The extent to which people were able to reduce their car use was higher for those with access to electric bikes in their scheme. 52% of respondents reported that they were using their cars less often as a result of using an e-bike share (29% less often, 23% much less often), compared to 32% of non e-bike users, (24% less, 8% much less).

E-BIKES REDUCE CAR USE EVEN MORE THAN CONVENTIONAL BIKE SHARE



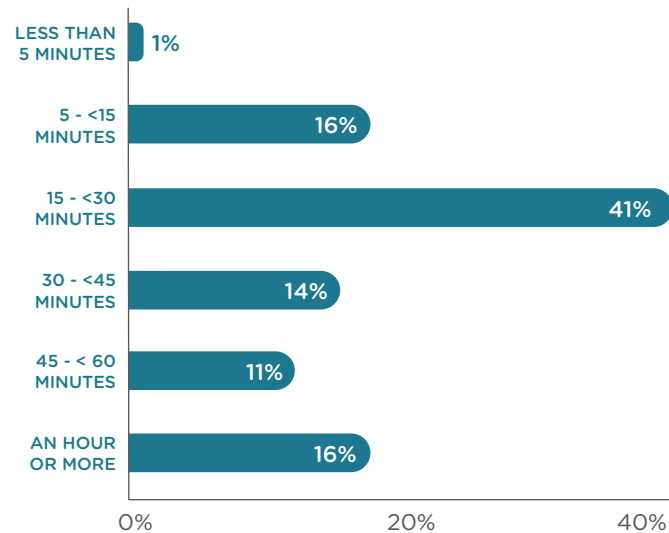
49%

ALMOST HALF OF RESPONDENTS USING E-BIKES SAID THEY USED THEIR CARS LESS OFTEN AS OPPOSED TO 32% OF THE NON E-BIKE SAMPLE



Trip length

In terms of the trips made using bike share, the most frequent response was 15-30 mins (41%) but with similar numbers riding for 5-15mins (16%) and 30-45 mins (14%). Often membership and daily passes include the first 30 minutes which will influence travel time. However, overall, there were more reports of longer rides than in previous years. The length of trip time for e-bike users was similar but they can, of course, cover longer distances in the same time period.

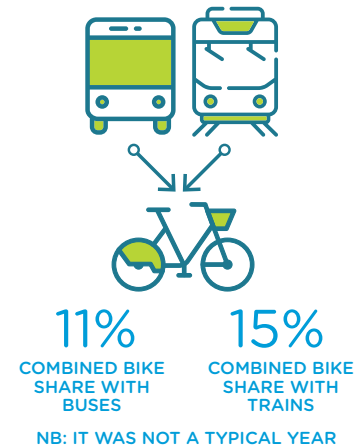


Multi modal trips

Prior to the Covid-19 pandemic, bike share was a useful tool to add flexibility and convenience to journeys and was often used either side of public transport to start or complete the trip. In 2019, 19% of users combined their travel with bus and the

same number combined with train travel. In 2020, with restrictions or reluctance to use public transport due to the risk of catching the virus, these figures are down to 11% with bus and 15% with train, light rail or underground.

BIKE SHARE ENABLES USE OF PUBLIC TRANSPORT BY OFFERING A LAST MILE SOLUTION



Customer satisfaction

When asked to rate the different aspects of the public bike share service, respondents could indicate that they were satisfied, dissatisfied or neutral.

The majority of elements were rated as 'very' or 'fairly satisfactory' by at least 65% of respondents. The lowest ranking items were gears, baskets and the coverage of bikes across the city (each had 65% very or fairly satisfied).

In 2019, 25% said they were dissatisfied or fairly dissatisfied with coverage, reducing slightly to 21% in 2020. However, for all other aspects of the scheme, very few said they were dissatisfied (with an average of 8% reporting dissatisfaction across all other aspects).

Non-users

For those yet to use the service (only 94 respondents), they were asked for the main reasons. The top reason was inconvenient location of the bikes (27%), followed by the arguments that they had not got around to it yet (23%), had used their own bike instead (20%), or had concerns about the health risks of Covid-19 (14%).



Use of other shared mobility services

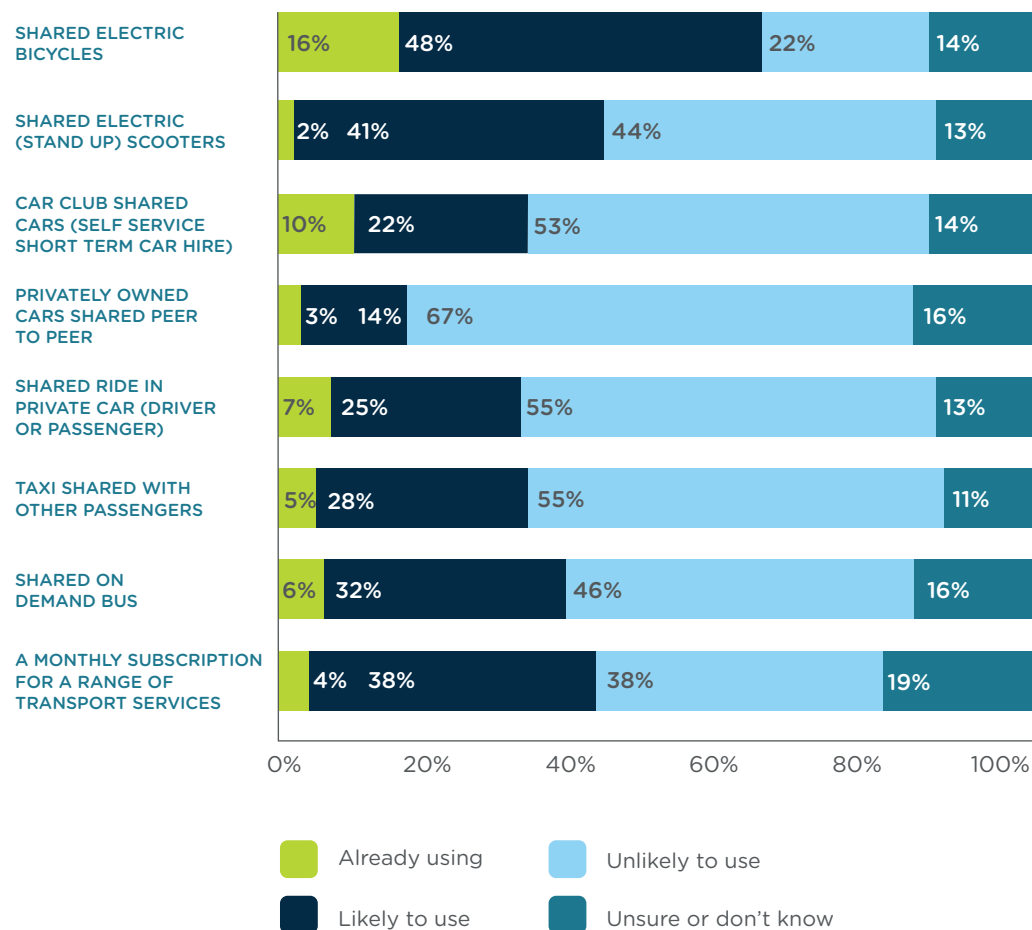
Respondents were asked about how likely they were to use other shared mobility services, with the options of 'already using it', 'likely to use', 'unlikely to use' and 'unsure/don't know'.

E-bikes were seen as a popular option with 64% saying they already use them or were 'likely to use' them if offered in a shared scheme. As in previous years, this question evoked a slightly strange response, with only 16% respondents reporting they were already using e-bikes, even though over a third of the sample report doing so via bike share. This implies that respondents may be interpreting this to mean some kind of alternative e-bike offering.

The use of shared electric scooters gave a split response, with 44% being keen to use and 41% saying it was unlikely. 13% were unsure.

The interest in using car-based sharing modes remained positive despite worries about Covid-19 risks. 22% of people said they were likely to use car clubs (10% using already) and 25% were likely to use 2+ car sharing (7% already using). Peer-to-peer sharing the use of private cars was least popular at 14%, but, as with many of the modes, a relatively high proportion (16%) said they were unsure. Demand responsive bus services remained popular, with 32% showing interest.

How likely are you to use the following types of transport (if they were available in your area)?



Shared (stand up) e-scooter trials are taking place in some UK cities this year. Respondents were asked if they had the choice of completing a trip by bike share or e-scooter, which they would choose.

Bike share remained popular with 50% opting for pedal or e-bikes. 26% opted for using a mix of the modes which is something that has been seen in other countries but depends on other factors, such as trip length. 13% opted for an e-scooter, whilst 11% were unsure.

BIKE SHARE USERS ARE LIKELY TO USE OTHER SHARED MOBILITY SERVICES



22%

SHARED
ELECTRIC BIKES



28%

NON-ELECTRIC
BIKE SHARE



13%

SHARED
ELECTRIC SCOOTERS



26%

A MIX OF BIKE SHARE
AND E-SCOOTERS



11%

NOT SURE

“

I live in Edinburgh and work as a lawyer, currently from home. The bike share scheme has replaced taking lots of taxis for me for the purposes of visiting friends and going to church and to other city centre locations. I have also gone on cycle paths I had never been on before to see the sea at Cramond, Portobello etc, which has been great. It has got me into cycling and I am looking to buy my own bike now!

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It's fantastic to see the city alive with cyclist of all ages, genders, backgrounds. It truly reflects the vibrant mix of our population. Amazing seeing people taking gentle rides in the park - just getting the hang of cycling again.

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I love it, and know a lot of people who have only got into cycling through it.

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I started cycling in lockdown and it was a lifesaver. I think there should be some free tutorials for new cyclists to learn the road rules.

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I first used Nextbike after a 15+ year break from cycling. The first time was a bit terrifying but my old love of cycling soon came back to me. Now I cycle several times a week. It's helped me to become more confident as a cyclist. I use it around the park and along designated cycle paths, and sometimes I even brave the roads! I'm now looking into getting a bike of my own but I think having Nextbike in the city is a great solution to make cycling a more visible alternative to other less environmentally friendly forms of transport. Also, it's fun! I do not have any storage space for a bike. I would also feel concerned about maintenance. I generally use the bikes at weekends or summer evenings for leisure/fitness purposes.

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I love cycling and own a very good and fast bike myself I often use. However, what I like about the scheme is that if I use a bike, I'm more flexible with my plans and my journey. E.g. I can cycle to meet my friends and then walk with them someplace else afterwards without having to take a bike around with me, or can accept a lift back.

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