

How did you first find out about Long Beach Bike Share?

136 out of 136 people answered this question

1	Saw a Long Beach Bike Share station	90 / 66%
2	Friend/family member/co-worker	14 / 10%
3	Social media	9 / 7%
4	Employer/info at work	8 / 6%
5	Saw someone riding a Long Beach Bike	5 / 4%
6	Event	3 / 2%
7	Print or online media (newspaper, blog, tv spot)	3 / 2%
8	Long Beach Bike Share website	2 / 1%
9	Don't recall	1 / 1%
10	Other	1 / 1%
11	Discount or promotion	0 / 0%

How often do you use Long Beach Bikes?

135 out of 136 people answered this question

1	I've only used Long Beach Bike Share once	47 / 35%
2	A few times per year	36 / 27%
3	Few times per month	24 / 18%
4	Few times a week	14 / 10%
5	Daily/Nearly Daily	8 / 6%
6	Only on the weekend	4 / 3%
7	I haven't used the system yet	2 / 1%

What types of trips do you take on Long Beach Bikes?

134 out of 136 people answered this question

1	Exercise/recreation	79 / 59%
2	Socializing/entertainment/going out	55 / 41%
3	Sightseeing	51 / 38%
4	Shopping and errands	23 / 17%
5	To commute to or from work or meetings	16 / 12%
6	To connect to light rail, bus, or other transit	10 / 7%
7	Other	6 / 4%
8	To commute to or from school	0 / 0%

What barriers, if any, prevent you from using bike share as much as you'd like?

120 out of 136 people answered this question

1	Other	37 / 31%
2	No stations near my home, work/school, or other destinations (please see question 5)	33 / 28%
3	Financial constraints	29 / 24%
4	Lack of bike infrastructure where I want to ride	16 / 13%
5	Driver behavior	12 / 10%
6	Daily minutes in membership	11 / 9%
7	Bikes not available	9 / 8%
8	Availability of helmets	6 / 5%

Which of the following would make you choose bike share as a transportation option more often?

115 out of 136 people answered this question

1	More stations in residential neighborhoods	43 / 37%
2	Expanded daily ride time.	31 / 27%
3	Better bike infrastructure in the city	27 / 23%
4	More stations in commercial areas	23 / 20%

5	Other	17 / 15%
6	More bikes available in the system	9 / 8%
7	More racks at current stations	6 / 5%
8	More stations in downtown Long Beach	6 / 5%
9	education classes more available More	4 / 3%
10	stations near schools	1 / 1%

Please select your age range.

133 out of 136 people answered this question

1	25-34	40 / 30%
2	45-54	39 / 29%
3	35-44	22 / 17%
4	55-64	20 / 15%
5	19-24	6 / 5%
6	65+	5 / 4%
7	16-18	1 / 1%

Signing up for an account

133 out of 136 people answered this question

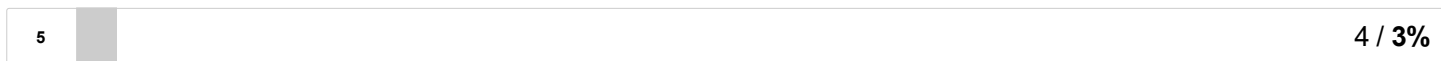
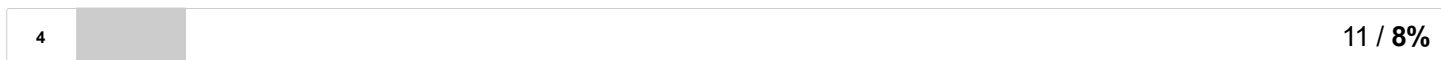
Average: 1.89

1	2	3	4	5
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Very easy

Very difficult

1	71 / 53%
2	25 / 19%
3	22 / 17%



Finding a bike or station

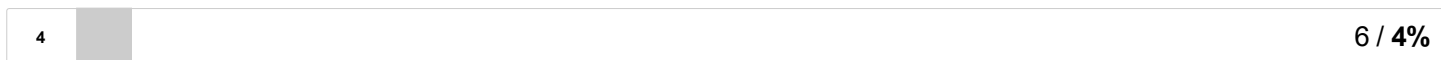
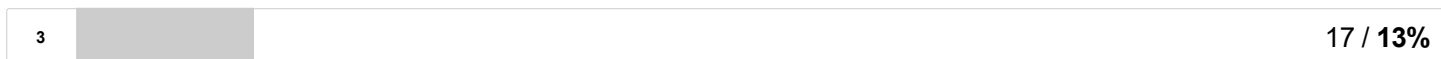
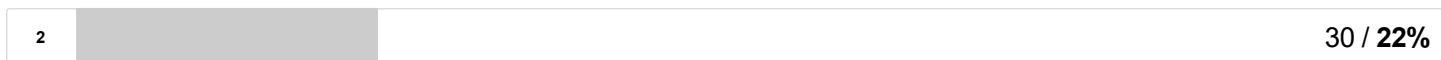
134 out of 136 people answered this question

Average: 1.67



Very easy

Very difficult



Plan options and pricing information

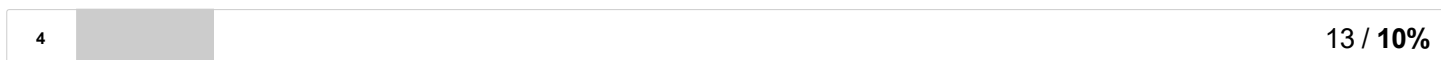
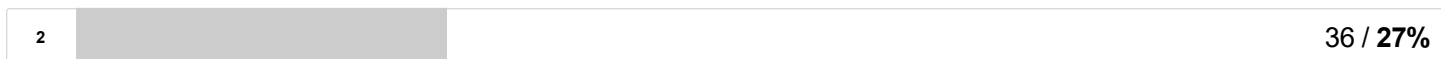
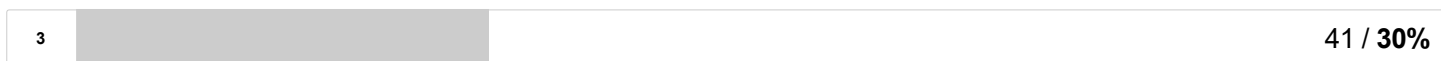
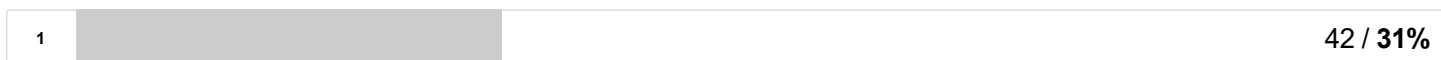
135 out of 136 people answered this question

Average: 2.25



Very easy

Very difficult



Overage fees

134 out of 136 people answered this question

Average: 2.52

1	2	3	4	5
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Very easy

Very difficult



Locking a bike

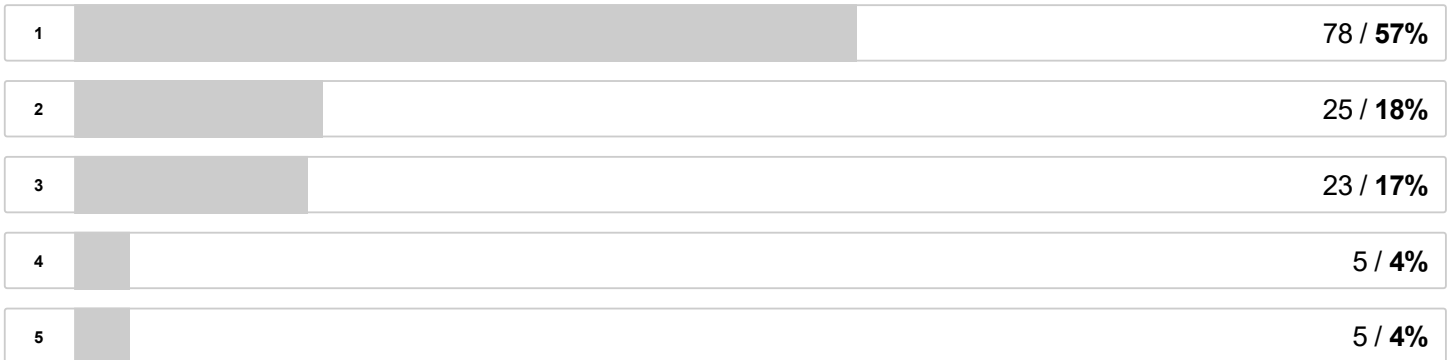
136 out of 136 people answered this question

Average: 1.78

1	2	3	4	5
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Very easy

Very difficult



Contacting customer service

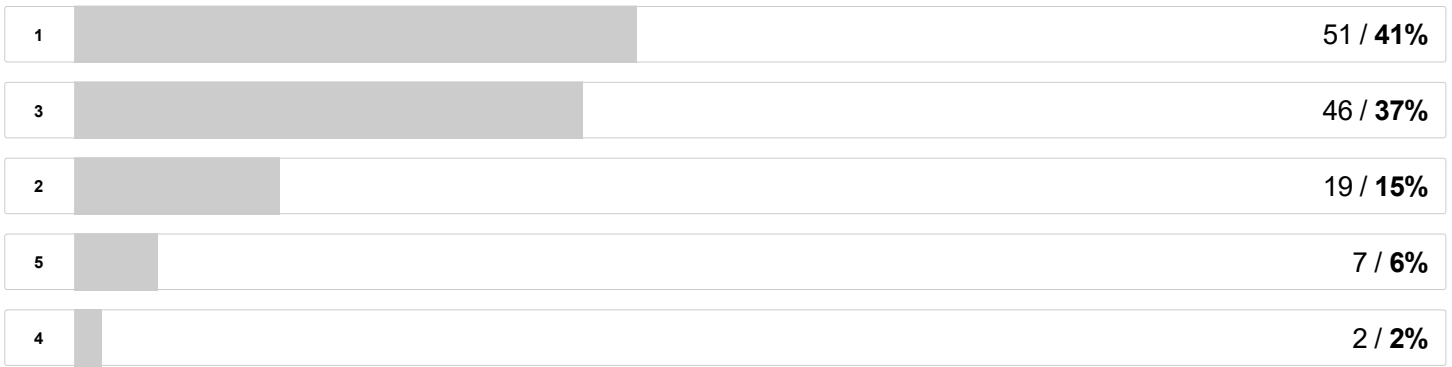
125 out of 136 people answered this question

Average: 2.16

1	2	3	4	5
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Very easy

Very difficult



Website

132 out of 136 people answered this question

Average: 3.66



Poor Good Excellent



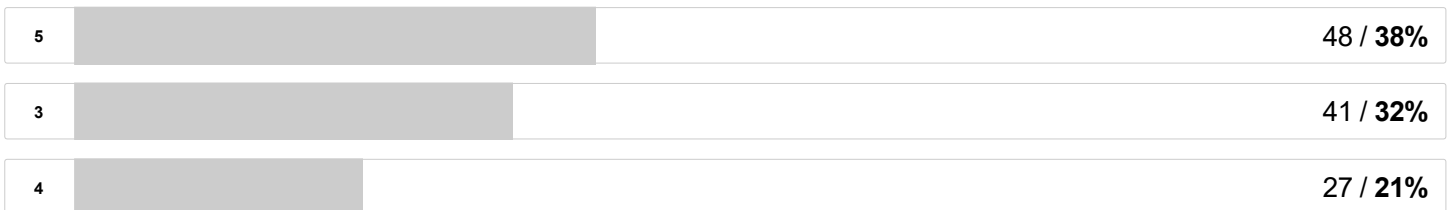
Mobile app

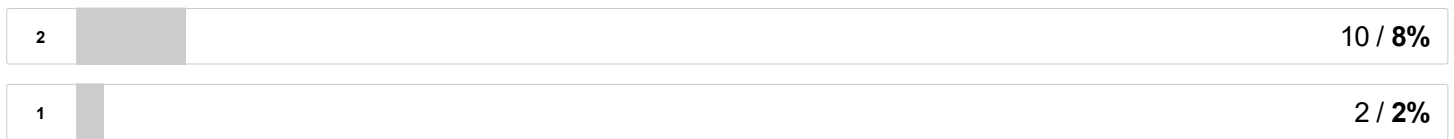
128 out of 136 people answered this question

Average: 3.85



Poor Good Excellent

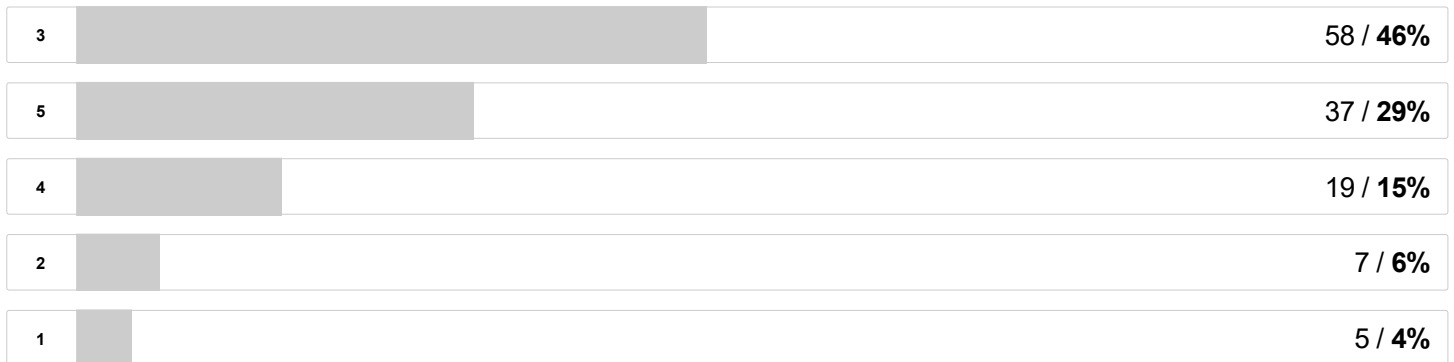




Customer service

126 out of 136 people answered this question

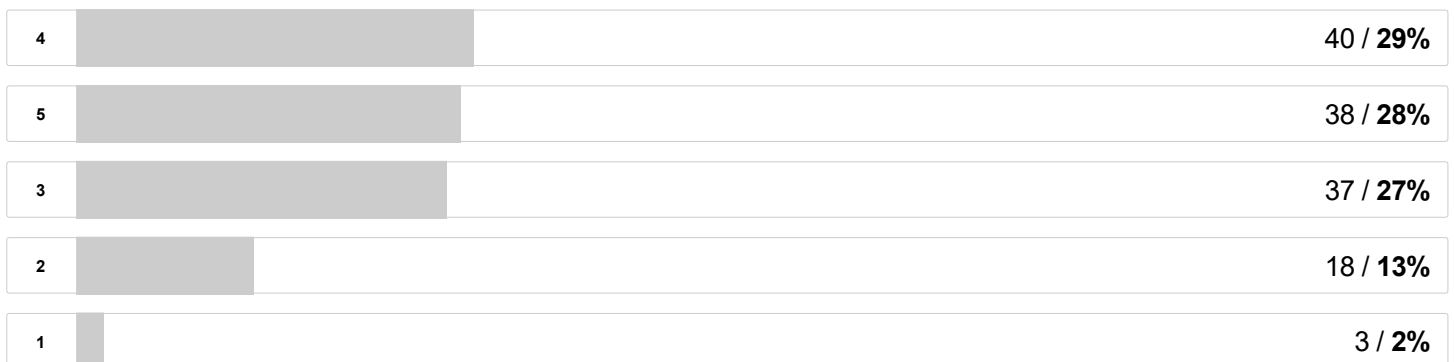
Average: 3.60



Cleanliness of equipment

136 out of 136 people answered this question

Average: 3.68



Bike availability

135 out of 136 people answered this question

Average: 3.98

1	2	3	4	5
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Poor Good Excellent



Overall rating

136 out of 136 people answered this question

Average: 4.04

1	2	3	4	5
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Poor Good Excellent

