

Fort Collins E-Bike & E-Scooter Survey Results

Version 1.0

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Research Goals

- Get feedback generically for the first time since launch
- Get a better understanding of who riders in Fort Collins are
- Determine the most common use cases of rides



Survey Logistics

- **Two surveys:** 1 to reach current riders; 1 to reach non-riders
- Location: Fort Collins, CO
- Incentive: \$5 ride credit (Spin channels only)
- **Respondents: :** 241 (<u>Spin</u> riders), 27 (<u>FC Moves</u> Newsletter)



4.0 The Results

1. When did you last use an e-bike or e-scooter share service?





2. About how often do you currently use an e-bike or e-scooter-share service?





3. How concerned are you of the safety risk (potential accident) of riding an e-bike or e-scooter?





4. Which of the following, if any, describe why you have never used an e-bike or e-scooter-share service? Select all that apply.

Cost to rent an e-bike or e-scooter	100%/1	Cost to rent an e-bike or e-scooter			
don't know how to ride an e-bike or e-s	0%:0	I don't know how to ride an e-bike or e-s			
		I don't know how to ride an e-bike or e-s	0%/0		
ocation of e-bikes or e-scooters (e.g. e	0%/0	Location of e-bikes or e-scooters (e.g. e	16%/4		
bikes and e-scooters do not operate w	0%/0	E-bikes and e-scooters do not operate w	4%/1		
Children (e.g. cannot transport infant)	0%/0	Children (e.g. cannot transport infant)	0%/0		
itness concerns (e.g. prefer to walk for	100%/1	Fitness concerns (e.g. prefer to walk for	28%/7		
Insure how to rent e-bikes and e-scooters	100%/1	Unsure how to rent e-bikes and e-scooters	4%/1		
Weather/temperature	0%/0	Weather/temperature	0%/0		
Already own my own e-bike or e-scooter	0%/0	Already own my own e-bike or e-scooter	4%/1		
toad conditions (potholes, uneven road	0%/0	Road conditions (potholes, uneven road	0%/0		
Don't have a e-scooter/e-bike-share app	0%/0	Don't have a e-scooter/e-bike-share app	4%/1		
Other transportation is faster (e.g., bike,	0%/0	Other transportation is faster (e.g., bike,	36%/9		
Don't want another app on my phone	100%/1	Don't want another app on my phone	8%/2		
lealth concerns touching e-scooters/e	0%/0	Health concerns touching e-scooters/e	0%/0		
lot enough e-scooters/e-bikes for my gr	0% 0	Not enough e-scooters/e-bikes for my gr	0%/0		
liding e-scooters/e-bikes is not safe (irr	0%10	Riding e-scooters/e-bikes is not safe (irr	20%/5		
ly destination is too far away to take an	100%/1	My destination is too far away to take an	4%/1		
I don't have a helmet	0%:0	I don't have a helmet	0%/0		
identify as someone with a disability a	0%/0	I identify as someone with a disability a	0%/0		
didn't know you could rent an e-scoote	0%/0	I didn't know you could rent an e-scoote	8%/2		
None of the above	0% 0	None of the above	0%/0		
	0%/0	Other, please specify	36%/9		

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5. Which of the following reasons, if any, do you use an e-bike or e-scooter-share service for? Select all that apply.



6. Which of the following activities, if any, would you use an e-bike or e-scooter share service for? Select all that apply.

Running errands	0%/0	Running errands	24%	/6
Commuting to work/school	100%/1	Commuting to work/school	4%/1	
Weekday shopping trips	0%/0	Weekday shopping trips	8%/2	
Weekend shopping trips	0%/0	Weekend shopping trips	8%/2	
Taking a joy ride	0%10	Taking a joy ride	12%/3	
Meeting up with friends/family	0%10	Meeting up with friends/family	24%	/6 🖸
Going out to restaurants/cafes	0%(0	Going out to restaurants/cafes	24%	/6
Exploring a new city/on vacation	0%/0	Exploring a new city/on vacation		40%/10
Weekend fun	0%/0	Weekend fun	8%/2	
To go out at night	0%/0	To go out at night	8%/2	
Going to clubs/organizations or worship	0%/0	Going to clubs/organizations or worship	8%/2	
Going to and from public transportation	0%/0	Going to and from public transportation	20%/5	
None of the above	0%/0	None of the above		40%/10
Other, please specify		Other, please specify	8%/2	FortCollin
	0% 20% 40% 60% 80% 10. SPIN	0'	0% 6% 10% 15% 20% 25%	30% 35% 40% 45% 5 <mark>0% 20</mark> %

7. Ideally, what time of day would you like to use an e-bike or e-scooter share service on weekdays (Mon-Fri) regardless of current e-bike/e-scooter share operating hours? Select all that apply.





8. Ideally, what time of day would you like to use an e-bike or e-scooter share service on weekends (Sat-Sun) regardless of current e-bike/e-scooter share operating hours? Select all that apply.



9. Which of the following modes of transportation would you most often use in place of an e-bike or e-scooter share service?

Personal car	33.9%/80	Personal car	0%/0		
Ride-share service (e.g. Uber)	9.75%/23	Ride-share service (e.g. Uber)	0%/0		
ublic transit (bus, subway, train, rail, et	5.08%/12	Public transit (bus, subway, train, rail, et	0%/0		
Walking	18.54%/44	Walking	. 1		
Carpool	1.69%/4	Carpool	%/0		
Personal e-bike	0.85%/2	Personal e-bike	50%/1		
Personal e-scooter	2.54%/6	Personal e-scooter	0%/0		
Moped	1.69%/4	Moped	0%/0		
Personal bike	20.76%/49	Personal bike	50%/1		
Bikeshare	0.42%/1	Bikeshare	0%/0		
Taxi	0.85%/2	Taxi	0%/0		
Motorcycle	0%/0	Motorcycle	0%/0		
Skateboard	2.97%/7	Skateboard	0%/0		
I would not take the e-scooter share trip	0.85%/2	I would not take the e-scooter share trip	0%/0		
Other, please specify	0%10 % 5% 10% 16% 29% 26% 38% 35% 40% SPIN	Other, please specify			
			0% 10% 20% 30% 40% 50% 60%		

10. Which of the following forms of transportation have you actually used in the past 3 months? Select all that apply.

Personal car	77.22%/183			
Ride-share service (e.g. Uber)	47.26%/112			
Public transit (bus, subway, train, rail, et	35.86%/85			
Walking	79.32%/188			
Carpool	35.86%/85			
Personal e-bike	2.95%/7			
E-scooter share	41.77%/99			
Personal electric scooter	3.38%/8			
Moped	1.27%/3			
Personal bike	50.63%/120			
E-bike share	13.5%/32			
Bikeshare	2.95%/7			
Taxi	5.06%/12			
Motorcycle	4.22%/10			
Skateboard	12.24%/29			
None of the above	0.42%/1			
Other, please specify	0.84%/2 SP/N			



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11. Did you wear a helmet on your most recent e-scooter or e-bike trip?



11. What is the closest major intersection you live next to?

LINK HERE





Next Steps

Develop a plan in partnership with the City of Fort Collins to increase the percentage of Spin riders who use devices to replace car trips for errands, commutes, and longer recreational trips.



spin.app

