



Dockless Bike Share Pilot

Stakeholder Report Back: What we Heard

June 2019

Project overview

On July 16, 2018, a Notice of Motion was unanimously approved by Council to implement a two-year Dockless Bike Share Pilot by September 2018. Throughout the pilot, The City is allowing third-party vendors to operate bike share services on Calgary's streets, parks and pathways. The first phase of the pilot wrapped up on May 31, 2019. Phase two began June 1, 2019 and is expected to run until October 31, 2020. Citizen feedback will help inform further implementation of this pilot as it continues.

Engagement overview

The engagement began at The City's table at Bike to Work Day on May 3, 2019. Attendees of the event were asked general open-ended questions about the Dockless Bike Share Pilot and their experiences with it so far. Following that, an online survey was available from May 6, 2019 until May 31, 2019. Five pop-up events were planned where members of the project team and the Engage Resource Unit invited people passing by to complete the online survey with them. The locations, times and dates for pop-ups were chosen to take place in busy areas and were designed so that different days of the week and times of day were represented. The locations were also chosen within the home area for the Bike Share Pilot so that participants might have some level of familiarity with the shared bicycles even if they had not tried one. The dates, times and locations of these pop-up events were:

- Thursday May 9, 2019 – 11:30 a.m. until 1:30 p.m. – Stephen Avenue Mall
- Saturday, May 11, 2019 – 10:00 a.m. until 12:00 p.m. – East Village Riverwalk
- Monday, May 13, 2019 – 1:30 p.m. until 3:30 p.m. – Eau Claire Market
- Tuesday, May 14, 2019 – 5:00 p.m. until 7:00 p.m. – Pathways near Calgary Curling Club (this event was stopped early due to weather)

Wednesday, May 15, 2019 – 9:30 a.m. until 11:30 a.m. – Beltline area along 5 Street S.W. from 12 Avenue to 17 Avenue

What we asked

At Bike to Work Day, three questions were asked of participants:

- Have you used bike share? Why or why not?
- What motivates you to use the program?
- What could be improved on?

In the online survey (questionnaire in [Appendix A](#)), participants were asked a variety of questions to better understand perceptions and experiences related to the dockless bike share pilot. Staff at the pop-up events completed the same questionnaire with participants. The questions were designed in order to better understand:

- Regular modes of travel



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- Participants' perceptions of how bike share can fit into a larger transportation system in Calgary
- Participants' perceptions of values to which bike share can potentially appeal
- Whether participants have used bike share
- For those who had used bike share:
 - Frequency of use of bike share
 - Mode of transportation that bike share replaced
 - Motivations for using bike share
 - Types of trips bike share used for
 - Satisfaction with aspects of bike share including:
 - Price
 - Availability
 - Comfort
 - Ease of use
 - Response time of bike share company
 - Whether they used bike share in the winter
- For those who hadn't used bike share:
 - Why they hadn't used bike share
 - What might encourage them to use bike share in the future
- How participants heard about bike share
- Whether participants own a working bicycle

What we heard

In general, participants use a variety of modes of transportation. The most common mode of transportation reported by participants was walking. Driving a car, riding a bicycle or using public transportation were reported to be used at least weekly by many participants. Carpool, car share, ride share or taxi use were all less commonly used by participants. About half of the participants have tried the bike share program. Those who have used it have tended to use it for two to five trips. The trips that have been taken with bike share are most commonly for errands or appointments, getting to or from work, and for dining, shopping or entertainment related trips. Using bike share on these trips has most often replaced walking rather than other modes of transportation. Participants who haven't used bike sharing as a mode of transportation, cited they prefer to travel in other ways, find the current bike share option too expensive, indicated that bike share isn't available in their community, or they have their own bike they prefer to use. There were also some participants who are simply not interested in bike share. In terms of what might encourage participants to use the bike share who haven't yet, some stated that nothing would encourage them (either in general, because they are disinterested, or because they have their own bike), others suggested that a program that was less expensive and with a larger home zone would be more appealing.

With respect to using bike share in the winter, many participants who had used bike share had tried it in the winter. They stated that they did so because bike share was better than other options, it was convenient, and that they used it on days when the weather or pathway conditions were favourable. For those who



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didn't use bike share in the winter, they stated that they don't like biking in the snow or don't feel safe doing so, that they didn't have a need to use the bikes in the winter, or that the cold weather prevented them from using the bike share.

Through engagement, some general ideas and values about bike share were tested to see which would resonate with participants. Participants identified more with values around bike share being good for the environment, that bike share can help people connect to other modes of transportation (both public transportation and other modes), and that bike share can make it faster or easier to get around. Participants less often agreed that bike share might help save money on transportation and that Calgary has enough safe cycling infrastructure.

Motivations to use bike share were typically that people like the idea in general, find bike share cool or convenient, and that bike share is helpful for special trips (such as one way trips, wanting to leave nice bikes at home or picking up bikes from repair). Those who have used bike share said they did so because bike share made their trip faster, because they enjoy biking or for fun, that they were curious about bike share, or that the trip they were making was too far to walk.

In terms of the bike share option that is currently available, participants were satisfied with the ease of use, availability, and comfort of the bicycles. They were less satisfied with the price of the program. When asked if the company responds quickly to requests, many participants said they didn't know but those that did answer said response time is generally satisfactory. Participants also tended to agree that bikes are parked in a considerate way. Some opportunities for improvement that were identified include the price, the home zone currently being restrictive, and the fact that the bicycles don't come with helmets. The issue around helmets was brought up in different ways, with some participants expressing frustration that provincial law requires helmets on electric bikes while others stated personal preference to ride with a helmet.

- For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.
- For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.

Next steps

Feedback from this engagement process will be used to help inform future improvements to the pilot program and ultimately, help determine if shared mobility services, such as bike share, will be implemented permanently. Additional feedback will be collected at the end of the pilot. All feedback collected will be included in a report back to Council in 2020.



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Summary of Input

Bike to Work Day

Question	Themes	Example Comments
<p>Have you used bike share? Why or why not?</p>	<ul style="list-style-type: none"> Approximately half of participants had tried bike share Those who had tried it predominantly reported bike share being helpful for one-way trips or for connecting to other modes of transportation Those who hadn't tried bike share mainly had not done so because they have their own bike or because they generally have no need for bike share 	<ul style="list-style-type: none"> "YES - great for one-way trips" "Yes! Too lazy to walk from the Ctrain" "no - either have my bike or don't need one"
<p>What motivates you to use bike share?</p>	<ul style="list-style-type: none"> Many participants just like the idea of bike share in general Participants mentioned special types of trips like when they're riding with friends or family who don't have a bike or to avoid taking their "nice bike" out on a trip Other participants mentioned that bike share is cool and convenient 	<ul style="list-style-type: none"> "I want the option in the City... so I want to support it so it stays! <3" "I can leave my "nice bike" at home when I go out for dinner" "quite cool"
<p>What could be improved on?</p>	<ul style="list-style-type: none"> Many participants identified that the cost for bike share is high Some participants said that they would like the home zone to be bigger Other improvements that were mentioned include dealing with the issue of helmets being required but not provided and that some of the bikes could be better maintained, and that the bikes are slow 	<ul style="list-style-type: none"> "like it! Cost is close to car 2 go :(" "home zone could be bigger" "need a helmet because it's electric/who walks around with a helmet" "need to tune up the bikes after winter" "fast at first but then pretty slow"



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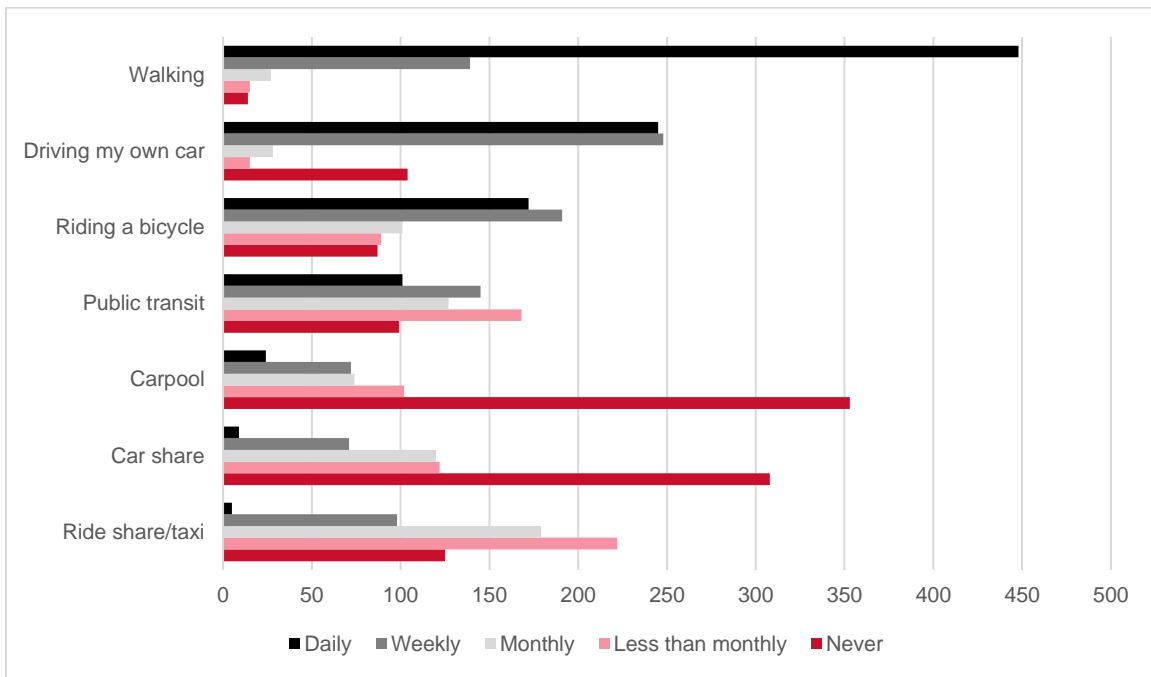
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Online/Pop-up Engagement

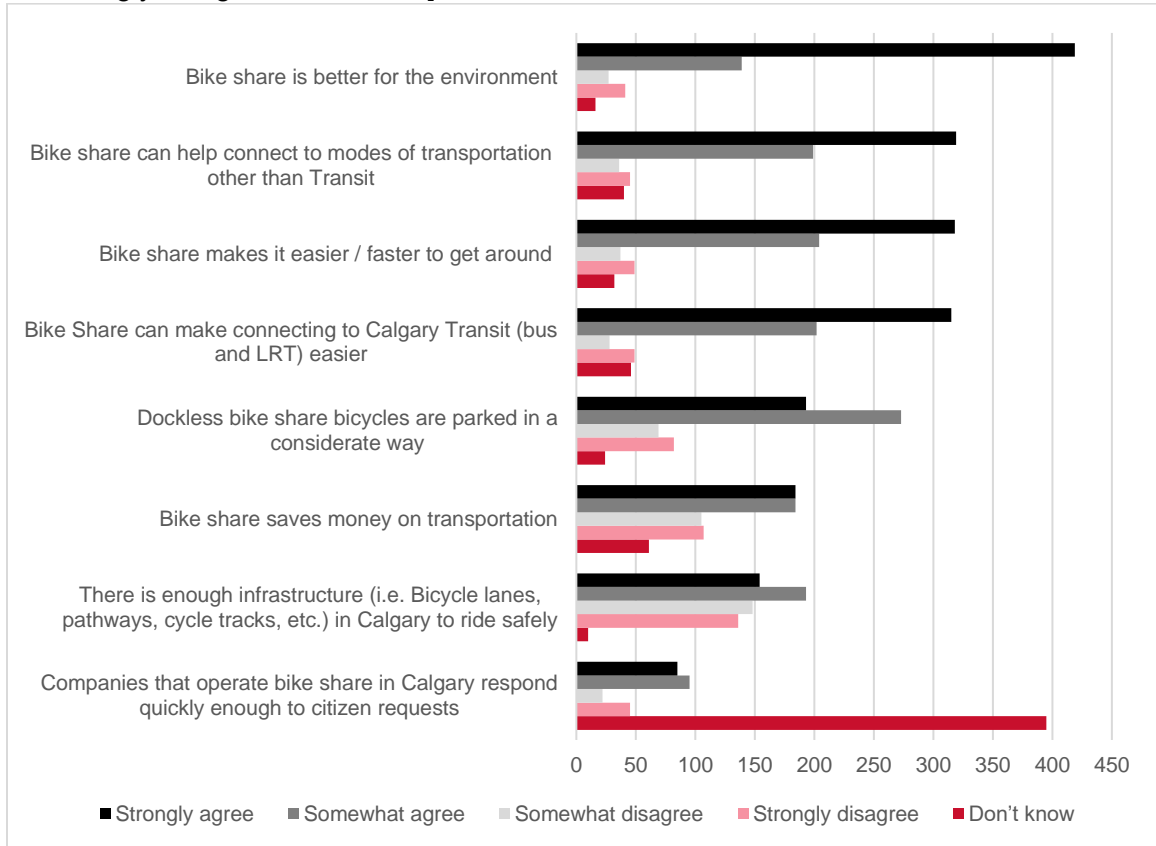
Please note that any proportions or percentages presented in this document are representative only of those who participated in this engagement and not Calgaryans as a whole. As the group of participants was self-selected and not identified through a scientific random sampling process, attempting to generalize these proportions or percentages to the whole city or any other population would not be appropriate.

Q1. Primary Questions

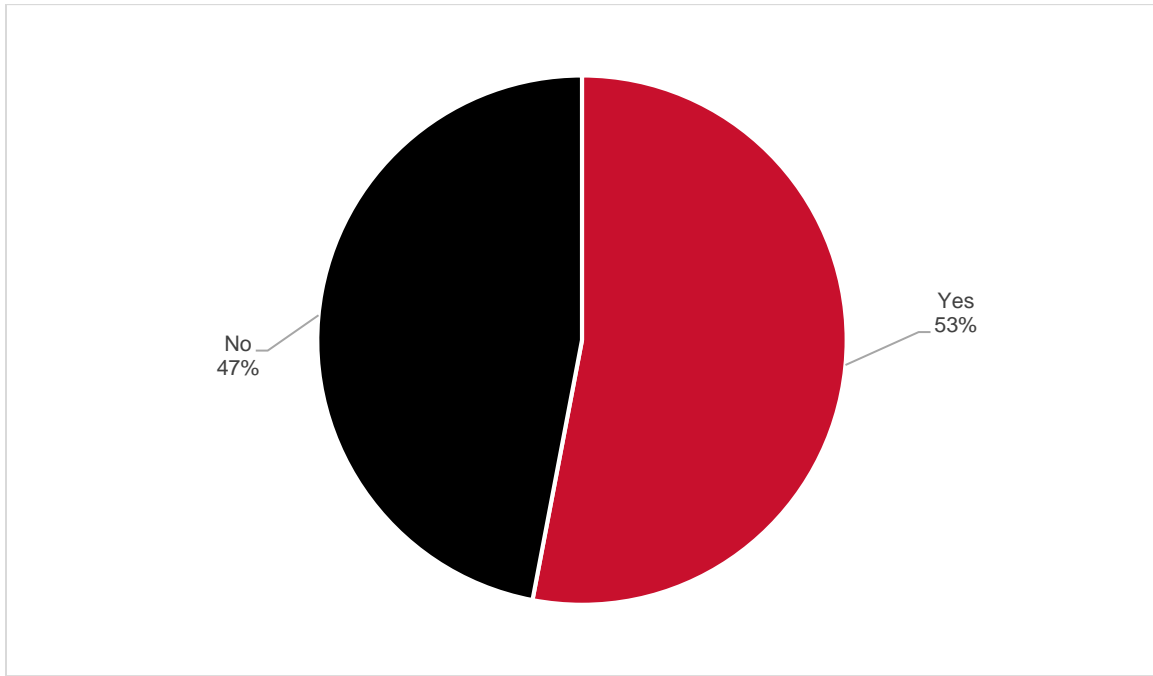
1. In general, how often do you travel using the following? [Grid question with options: daily, weekly, monthly, less than monthly, never]



2. Thinking about the overall transportation system for all Calgarians, please let us know how much you agree with the following statements [Grid: Strongly agree/somewhat agree/somewhat disagree/strongly disagree/Don't know]:

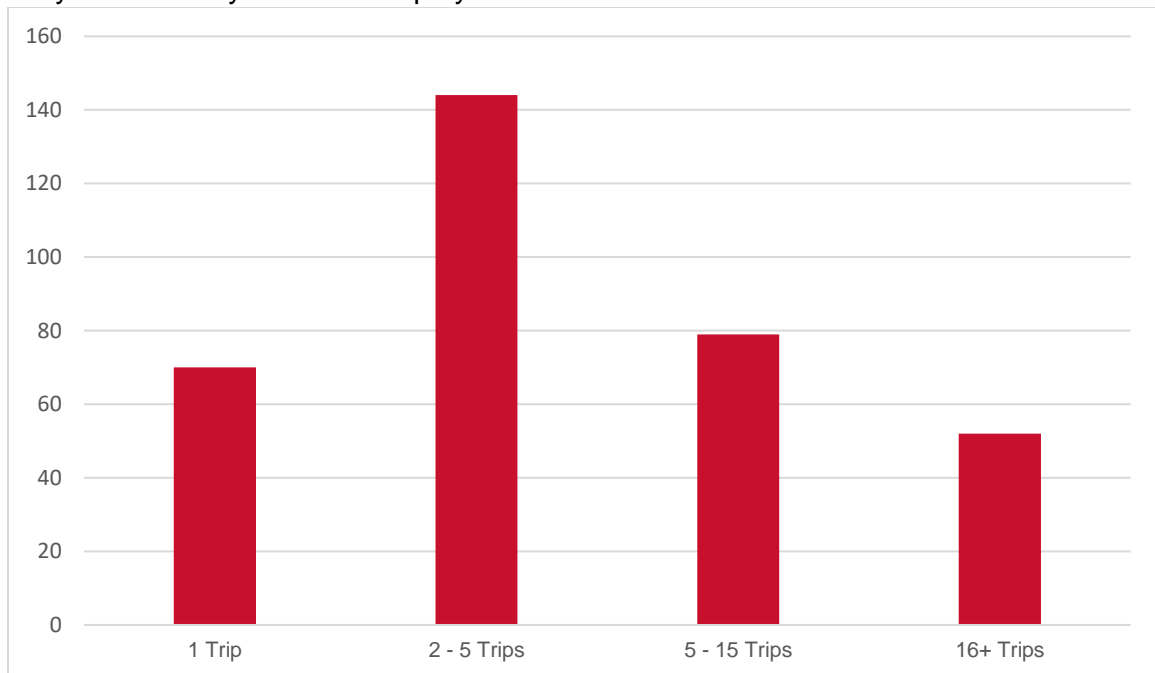


3. Have you used a shared bicycle that is a part of Calgary's Dockless Bike Share pilot?

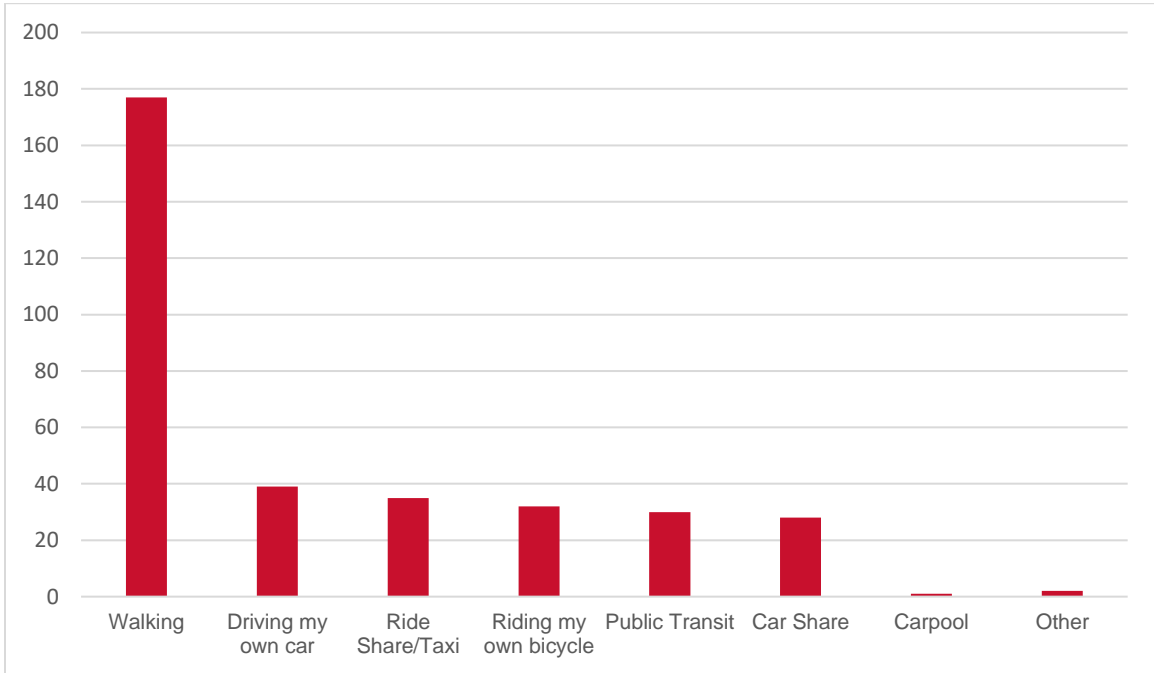


Q2. Have used Calgary's Dockless Bike Share pilot

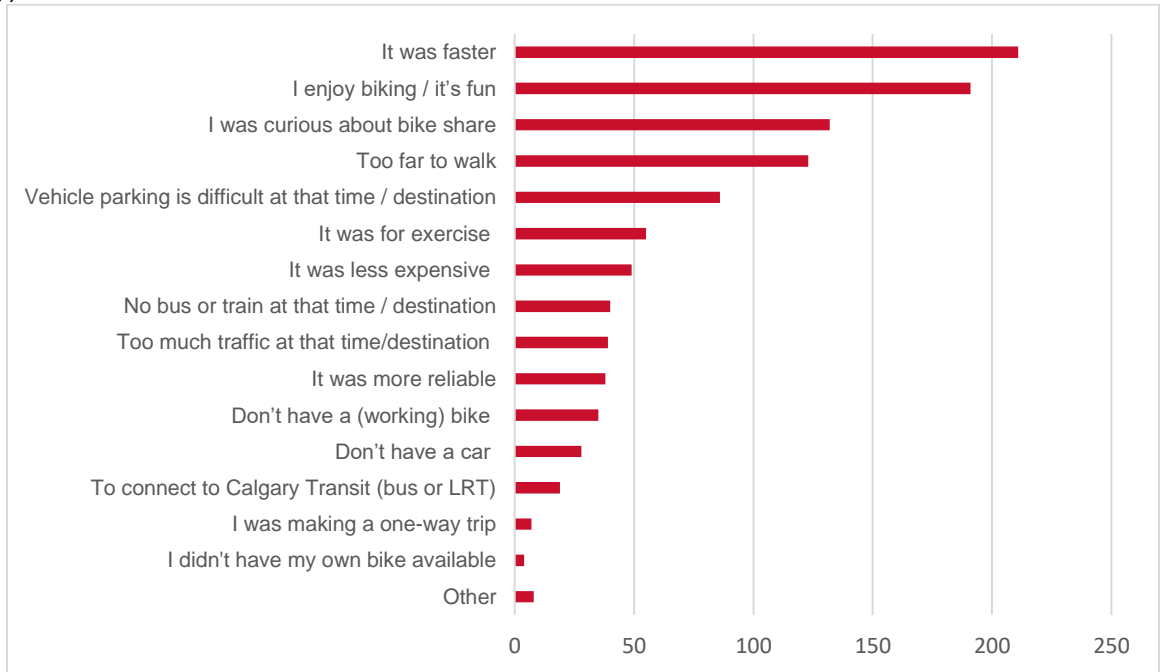
1. How many times have you made a trip by bike share?



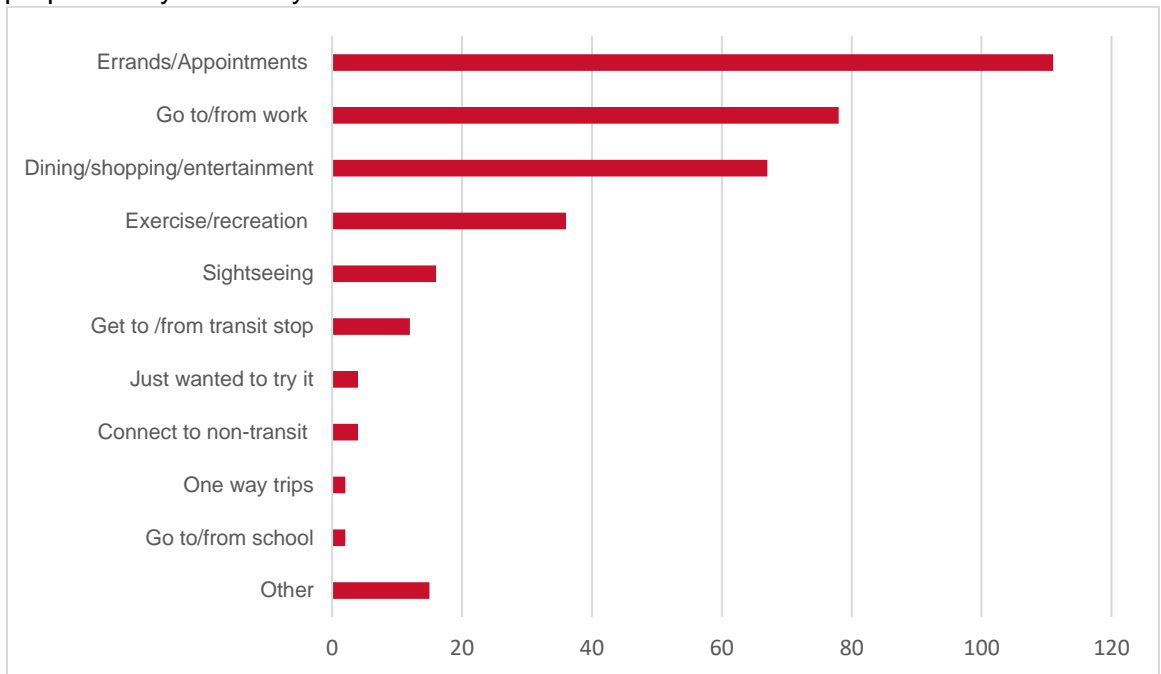
2. Thinking about your most recent bike share trip, if you hadn't used bike share, how would you have traveled instead?



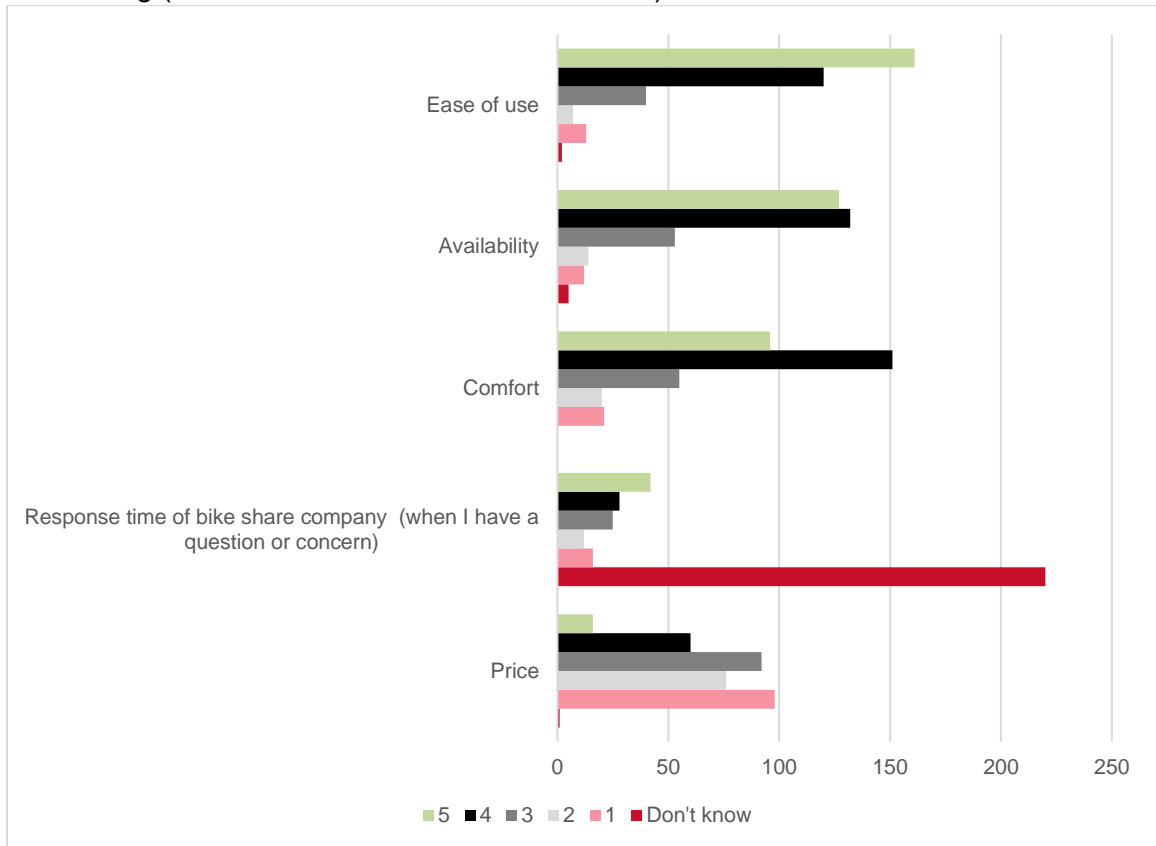
3. Thinking about your most recent bike share trip, why did you choose to take bike share? (select all that apply)



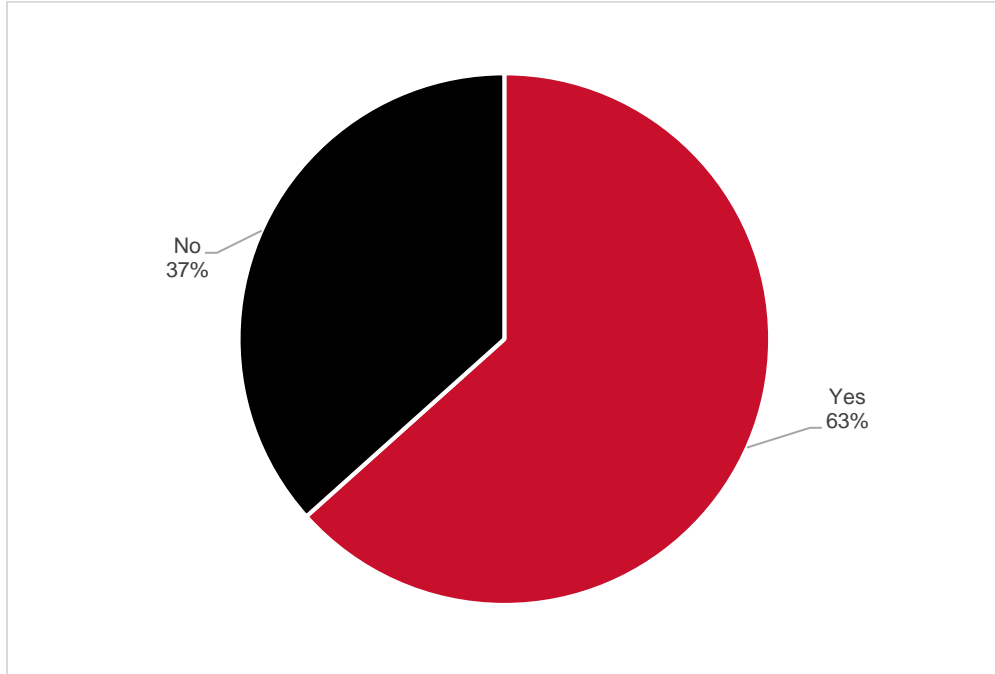
4. For what purpose do you usually use bike share?



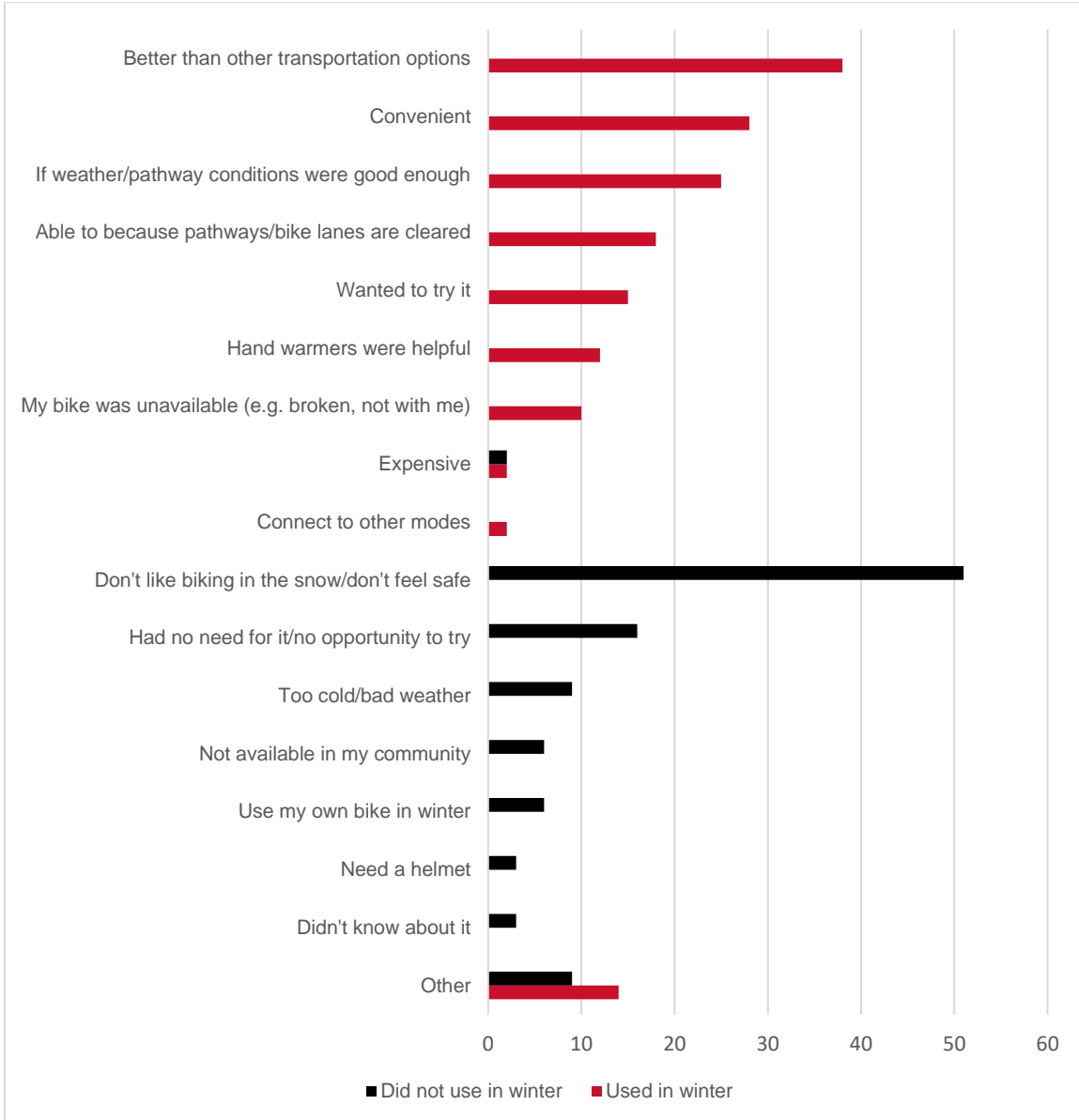
4. From 1 to 5, 1 being the least satisfied and 5 being the most satisfied, please rate your satisfaction with the following (include Don't know/rather not answer):



5. Did you use bike share during this past winter?



6. Why/why not? (open ended 250 char)





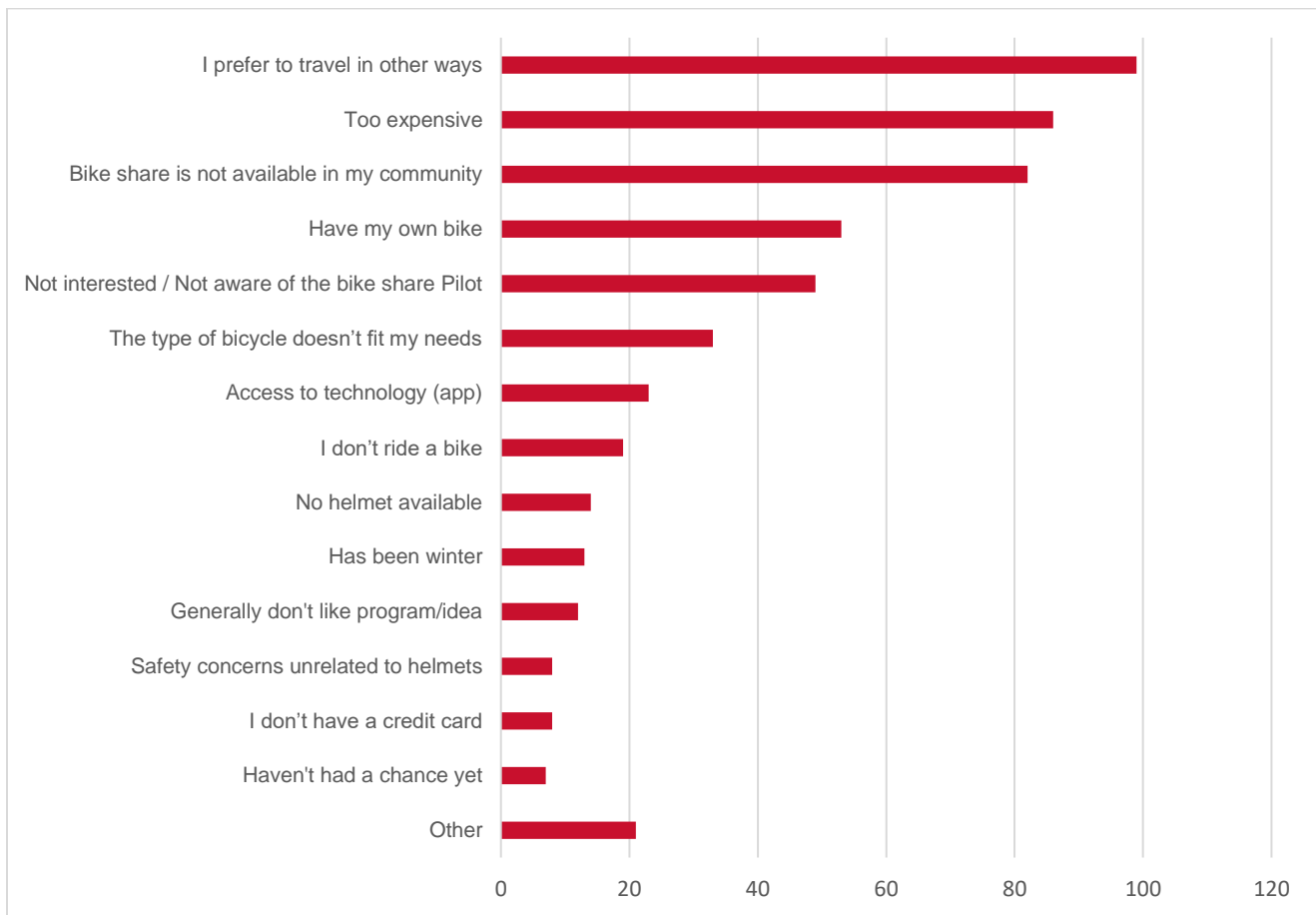
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Q3. Have not used Calgary's Dockless Bike Share Pilot

- Please select all the reasons why you haven't tried Calgary's Dockless Bike Share Pilot: (multiple selections allowed)



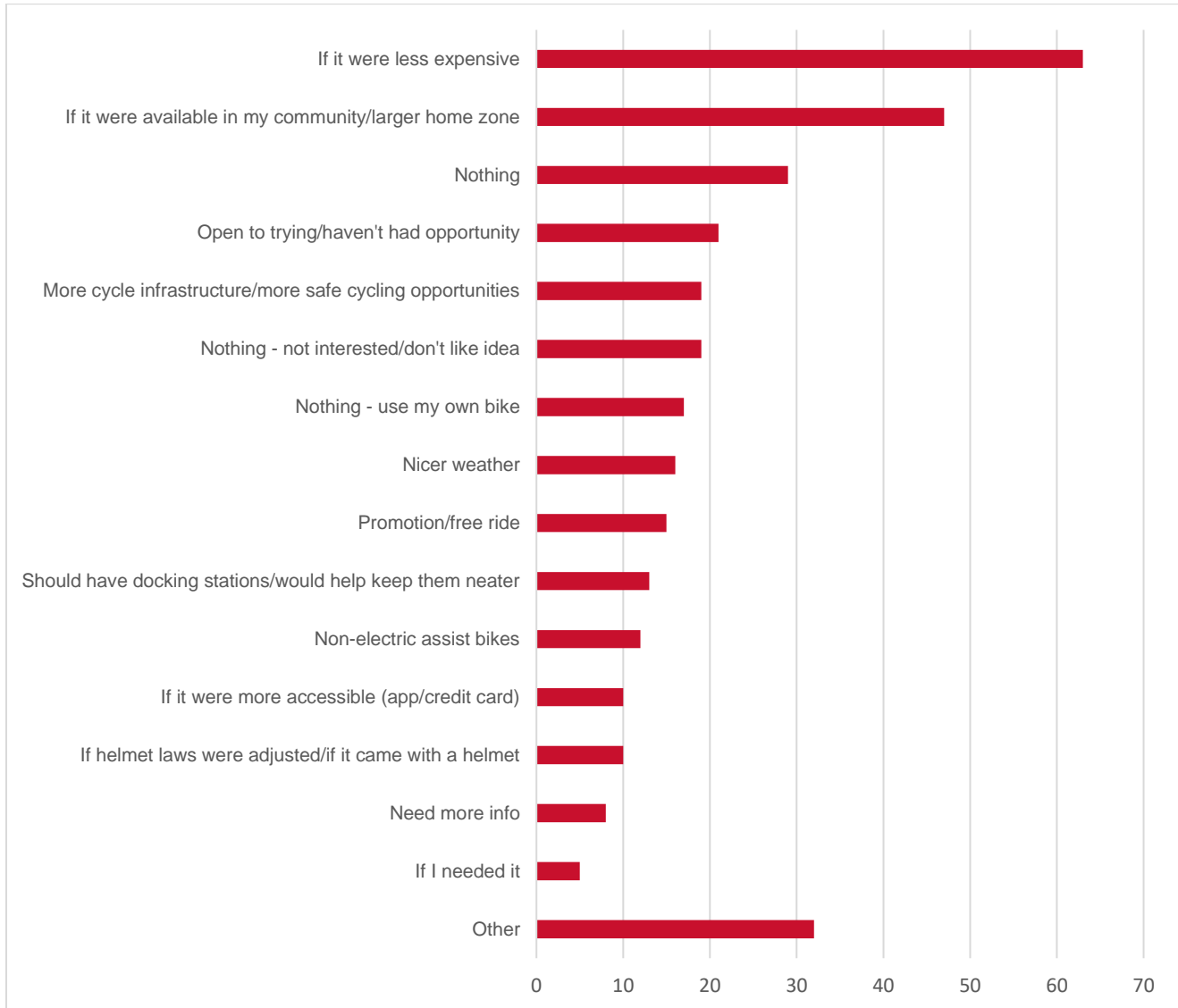


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What would encourage you to try the bike sharing in Calgary? (open-ended question – 250 character limit)





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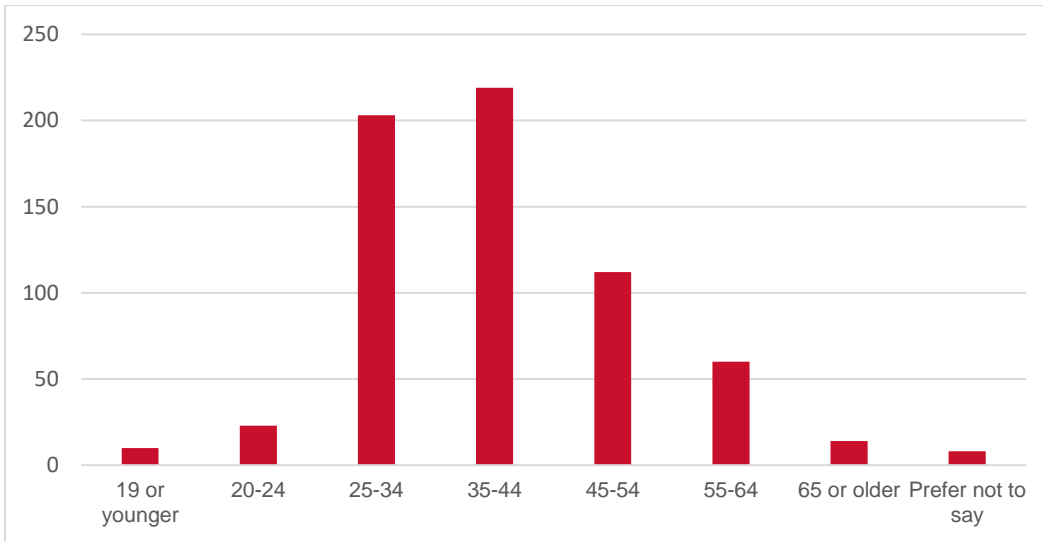
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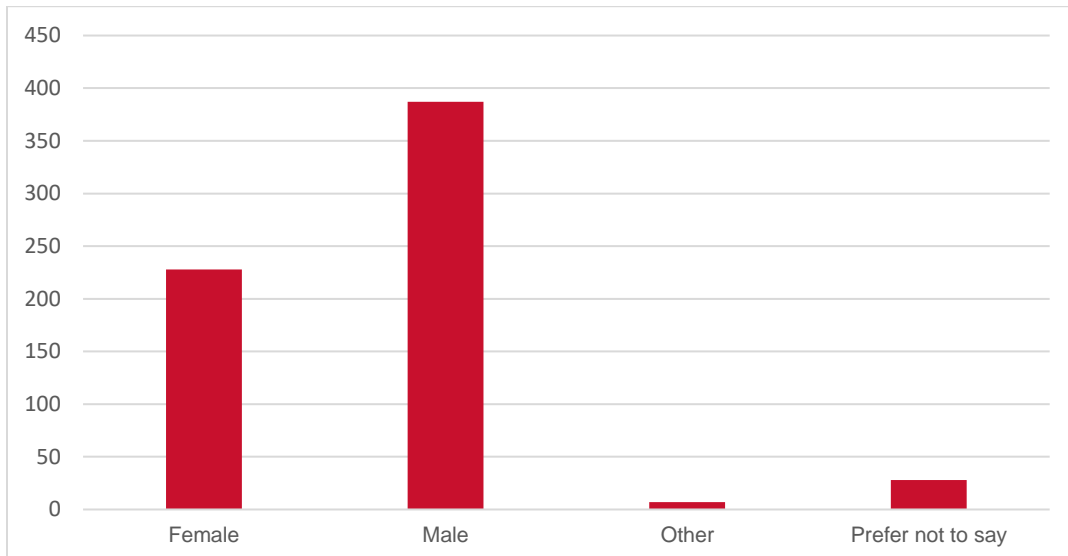
Q4. End of survey questions:

Please tell us:

1. Age (drop-down):



2. Gender (multiple choice):





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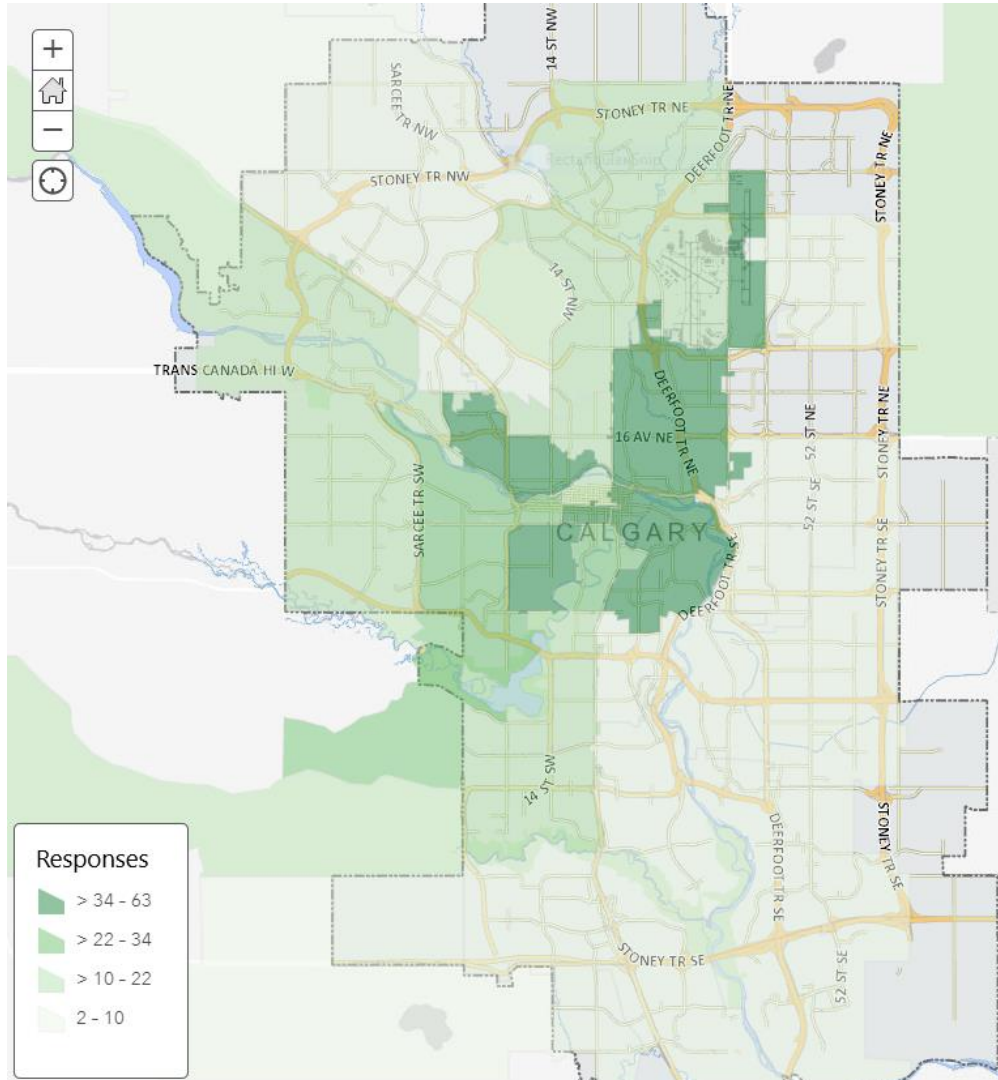
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3. Annual Income (multiple choice):

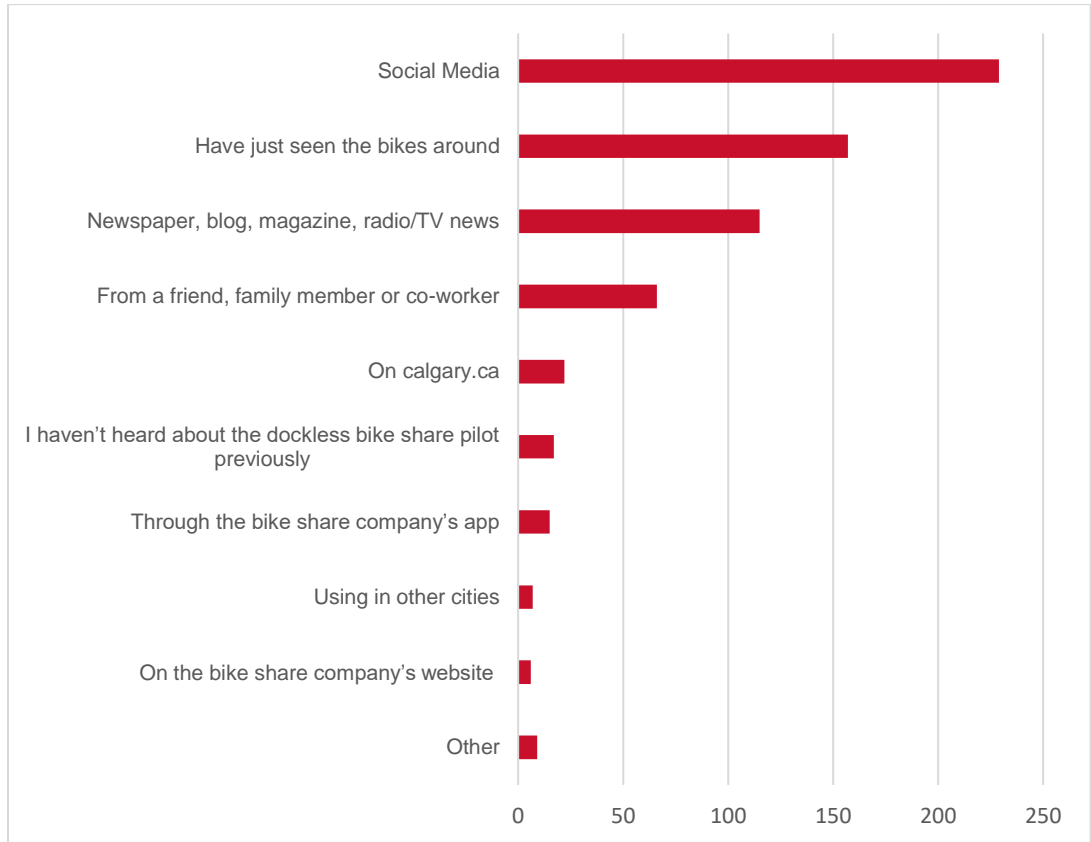


4. First 3 digits of Postal Code (open-ended):

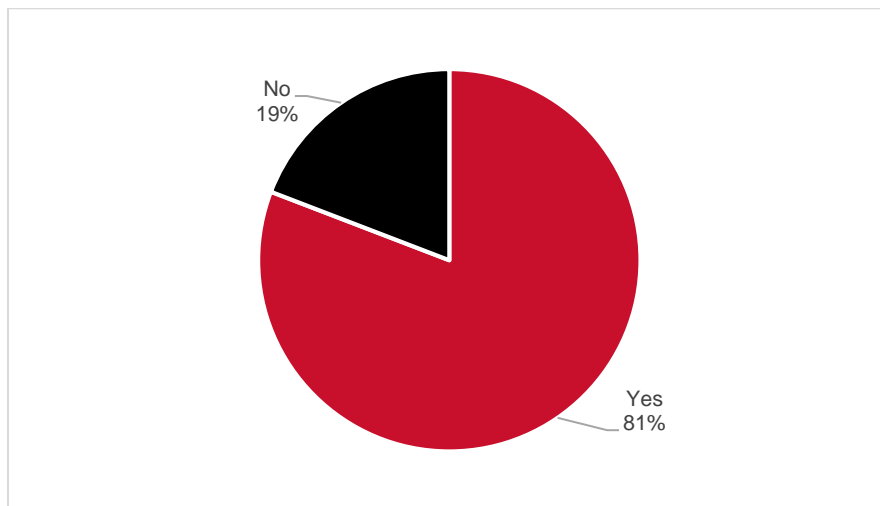
The following map shows the number of responses in different areas of the city organized by the first three digits of postal codes as provided by participants.



5. How did you first hear about the Dockless Bike Share Pilot?



6. Do you own a working bicycle?



7. Is there anything else you'd like us to know?





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Verbatim Comments

All of the comments below are verbatim as received. The comments are divided into questions asked. They are unedited, including spelling, grammar, use of contractions, etc. The only exception is where there is profanity or personally identifying information, this is indicated in brackets.

Bike to Work Day

Have you used bike share? Why or why not?

- No, I have a flip phone :(
- Yes - <3! Great option
- no - either have my bike or don't need one
- no, I have my own
- no - I have my own bike
- Yes 1 way trips
- no - hasn't been useful
- no - bike downtown anyways
- yes - try them out, went to do groceries
- if I'm having trouble w/ my own bike
- YES - great for one-way trips
- have my own, don't need to use them
- Yes! I had to get to Bike Bike to pick up my bike!
- no. Never had need to
- Yes! Too lazy to walk from the Ctrain
- yes, to get home safe/to the bus
- no, have my own bike
- used a couple times --> have own bikes but used it to get from one side of downtown to the other

What motivates you to use the program?

- Love the idea
- Date night :)
- super handy - there's so many
- fun and good for meeting people w/o a bike
- variable quality repair status - good and bad
- I want the option in the City... so I want to support it so it stays! <3
- Good idea!
- I can leave my "nice bike" at home when I go out for dinner
- Great idea! For those days you don't feel like it
- Great promo for sustainable travel



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- cool
- quite cool
- convenience
- good for urban mobility
- Yay! More bikes!

What could be improved on?

- fast at first but then pretty slow
- need a helmet because it's electric/who walks around with a helmet
- not sure where the boundaries are
- are we getting the scooters?
- like it! Cost is close to car 2 go :(
- expensive - similar to Car2Go
- I have to pay when I can ride my own bike
- Is it any greener? What's the real change in carbon emissions (what's it replacing?)
- too expensive
- a bit expensive
- home zone is too small
- they're slow
- helmets
- home zone could be bigger
- expensive... should be at least 1/2 cost of Car2Go, not 3/4
- need 'em in the suburbs and train stations!
- too expensive
- too expensive too close to Car2Go
- need to tune up the bikes after winter
- locks didn't disengage when it was very cold :(
- love its effect on the city, but it's too pricey for me
- expensive
- don't like the pedal assist
- expensive
- home zone too small
- cost is similar to Car2Go
- haven't used (yet!) but it's a great idea
- expensive

Online/Pop-up Engagement



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Thinking about your most recent bike share trip, if you hadn't used bike share, how would you have traveled instead? ("Other" responses)

- Try it out
- For fun
- Jogged

Thinking about your most recent bike share trip, why did you choose to take bike share? ("Other" responses)

- It looked like fun and it's my birthday
- as part of a winter biking event
- wanted to try it to see if it was useful
- I had a friend visiting from out of town but I only have one bike. He rode my bike and I took a Limebike.
- I was coming home from the bar
- Was getting a ride in a car back home and didn't want to have to Return to get my bike later.
- Didn't have my bike with me at the time
- I can take a bike share and leave it if I'm out havig a few drinks
- To save time vs transit, car or walking
- Did not have my own bike that day
- You were late
- I was late, it was convenient
- Convenient
- More environmental then car2go
- I tend to use it when my bike is at home or locked up somewhere else in the city.
- Convenient
- Have fresh air
- To facilitate a one way trip.
- I got too many groceries and the bike has a basket
- Picking up rental car for trip
- I can't bring my own bike onto the LRT during certain hours so it's helpful to have a bike I can use when I get off at the LRT station.
- Trips to/from getting my bike repaired
- My bike was in the shop and I was going to pick it up.
- No concern about locking up my bike at my destination.

For what purpose do you usually use bike share? ("Other" responses)

- Getting around the city
- To from parking spot to destination
- Trial of bike share. Have my own bike so it makes no sense to use paid bike share.
- event
- A to b



- To try it out
- bar hopping
- To go to gym
- No one purpose
- Get around downtown when I don't have my bike with me
- Only tried it once
- If I have arrived somewhere by car or transit and I want to bike back or the opposite when I need to take transit or a car after going to a location and don't want to leave my own bike locked somewhere.
- Get around downtown, connect parking spot to my destination
- I dont
- Night out at the bar/club where I don't don't want my bike locked up outside at night for a few hours. Bike theft is becoming a real problem.
- my bike was broken
- I ride to work, to get groceries, and to meet friends for dinner
- Fun
- Casual use
- Moral superiority
- Boredom
- Get to my car/destination
- Fun
- to/from the bar
- When I find myself without my bike (rare!)
- After hockey game
- Laziness
- Getting home from going out to dinner when I didn't want to take my car and buses were running infrequently
- To get around downtown faster than walking
- Experience
- Get to and from meetings in the downtown core
- One way trips for car rental/bike mechanic for my bikes
- Travel one-way to entertainment
- When my bike is in the shop and I need to go and get it.
- meeting to meeting in the core
- Getting somewhere where walking is too far/slow, car already parked.
- Just To check it out
- I don't anymore. After two rides it was obvious that the city and Lime are a bunch of know-nothing shepherds that make decisions based on their own understanding rather than public input.



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Why/why not used in the winter

Did use in winter

- After Lime added hand warmers, there was no good reason not to
- All the same reasons. My travel needs don't change with the seasons.
- An appointment during lunch hour when an uber would take too long to show up, potentially get bogged down in traffic, and is more expensive than the shared bike.
- As long as the paths were mostly clear I felt comfortable using in winter. If it was snowy or icy I would not.
- Aside from February weather was great. Pathways are cleared and bikes perform just fine. Still fastest, most convenient and cheapest option for commuting within downtown (particularly useful going to flames games)
- Because biking is awesome.
- Because I could and it was a easy way to get around
- Because it was actually available
- Because it was available
- Because it was great for exercise, cheap and fun
- Because it was too cold to walk. The bar mitts helped a lot. Also good that this year had less snow in bike lanes for long periods of time.
- Because the weather is nice
- Because the, albeit limited, bike paths are the most efficient way to get around in the city and snow/cold are not an excuse!
- Better than walking
- Bike was close to work and got me to neighbourhood faster than walking to a bus stop and waiting.
- Cleared cycle track makes it feasible in the winter
- Close to my house and convenient.
- Commute
- Convenience
- Convenience
- Convenient and easy way to get around downtown
- Convenient method of transportation in the downtown core when running quick errands and shopping
- Convenient to ride to and from work when I didn't have my bike with me.
- Cycle tracks were well cleared so I felt safe to use this mode
- Decided not to ride full 10km in -37 windchill but bus/train connection would have been colder standing waiting
- Don't have car. Get to work
- Ease of use, because the bike paths were clear so I knew I'd travel safely
- Faster than walking
- faster than walking



- Faster than walking and many bikes were available
- Faster than walking in the cold
- Fastest way to get around
- Fastest way to get to the appointment I had
- For fun
- For running errands
- Handy
- I bike year round anyways, I used the bike share a few times when I didn't have my own bike for whatever reason. As long as you're dressed warm and ride carefully it's not much different than summer riding.
- I don't have a car.
- I had about 2 km to travel, and with the lime bikes having winter gloves- I knew it would be way quicker, easier and less coldness than walking.
- I needed it and was dressed warmly
- I really appreciated the hand warmer things they added to the bikes, it made it practical to use them in cold weather.
- I regularly bike in the winter, I know what routes are well maintained - and to stay off normally rideable roads because they are not clear of snow.
- I use to get from office to office around downtown
- I wanted to try out the LimeBike to see how they handled in snow/ice conditions.
- I was curious how they handled on the pathways during winter... Turns out, they don't handle very well on snow/ice/gravel.
- I would take car2go or transit to work rather than my own bike because it was too cold in the morning, but then when returning home sometimes it was more convenient and faster to take a limebike from the ctrain than waiting for the bus.
- it makes commuting easier year-round
- It was a milder day and it was faster than walking. I wanted to test out the bike in the cold as well.
- It was a nice Chinook day to try it out. Terrible experience.
- it was available and a great way to travel through the city
- It was available and the mitt warmers made it a lot easier to ride.
- It was available and the pathways and roads were clear
- It was available, the pogies kept me warm and trips were often along bike infrastructure
- it was cold and i wanted to get home. the mitt/hand warmers would be great in October to install.
- It was convenient
- It was convenient
- It was convenient and quicker than walking.
- It was convenient and right near the bike lane, if it was not on a bike lane I may not have chosen that method of transport.
- it was faster



- It was faster than walking and it was convenient
- It was handy to get around.
- It was more environmentally friendly than car 2 go
- It was there and I was curious
- It was well equipped, roads were cleared, bikes were cleaned off.
- It's convenient
- Just ease of access, better than walking
- Many beautiful days throughout the winter.
- Mild weather and convenience.
- Mitts worked well in handlebar
- Most days it felt safe and reliable
- my bike was broken for awhile
- My bike was in the shop
- My bike was not working and city transit was not convenient for me to get to my destination.
- Needed to get somewhere downtown
- Nice day, weather dependent
- On a good weather day, it was available and convenient
- On days where the bike lanes were clear enough that I would slip and fall.
- Only on nicer day when roads weren't snowy. I think -10 was coldest I rode
- Only on warmer days. Would not ride in heavy snow
- Paths were clear of ice and snow so it felt safe to do so.
- pathways were cleared
- Personal bike unavailable for various reasons (wrong location, repairs)
- Pogies on bikes made this appealing. But cleaning off seats is a challenge.
- Preferred to use another bike than mine in the winter weather
- Ride in winter anyways. Would use more if cheaper.
- Same reason as I use it in the summer. Faster than other modes, and easier to find parking.
- Small trips, to avoid having to walk in the cold for long.
- Snow/ice made it unsafe on sidewalk to walk
- Some days the bike lanes were dry and the weather was pleasant
- Still more fun than driving, and I wanted to try the winter bar mitts that were installed.
- Streets were clear, it was available to use. No reason not to use in winter if conditions are ok.
- The bike lanes were cleared and it was warm enough to bike.
- The bike lanes tend to be clear of snow, I used the bike share a number of times when the weather was nice.
- The bikes were available and had bar mitts!
- The city is doing a great job at clearing the bike tracks quickly after snowfall
- The price is absurd and not consistent with similar programs in other cities. A true letdown.



- The sidewalks were very slushy whereas the roads were, for the most part, fairly clean so I used a Lime bike to stay dryer
- There was one day where the temperature was like +10, so it was nice for a pleasure cruise.
- There were multiple winter days when the weather was nice enough for biking.
- To get from home to work
- to get home from the bar
- to get places faster than walking in the cold
- To get somewhere when I didn't have my bike with me and the transit connections were poor.
- To get to places quickly. Bar mitts helped. Biking isn't cold.
- To get to transit
- To get to work and run errands.
- To go faster than walking
- To go to appointments
- To quickly move around downtown
- To try it out
- To try it out!
- to try it out. didn't like using it if it had just snowed...
- To try it, and because I was running too late to walk.
- To try it. Cycling in winter requires specialised equipment. It is not a useful service in winter.
- To try it's and for a few times that I was out without my own bike.
- To try.
- Tracks and pathway were cleared so it was no big deal
- Transit breakdown
- try it out vs. uber to get home (close to home, the zone isn't large enough... and uber is probably cheaper too)
- Wanted to try it. I lived in Montreal and used Bixi frequently, happy to have a program in Calgary.
- Was a clear winter day.
- Was available
- Was in a hurry and didn't have my bike on hand
- weather
- When my bike broke down on my way to work, I locked it up, transferred to a Lime Bike and wasn't even late for my shift. Biked home at the end of the day with another Lime Bike, then drove into downtown after rush hour to collect my broken bike.
- When the tracks were cleared, a faster way to get from one end of downtown to the other
- When the weather was still reasonable
- Why not
- Winter Cycling Congress
- With the city's snow removal on pathways and bike lanes, it was an easy way to get around through most of winter



Dockless Bike Share Pilot

Stakeholder Report Back: What we Heard

June 2019

- Worked well when the cycle tracks were clear. I generally did not ride on street due to a lack of winter tires on the bikes
- Yes when the cycle tracks are clear it is easy.

Did not use in winter

- Because cold.
- Bike tires aren't studded.
- Brutally cold
- Calgary winters are no place for bikes
- City pathways too slick, air too cold on hands.
- Cold and Icy
- Cold, snow, try to stay out of downtown.
- Deterred by the windchill factor
- Did not have an opportunity
- Didn't have a need to
- Didn't need it. Used it this spring
- Didn't need to
- Didn't have a chance. They are not available in my work area (Ramsay)
- Didn't know they existed
- Didn't need it
- Didn't think about it at the time
- Didn't want to ride in the cold
- Do not carry a helmet with me
- Don't like biking in the snow
- Feel unsafe biking with snow/ice on the ground
- I am generally located outside the main zone, and just started using it this spring
- I didn't have any where to go. However now that I have done it in nicer weather I would be much more likely to with inclement weather.
- I don't have a bike helmet and was worried about the risk of slipping and hitting my head
- I don't bike in winter, roads are not clear of snow, ice makes biking dangerous
- I hadn't tried it yet and it felt more comfortable to get used to in the summer when other people were out using it
- I have my own winter bike.
- I live outside the zone
- I rely on +15 network in the winter. When it is cold I do not have the proper gear to ride.
- I rode my own bike
- I was down in March when i used it, does that count?
- Ice snow cold
- Icy conditions



- it was winter
- It's icy. Tires on the bikes do not allow for safe riding. Travelling when there is no ice can be dirty as the wheels kick up water.
- It's unsafe
- Just hadn't tried yet
- Just learned of it this March
- No need
- No need
- No need (in Calgary). Used elsewhere
- No need arose. The bike share area is only near where I work, so I use it mostly to run errands
- No need, walking part of my winter exercise program.
- Nobody rides bikes in the winter. What a stupid idea.
- Not as comfortable riding in winter conditions.
- Not comfortable with biking in winter
- Not sure if it was available
- Not yet comfortable with winter riding. Hope to be, though.
- Only moved to Calgary in April.
- Prefer not to bike in winter conditions
- Range was not enough for reasonable use in cold weather.
- Rather use my bike with studded tires.
- Ride my own bike
- Riding a bike downtown is horrific even with the bike lane as you need to cut across traffic and there isn't enough room on most other roads to access the. Need bike path off of the road) There is no way I will ride a bike in the winter next to cars.
- Road conditions are not good
- Safety, due to road conditions.
- Slippery sidewalks/roads
- Snow
- Snow (and drivers are very inconsiderate in the Beltline!!)
- snow. used it in the fall.
- Snow/no need to use a bike because most places I was going I could use my car
- Temperatures cold and I'm lazy...lol
- The times I was in the bike share zone, I had my own bike
- The weather
- Tires didn't look safe for winter conditions.
- Too cold
- Too dangerous
- Too expensive and it was too cold this winter
- Too cold



- Too cold
- Too cold
- Too cold
- Too cold outside
- Too cold over the last winter
- Too cold to go outside
- too cold!
- Too cold!
- Too cold!
- Too cold,
- Too cold, bike lanes were not cleared
- Too cold, dangerous roads
- Too cold, poor snow clearance
- Too cold.
- Too cold. I value the skin on my face.
- Too dangerous in conjunction with winter traffic/not enough reliable and safe bike infrastructure
- Too dirty
- Too expensive.
- Too slippery and unsafe on icy roads and sidewalks
- Usually on my own bike
- Wasn't living in downtown calgary
- Wasn't downtown
- wasn't in calgary
- Wasn't required.
- Weather
- Weather
- Weather
- Weather
- Weather. Helmet laws.
- Winter conditions
- Winter is cold.
- Winter weather/snow prohibits comfortable use of bike during winter months

Please select all the reasons why you haven't tried Calgary's Dockless Bike Share pilot: ("Other" responses)

- Own and ride my own bike
- I never have a bike helmet with me when I may want a bike
- Would not feel safe
- i have my own bike and walk
- Have not had the opportunity in my area of the city



- It is unsafe to ride bikes in Calgary as bikers are not patrolled
- Just haven't yet
- ride my own bike
- It's a pain to sign up for another app with yet another password
- Plug up Sidewalks, are a menace to pedestrians
- It requires a helmet which I don't always carry with me.
- I have my own bike.
- Helmets req'd for e-assist bike
- I don't understand the bylaws about helmet requirements
- I already own a commuter bike
- Hasn't worked out with my schedule yet
- Illegal to ride motorized vehicle without a helmet.
- Have my own bike
- I have my own bike
- I ride my own bike
- I don't trust the potential for data hacking my phone
- I ride my own bike every day
- Not giving them 10 bucks US to start.
- I walk/own my bike
- Bike share is for goofs
- Don't like the idea I have to prepay for something I may or may not use..prefer it if I could sign up and then only pay if I use it.
- Waste of taxpayer dollars
- I have my own bike
- Plan too, haven't yet. Weather
- Winter weather and not carrying my helmet
- Line of work has me driving most times. If I didn't drive as much as I do, I'd be riding using bike share frequently.
- Have my own bike
- Did not want to use during winter.
- I have my own bike
- Weather
- Its going to look like china with bikes thrown everywhere. Clogging up sidewalks
- My work is outside of the bike share boundaries, so it's not very convenient.
- haven't had the need yet
- I'm concerned about riding an e-assist bike without a helmet.
- I don't cycle in the winter
- Concerned about safety of biking on roadways
- winter conditions



- No need
- Have own bike
- Have a disability
- Never really had to. Close to work
- I prefer to ride my own bike
- Injury prevents
- No time
- I have my own bike
- No need
- I have my own bike
- Haven't needed it
- Walking
- Own a bike
- Suite your purpose
- Don't need them where I'm commuting, don't live downtown
- Don't need it, have my own including folding one
- Just haven't had the opportunity
- Have your own bike
- Have my own bikes
- Ride you own bike
- Own bike
- Support local business
- Got two legs, got sponsors if I need a vehicle
- Weather, don't know too much about it
- I have my own bike
- Haven't heard much about how it works
- I have a bike
- I have a brain injury. I won't ride a bike without helmet. I never have my helmet with me! but i plan to try the bikes soon
- I have my own bike
- Own my own bike
- No need for it
- Have my own bike
- Weather hasn't been nice enough
- I generally walk, or I drive my own bike.
- Have my own bike
- No opportunity
- Convenience. If it was easier to access, more bikes in my area (west Hillhurst)



- Principal - I won't support a program that doesn't respect my city. These bikes are allowed to be left in the middle of sidewalks and pathways. They are an eyesore.
- Highly impractical for nearly everyone in the city outside of the core, but who cares about the silent majority
- I use my own bicycle
- I don't carry a helmet and cycling amongst hostile YYC drivers is not safe without one.
- Haven't needed it, but would use it if appropriate and available for my trips.
- You can only sign out 1. If I am with my daughter a minor, how can she have account, so I couldn't use it. Plus it was too expensive
- New to it, don't understand it yet
- Waiting for nice weather
- Heard you need a helmet
- I haven't been here
- Never thought of it
- Ride you own bike
- Haven't had opportunity
- Walk, have own bike
- Don't see bikes as transportation for me, hard when professionally dressed
- Own your own bike
- Fair weather
- Can't ride a bike due to medical reasons
- Waste of money
- Infrastructure is dangerous
- Don't live here
- Have a car, ride own bike, helmet
- No information
- I, along with many other drivers view bikers on the road as unnecessary safety hazards, therefore participating in bike share would be extremely hypocritical of me. Add bike lanes to sidewalks instead of roads, and I might consider. (What beginner cyclist can keep up with the speed limit anyways? Go 50 like the rest of us, or get of the road KAREN)
- Have my own bike
- Not efficient use of time
- I've just been lazy and not set up an account but I think the bike share program is great!
- prefer to ride my own bike
- I have my own bike
- There hasn't been a lot of talk about it. I only see the bikes downtown parked somewhere. I never see anyone use them and it makes me question why I would use them.
- This program is a waste of time and money.



- I have my own bike(s), but would definitely use Calgary's bike share instead of a taxi if I was stranded somewhere.
- Helmets are not available and I don't want to risk my life. I'd prefer to ride my own bike or walk.
- I have a toddler
- Overall cannot support a project that provides more inconvenience than anything else.
- I don't typically bike in winter
- Whist haven't got around to it - but I will eventually
- No bike share at Foothills Hospital where I work
- Don't have a helmet
- Waste of taxpayer money like your bike lanes
- I have my own bike I use
- I have my own bicycle and haven't had the need for this mode of transport - also the fact that I would have to bring my own helmet to meet helmet bylaws (I would reconsider using the bike share if the helmet bylaw were amended)
- i use my own bicycle
- I have my own bike
- Lack of cycle tracks downtown
- I have my own bikes in the same area
- I ride my own bike
- I usually have my own bike.
- Have my own bike
- Range doesn't go where I would need to park it
- Launched in winter
- I want to use it but it's been winter and I haven't signed up yet.
- Prefer to use own bike
- Overall commute time per day
- I have my own bike and use that instead
- Not aware
- I have my own bicycle.
- Bike sharing works only for adults. It is not a viable form of transportation for anyone travelling with children.
- I use my own bicycle
- I have my own bike

What would encourage you to try the bike sharing in Calgary? ("Other" responses)

- If I could receive more information or feedback about that then I would consider myself doing a bike sharing
- I would try it if I didn't have my own bike already.
- It is not a reliable form of transportation if you have no idea where bikes might be parked



- Knowing about it
- Open to it, the right situation just hasn't come up. Friends used it one time with me but I already had my bike.
- Not having to install an app on my phone.
- Cheaper rates; not pay by the minute. Bike share in other cities (Victoria, Vancouver) seem to have better models.
- Similar pricing model to the U.S. - flat fee for a defined period of time vs charging per minute
- Nice weather!
- Cheaper! Costs the same as a Car2Go. Also wider parking range.
- not over priced electric bikes
- Unless the infrastructure for safe cycling exists this doesn't scale. The legions of dumped bikes in the neighbourhood are an eyesore.
- If it was cheaper. I'll walk or take a car2go over a bike.
- If there were specific drop off and pick ups. Sick and tired of people just leaving them in the middle of the sidewalk and then they just sit there
- No helmet required. Better pathway system for bikes.
- Docked bikes. It can be hard to find 2 or more bikes at once if you're travelling as a group. Price is also a factor when I can just ride my own bike.
- A reduced cost
- Cost reduction - it's almost the same price to rent a Car2Go. Safety - the Beltline & downtown still have a ways to go before I feel entirely comfortable switching to cycling as my main form of transportation
- I would prefer bikes w/o electric assist
- More biking infrastructure within the downtown core. Access to bike share in my community and some certainty that bikes would be available in the community.
- If it was available near my house.
- cheaper. But I use my own bike.
- Change in helmet bylaw so that I could ride the bikeshare bikes without needing a helmet. It is not feasible to carry one's helmet around in order to use
- If it was less expensive. The times I could use it it is only \$1-2 more to get an uber. Uber is generally safer too as where I'm going does not necessarily have separated bike lanes
- Not interested at all
- More bike lanes, I stopped biking when I moved to Victoria Park as I feel even as a pedestrian I may get run over.
- If I had a bike helmet and if places I want to get to had bike paths to get to. I don't feel safe riding on the road as drivers don't consider the safety of cyclist.
- Ensure bike sharing is available at hubs outside of downtown where lots of people ride bikes - e.g. FMC, U of C, etc
- If it was available city-wide



- nothing
- Stop dumping them all over downtown
- Expansion of the protected cycle track network
- A video on FB that show how easy it is to use and to adjust the bikes for my short legs ...
- Greater area covered
- very low cost
- Nothing. I would like to see the pilot ended and the bikes removed as they area nuisance when walking anywhere outside downtown.
- Nothing
- Nothing.... I LOVE this idea! Just doesnt work with having my kid in tow.
- Availability in my community, low cost.
- Helmets
- If I didn't have my own bike.
- Nothing this is an unnecessary and unhelpful program. Poor use of tax money
- Put some less expensive regular bikes out for use at a lower price. Expand the usage area.
- Not yet
- Free trial
- Nothing, I don't support this program.
- If it was connected to an account I already have like car2go or park plus
- No
- Make it cheaper than other forms of transportation, similar trips would cost more on a lime bike than a car 2 go
- Building proper bike lanes. Bike lanes should be next to sidewalks, not out in traffic with moving cars on the left and parked on the right.
- Nothing
- Lower cost. Outside of downtown is where I would want to use such a service - ei. Take the train to Brentwood, then have a bike I could use for the 10 block travel to my aunts instead of walking.
- I'll use it when it's convenient for me. I'm definitely in support of it and glad that it is available as an option.
- Yes
- Nothing. Only goofs use them
- Lack of access to an uber/taxi and horrible weather.
- lower prices, parking bikes in more considerate ways
- Lower cost. More connected on-street infrastructure to get to/from restaurants, shops, etc., to the river pathways.
- I have a disability. It would be nice if the fleet of bikes included one adult tricycle in each quadrant of the city. That way I can ride to my destination independently.
- Piloting the program when it isn't winter.
- expansion of range



Dockless Bike Share Pilot

Stakeholder Report Back: What we Heard

June 2019

- Get them off the streets.
a number of years ago I got hit and almost killed and I will never ride a bike again.
- There is nothing to encourage cycling or transit. I prefer to block busses and cyclist like they do to cars
- Nothing
- I will try it when the weather is nicer. However, a cheaper option would be good too
- Reduced prices, more on street bike lanes
- Less expensive, for short trips it is cheaper and faster for me to just use uber
- Cyclists put themselves in vulnerable positions every time they hit the streets. Not only are many not aware of the rules of the road, but insist on riding in motor lanes; despite the provided bike lanes. Roads should be for vehicles with motors ONLY
- Nothing
- Want to have a helmet
How to provide a helmet
- Good weather
- Infrastructure better
- Being here, would if I lived here. Great for downtown but less outside
- No I'd rather walk
- Warmer weather
Know how to use it
- Cheaper
Trial period
- Might try for a downtown weekend event - event that promoted it, for fun before work
- Access to phone
- Cheaper
Not close to where you live
- Interested
- Seeing them around
- Longer distances to go
- Nothing
- Weather
- Will do
- If it came with a helmet
- Bikes closer to where you live
- Nice weather
- Initial incentive
Cost
- Already encouraged, information about costs
- Get some tandem bikes



- Just need the opportunity to match up a bike to one of my trips.
- A free trial to give a try.
- If they were located near my home and work
- Regular bikes instead of e-bikes. Lower prices.
- If it wasn't Calgary and riding in this city in -20 was practical. Planning for a transportation method that only work 5-7 months of the year just doesn't work.
- I may try it, I may not. It will be impulsive. If I'm wearing the right clothes, if I have time in the moment. But no matter if I like it or not, it is a good idea. I like the bright green colour.
- Docking stations, or parking requirements.
Expansion of the zone to include SAIT (I would use one to bike up the hill).
- Non-electric bikes that are also dockless. A better price point - it's very similar in price to car2go so I'd choose that over Lime. It would be better to have it at a similar price to bike shares in Europe where it is by the half hour or hour.
- I am interested to try this summer.
- Having more bikes in my area and cost is restrictive.
- Living In the core
- If it was in my community.
- I need to remember to actually do it.
- No idea
- Only if I was a tourist
- If family was in town and didn't have a bike, if I was a tourist, inner city to get somewhere if I didn't have my own bike
- If it was available in my neighbourhood
- More info on how to use it. Do I need a credit card or drop a loonie, I don't know.
- I plan to try it
- No need for it
- If I needed it and I was downtown more. Normally just use my own bike.
- Not much
- Price
- Nothing
- If I got a flat tire
- If I worked downtown and had to go between meetings
- If they could be found anywhere in the city.
- Nothing. Rather be out with dog. More time to try it out for phase 2
- Have bicycles available in my community
- If I was stranded without my bike or got dropped off somewhere but I ride my own bike everywhere so don't need it
- I want to try it... maybe some scheduled FREE trial sessions with groups of people riding... that would be FUN. I would do it...



- If the zone you're allowed to leave them in reached farther west past 14th st
- Safer bike infrastructure for non-professional cyclists (I am slow, I really shouldn't be on the road).
More direct bike route between home and work or other locations I use. More education about how the bike share program works
- Warm weather
- Just living in the core
- Less expensive
- Not really - there are bikes in my building I can use
- Weather, son will help ,e figure out how it works
- Good weather
Entertainment
Physical activity
- No
- Support local business
- I would use it now
- Just wouldn't cause of my own bike
- Use it for recreation
- If I were to go out of a drink or something
- Not avail in your community
- Free hour or something, some sort of school affiliation
- Interest
Or for fun
- Not of interest to me, o. Tempted a few times but it's expensive and own my own
- I wish there was a cheaper not electric version. This costs almost as much as a car to go. I have a parking spot downtown and would love to hop on a bike to travel faster and further from my parking stall but it's too expensive in addition to parking
- No
- Have other means to get around
- Passes for bike share, free one time trial, and being able to put app on my SD card.
- Not having an inner ear disorder
- Better pricing. Current price of 1\$ plus 30¢ per min is almost the same as car2go. But with car2go you can go faster the same distance. And it would cost less. I would use bikes for 1\$ if less than 10-15 min. Then in could charge 10-20¢ per min.
- I'm not sure how the one in Calgary works, but the need to download an app and set up an account was a major barrier to use when I try to use these when traveling.
- If it was noticeably less expensive than car2go. car2go has a similar cost structure (pay by the minute) but it takes much less time to drive somewhere vs cycle, and you can park car2gos most areas for free. Limebike cost and time are not favourable.
- If it was available in parks like Nose Hill Park or Fish Creek Park I might use it



- If it's raining (pouring)
- The current cost of the bike ride sharing program in Calgary is outrageous if bike sharing cost was similar to pricing of dock based systems in other Canadian and international cities I would use the system. But I will not be using the Calgary one.
- If I needed it
- Na
- I prefer bikes with docks instead of having the app. I think that's easier to use
- Better access - no credit card
- Not really. I have my own
- Not interested because I have my own bike
- Nothing
- If I need it
- Not really
- Better infrastructure in suburbs
- No way
- Need it to cost less. Maybe a different system not based on time
- Short trips
- For fun to try it
- Na
- Na
- Nothing
- less expensive prices
- If it was free
- No
- If I need it. And if parking is far
- Expanded service area, expanded cycle track network
- Expanding the home area so that I can make use of more of the bike path network
- A promotion for a free ride. I am planning on trying it now that the ice & snow is gone.
- A slightly cheaper price. As it stands, it's cheaper to take a taxi or Uber from, say, downtown to Kensington, and cheaper still to take Car2go.
- I plan on using it alot anyway
- Lime should bring in their non-electric bikes as they are much cheaper. I would also lime an expanded zone to cover Chinook mall and the university of Calgary.
- Nothing. Get your own bike
- If it was available in a broader area. (Car2go zone for example).
- Availability
- If all cyclists were licensed so they contribute to the cost of bike lanes etc. Dog owners pay fees to offset animal services. Double standard
- Bit cheaper. It I see abou thte same as car share.



Also summer.

- It's way too expensive, especially compared to other municipalities. Make it more affordable.
- Available in my area of the City
- Better weather
- Nothing, I own my own bike. I bike for recreation only. I believe the bikes should be left in designated areas like Europe because they are abandoned often impeding sidewalks.
- A need to try it.
- Nothing
- I will try it soon.
- I've only seen one of these bikes in the city. It was mangled and tossed aside.
- More available
- Not much
- More access in my neighborhood.
- It needs to be more affordable, it won't succeed if Car2Go is a cheaper option. I also would love to see all of these options to expand further out of the inner city.
- If people stopped parking their bikes in the middle of sidewalks (which blocks people who use wheelchairs, strollers, etc.).
- I'm motivated and will try it this summer. Would prefer a non electric cheaper alternative
- Free
- First time ride discount
- Good weather
- Have it available in my community
- Nothing, I don't have a bike helmet and if I wanted to ride a bike I would buy one.
- Expanded operating zone. Expanded cycle network.
- Nothing
- weather, need
- More protected bike lanes to make it safe
- Having regular bicycles, not electric bikes
- Free trial. I can only access the bike by paying a minimum \$10 account top up
- Bike that fits
- City stop wasting money pandering to advocates and just let those who ride ride
- Further travel to / from work but that's not something I would want
- Lower cost. It is nearly the same price to take Car2Go and bike share, but Car2Go will get me there faster (which will ultimately be less money).
- The cost is about the same as taking a car2go and a car2go is much faster. If I'm renting a bike it should be significantly less expensive to get to the same destination.
- Have a bike crushing event. I would love to drive a monster truck over the city hall bike paddock.
- I plan on using it this summer to go to bars/patios, which then means I don't have to worry about riding my own bike home.



- CAD dollars.
Less expensive
- Reasonable prices. It costs almost as much as a car2go. I can pedal a bike myself and don't want a premium for the battery's
- If I don't have my own bike with me
- A card like a gift card to access the bikes instead of my phone
- Less expensive
- Cost reduced and accessibility points
- Nothing. I own a bike so would always just use my own.
- Having helmets attached to the bikes.
- I was in Portland and they had a hybrid dock/dockless non electric bike share system called Biketown. It cost 8 cents per minute and there was no unlock fee. I used these all the time because cost was very reasonable.
- Nothing
- Bring it closer into my neighbourhood
- Lower prices
- Lower cost
- Having a larger usage zone
- I will be using it now that the weather is getting better and my schedule will allow for it.
- A cheque for \$500.
- If it was available between Foothills Hospital, Childrens Hospital and UofC
- An alternative payment means that would meld with the Calgary transit month passes or similar.
- Lower cost
- Better understanding of the helmet requirements. I was under the impression pedal-assisted bike riders need to wear helmets and I don' normally carry one.
- Absolutely nothing. My travel within the city involves distances too great for it to be feasible as an alternative to my car.
- Cheaper options
Regular peddle bikes that don't require a helmet.
- Not really interested
- I already want to try bike sharing. I just haven't found the time to take transit to downtown from Dalhousie and use a shared bike. I take my bike with me to work instead or if I use transit, I'd rather make the most out of my 1.5hour ticket validity
- If it was cheaper.
- Wider availability.
- Nothing. You couldn't pay me enough. These bikes are clogging up sidewalks meant for pedestrians, and in my opinion are an eyesore.
- Nothing, I might have better impression if people didn't ride them on sidewalks and leave blocking the entrances to buildings. At least bike owners take care of their property.



- A cheaper, non-ebike option.
- Price was the same as car2go which I thought was expensive. I already live inner city with my own bicycle. Maybe more during the summer I might use one.
- Maybe a 'try 5 minutes for free' promo or something along those lines.
- If I could pay by some other method than via an app, I would try the bike sharing. I do not have a smart phone.
- If I was going out somewhere that I would not feel comfortable locking my bike up, I would take a bike share instead
- Consistent enforcement of location. Some are left in bus shelters, some are left across sidewalks. I've seen Lime personnel do this; I don't care if this is 'disruptive', everyone should follow the rules.
- A wider network of bike locations
- First 3 rides free, and an app that isn't a total nightmare to use. Quick sign up to the app that is secure.
- Scrap them all. I have my own bike, What a waste of money.
- If it was available in my neighborhood, and if we had more bike paths/lanes for safety
- Available all over the city. I would ride a bike share to work, especially when it's nice out
- The dock less program is most annoying. Bikes are abandoned in very inappropriate places and causes danger to other bicyclists. Would not take part in a program that causes such frustration to pedestrians and bicyclists.
- Nothing
- Park bikes in organized manner
- Less expensive and no requirement for helmets
- will if I ever have the need
- Expansion to my neighborhood so I don't try it for the first time when I'm doing an errand for work.
- I wouldn't do it. They are covered in snow, the streets are icy, drivers do not clear their cars properly so cannot see me properly, no helmets provided from a health and safety point and this is the wrong thing to do.
- SAME rules for bikers as for cars. Safe biking enforced. Bikers fined for not using bike lanes when available.
- Lower cost (no need for electric assist). Expansion of areas available.
- more bikes or scooters
- way too expensive. priced too close to car2go.
- The price needs to be less than a car2go and actually having a docking area means you might be able to find a bike when you want one.
- free minutes to try it out
- Nothing.
- Bikes available in parks, with dedicated bike paths
- Only if I have no car and money for the bus.
- Don't work downtown



- There nothing cause it's absolutely stupid are city wasn't set up for riding bikes on the roads safely
- No requirement to wear a bike helmet. Also wonder about value as it's the same price per minute as car share
- Don't need it ... but my husband doesn't own a bike and bike share would enable us to cruise the river paths together.
- Cheaper rates and wider range

Is there anything else you'd like us to know?

- Expand the bike share network outside of inner city.
- Bikes should not be allowed to be left randomly in city parks, or parked in such a way that sidewalks or pathways are obstructed. Bikes parked randomly create access barriers for pedestrians, especially those with strollers, etc.
- dont do it
- Please fix the Westbrook LRT station security situation. This station is almost unusable. People using drugs and alcohol in full view. Bums sleeping all over the place. Aggressive panhandlers at every door. It's been getting worse for years and no one at the city will help.
- Other cities have various options such as electric scooters, this might encourage more use.
- Please expand the program!
- I never wanted to ride a heavy eBike. I hope the next phase has cheaper regular bikes and electric scooters.
- Please consider the option of bringing the scooter services to YYC as well. As dockless bike share expands to the entire city the scooters could become a good use for inner-city short hops.
- I'd like to see a subscriptions service for the bike share rather than a pay-per-use. This would incentive trips rather than discourage them.
- Move the bike Lanes from 12th Ave to either 10th, 13th or 14th Ave to allow traffic to actually function on a critical eastbound route through the city.
- Price is way too high, it's on par with car2go. Have them bring in non-electric bikes like in other cities. \$1 to unlock plus the first 30 min free is the rate for those
- The price for Lime is a bit high (more expensive than car2go), but they're very convenient. I love being able to use a bike for a one-way trip and not have to worry about it being stolen. Bikes are generally parked appropriately, but I understand the concern, particularly about blocking sidewalk accessibility.
- Bike share may be promoting bad cycling habits - I've seen a large number of people riding on sidewalks without helmets.
- Way to expensive... quickly more than a bus and if you're two, quickly more than an uber... just not properly priced making its use to get to transit or to do anything unaffordable
- Would like to see a cheaper non-electric option. Currently too expensive for daily use or longer trips
- Thanks for the pilot. Would prefer cheaper non-electric bikes next.
- Dockless bikeshare has closed some connection gaps for me in Calgary. I look forward to seeing it grow.



- Ideally, with more companies setting up shop the prices will go down a little. I think this is the biggest thing stopping people from using it.
- Build it (safe, maintained cycling infrastructure) and they will come.
- I love biking in Calgary and want everyone to get the chance to do it too.
- We need more bike lanes and spaces to ride bikes
- High rates of bike theft in Calgary make me reluctant to use my own bicycle for anything other than long rides on the pathways. Bike share has been a great replacement for trips where I'd have to lock up my bike for extended periods of time. Also please try to get the province to eliminate the need for helmets on ebikes.
- The bike share program is great and will allow more people in Calgary to get introduced to city cycling. The main issue is that there is still not sufficient cycle infrastructure in Calgary for many people to feel safe riding a bike here. We need additional bike lanes that reach further than the downtown core and beltline, plus additional lanes in these areas. There is so much room for bike lanes downtown (do we really need 5 lane roads cutting through the core?), and for existing 'painted on' bike lanes to become actual separated lanes. The only issue I have with the bike share is the price, it costs about as much as a car2go which is quite ridiculous, cut the cost in half and I could see ridership increase significantly.
- People really need to be more respectful of pedestrians when using these bikes. They ride down the sidewalk like it's a free for all and then leave them parked wherever they want- including right in the middle
Of sidewalks, on lawns.... etc
- Availability outside of the core will expand my use of the bikes. I often carpool to/from work but the lime bike makes a good option to supplement a way home if I didn't ride my own bike or carpool in the morning
- Even as someone who considers himself an advocate for cycling, this program is too expensive and disorganized.
- Survey does not capture tourists.
- Price was too high, same as a car share. Range needs to expand, but also requires separated bike lanes. Helmets should not be required. Manual bikes (not electric) should be available as an option.
- Provide stats on the pilot in terms of usage. End trial if this does not make sense.
- The cost of the bike share is WAY TOO EXPENSIVE to be a viable option on a more regular basis. For the short distances I travel on the Lime bike, taking an Uber or Taxi is comparable and that is inexcusable.
- Please keep bike share, they're great. Please remove the silly helmet bylaw. And PLEASE keep building bike lanes to support their continued and expanded use
- I would like to emphasize the need for better cycling infrastructure in this city. We need more infrastructure to make people of all ages and abilities feel safe on a bike. This is currently very limited in the city - to only pathways and a few cycle tracks downtown. The cycle track network needs to be far more extensive.

- Would be good if we could reserve a bike, like we do with car2go. We need more of them and available in a large area.
- The bikes started out in great condition but many have been damaged/deteriorated from the winter conditions. If the bike share operator does not address these issues (loose parts, worn out breaks), it will reduce the likelihood that I use this service in the future
- I appreciate the City of Calgary bringing programs into Calgary that give people options other than driving.
- I love bikes
- I'm unhappy the allowed area is so small and has not yet expanded despite assurances it would. (limebike specific)
- I think the bike share system is awesome and should definitely keep going in Calgary! It is the same price per minute as car2go though, so to make it more competitive should be cheaper.
- No
- Bike shares are super convenient. Some days I don't want to bring my own bike to work, especially if I'm not sure of the weather or have meetings after work finishes. So I can hop on one to come to work and then decide how I want to get home later (walk, bike share, car2go, transit etc.) without worrying about having my own bike to lug around.
- The e-bikes are lovely, please fix the helmet law though - I would hate to see it applied based on looks, wealth, colour etc.
- biking in calgary is great. pls keep on building bicycle infrastructure.
- Bike-sharing is great, but we need more safe places to ride them. Please continue to develop the downtown cycle-track network. Fix those gaps!
- I support legislation that allows the use of bikes, including electric bicycles, without helmets
- I have seen some of the Lime bikes parked in strange/inconsiderate places, like on people's lawns etc. I liked how some of the bikes were outfitted with pogies for winter!
- I love the bike network in Calgary & want it to be even better.
- -Hoping this program will expand to include destinations outside of the downtown area
-would like to see some competition that results in a lower user fee
- Just waiting for electric scooters! zoom-zoom
- I would look at cost. Be nice to be able to get a annual membership. I would (if available in winter too)
- Don't let bike share replace transit. The bikes are good from getting around downtown and to the CTrain. But more CTrain lines are required for getting downtown.
- Bikes need longer fenders to prevent spray in wet or winter
- Used bike share on a recent trip to DC, theirs is docked. The sockless Calgary has seems much more convenient ... dont have to find a docking station at your destination, just find your destination
- I would prefer scooters. Also, I had a tough time finding a bike that was charged- I wish that there were 'dependable' charging station areas in high drop off/pick up zones (like City Hall, the Central Library, Saddle Dome etc.)



- I think this pilot was great and I'm hoping that it continues to be available in Calgary. Provides a great opportunity for alternative transportation options that are lower carbon.
- Please continue improving the city's bicycle infrastructure and complete physical tracks and ensure connections to dedicated paths are maintained and completed.
- The usable area needs to be reconsidered and drastically expanded. Particularly north of the river where the e-assist would be extremely beneficial in climbing the bluff/escarpment.
- It's fabulous except very expensive!
- More Bike lanes in Victoria Park pls. Maybe a park where the yellow house was? need more green space pls. Thanks!
- They are a bit of an eyesore scattered about the down town. Often parked in a poor spot.
- I would like to see improved cycling infrastructure to Foothills Medical Centre
- Please extend the zone to Lakeview!!!
- people using bike should have be registered and have license plate and insurance
- Expand the bike zone area beyond downtown/beltline.
- Wish the cyclist, in general, followed all the rules of the road.
- Besides having a great electric bicycle of mine own, the reason I don't use Lime bike more is cost and the home area. While the cost of the trips I took in the last six months were cheaper than taxi, transit is still the cheaper option, particularly since I can't get to the areas I would want to go bike - namely Inglewood and Kensington. I understand that in the summer the area will expand to include the whole city, however, that seems like a terrible idea given that the bikes will end up in the suburbs where there is a severe lack of safe bike infrastructure to bring them back downtown where they are more useful. It also doesn't seem like there is much stopping people from leaving bikes where they aren't allowed to even with the limited home area.
- Please expand the protected cycle track network
- I think they're a great idea.
- Love Lime scooters in other cities. Bikes not as much. The helmet laws in Calgary keep me from using bike share more often.
- I find it remarkable that vandals aren't throwing the bikes in the rivers at night, very unusual behavior by the populace.
- I love having Limebike in the city. I just wish that they were a bit cheaper and that we could take them further than just the core downtown.

I live in Sunalta but work near Chinook mall. It would be great to take these to work

- I request that the city terminate he pilot.
- Keep Lime bikes in YYC!
- Keep up the great work! Anything to try and make transportation that is not a single vehicle is awesome. One day I wish transit is free for all!
- Would like it to be expanded to inner city (Killarney) would use more.
- Diversity of transit options is such an asset to the city. Can't wait for the scooters! In the last city I lived in I preferred the scooters.



- Who is going to be responsible for moving the congestion of bikes? Picking them out of the parks? How is the helmet law going to be enforced?
- Need more safe paths beyond parks to destinations like transit, retail, and employment.
- I'm not sure why the city of Calgary is promoting a private enterprise. I think they know how successful they are by how much money they have made.
- Bike share is great! Calgary needs more cycling options.
- Yes please stop wasting City of Calgary time and resources on this program. It is of little benefit to Calgarians. There are much more important issues the City should be focusing on.
- I'm really hopeful that bike sharing will work for Calgary. Connecting to other modes is critical and the system needs to be BIG.
- It would be nice if there was more talk about the dockless bikes. In places like NYC everyone uses them. No one 'seems' to here
- I don't support this program.
- Cycling is the way forward to transit in the city center and surrounding neighborhoods - we need more initiatives to help people transition NOW!
- Like to use downtown, as I have a concern leaving my own bike while doing something
- I would use the bikes more often if the price was cheaper. I think they are very expensive compare to other cities, specially if you use it very often or long distances. The limits were you can park the bike are very small, too. I love the idea of bike sharing.
- Introducing it during the late fall seemed like weird timing. Will be interested to see how much more it's used in the summer
- Focus on education of bike safety of those on bicycles. I find a lot of cyclists are unaware or disregard bike safety and rules
- They cost as much as a Car2go. Lower the price and you'll probably increase rider numbers.
- Expand home area and add more bikes
- these bike shares are too expensive as is calgary transit. please lower the prices as calgarys population is getting increasingly poor
- Lime Bike has a reputation for being expensive. It's only pennies less / minute than Car2Go but with an additional start fee. It should be cheaper and then more people would use it.
- It's a great way to connect to transit (I.e. cover the 'last mile') but there isn't enough bike infrastructure that allows people to be on the road apart from cars to prompt the average person to actually use it.
- The cost of the current bike-share (Lime Bike) is prohibitively high. It costs the same as renting a car2go for most trips I take. The only time I use Lime is when there is no car2go nearby.
- Would like to see Electric Scooters!
- The system right now seems like a luxury activity. For those who come to 17th ave/downtown and want to bar hop or something. Not as a serious (and affordable way) to commute on a daily basis. I hope the bikes are expanded to suburbs. They would be great for kids in areas where a bus only comes 1 time per hour or ends service early in the evening.
- Love the bikeshare but find it a bit pricey.



- Need more range like into west springs
- I think that you should be able to make a 1 time small fee to use these bikes otherwise people on a fixed income cannot use them
- We need more separate bike lanes in this city, drivers will turn corners with no consideration for you one bit! (especially at 4-5 pm in the Beltline)
- Honestly, I really like the bikes, the app, etc. - the only issue is the price. I would use the bikes a lot more if the pricing for the e-bikes (given that was our only option) were more reasonable. As is, it costs me way more to bike from the East Village to, say, Kensington than it would to take a bus or train, and it takes longer due to the need to be respectful of pedestrians on the path. The e-bike cost is only slightly cheaper than cab fare to go the same distance. I think they have priced their service very poorly, since I would be a daily user, not an occasional user, if the service were more affordable.
- this is an excellent initiative and I look forward to its continuation and expansion!
- We need cheaper options to enable visitors to go on half day, or 30-60 minute bike tours of our beautiful inner city neighbourhoods and river pathways. Per minute pricing of current option is same as Car2Go so doesn't deliver much value
- The bike share program needs to include docks at post-secondary institutions and healthcare centres. Many students prefer not to use the bikeshare program as there are not enough bikes near the U of C, FMC, or MRU.
- the scattered bikes makes our city look like a dump. clean it up!
- Dale Caulkins is a goof
- would like to use it more but it's a little bit too expensive. hope to see the price come down a tad
- Keep this program!
- Make this service permanent
- On-street, designated parking spaces (e.g. see Sacramento) for dockless bikeshare would provide guidance for users and free up the already limited number of bike racks (which bikeshare bikes don't require anyway).
- It also would be good to have a tandem bike in each quadrant of the city so people who are blind can ride with their sighted guide safely
- Need more protected lanes downtown especially east side N-S
- Very useful service. I think it's pretty expensive though: almost as pricey as a Car-to-Go but slower. I use it a lot but more because it's a necessity and I have no other options. It would be nice to get a couple more of these companies here so there's some competition. Also, a number of them are unusable because they won't unlock, which is frustrating if you have no other options. Sometimes I find myself walking from bike to bike trying to unlock them. Finally, the city needs to create more physical bike lanes all over the city, because I feel safer in them and it's easier for my commute. This would also help the companies grow and create local jobs because the number of cycle trips in a city correlates with the number of protected bike lanes it has.
- E-bikes shouldn't have a different helmet requirement than regular bikes. I know it's a provincial law, but it makes no sense and it is a barrier to use. I don't always have a helmet with me.



- PLEASE keep and expand the program. include non e-bikes
- Back in the 80s they built bike paths everywhere to get the bikes off the streets. now you guys are trying to put them back on the streets. It's only a matter of time before a cyclist gets killed.
- More bike infrastructure please!!! Connecting to downtown is hard from Marda Loop
- To make a trip for two people, car share is cheaper then 2 bike shares
- This survey is as much a waste of money as cycle tracks
- The price is crazy! Fine for traveling out of the core but traveling in to the core should be half the price of a car2go that holds 2 people.
- Great project just find the cost a little expensive. Definitely something the city should be investing in and adding more options/ supple/competition.
- I responded mostly to say that I am impressed how considerate users are in where they park the bikes.
- I see these bikes just left in places where no one would use them. Also, no helmets. I can't see that this was a successful trial, I should have been exactly the demographic to use these and I just didn't
- I would like to be able to take bike share to and from 69st station and to and from chinook LRT station and to and from the breweries near heninger Toyota. Currently these are outside the zone. Connecting from train to destination is especially important as I would not have to wait for bus
- I would use the dock less bikes more, but I have a toddler. I need a toddler bike seat on a bike in order to ride with him so I use my own bike more because I have the gear I need on my bike. But I think the dockless bikes are fun, convenient and a great way to get more people on bikes!
- Seriously, get them off the road before we kill them all
- Current LimeBike pricing is completely unsustainable and not at all competitive. The cost would have to be reduced significantly for it to be a viable transportation option.
- Ride share bikes are often left on the sidewalk or boulevard of a residential street. What if one is left in front of my house?
- Make it bigger
- Take the train, can't take my bike on during peak times
- Likes the idea for people downtown
- Think it's great an idea.
- Shouldn't need a helmet to ride, that is insanity. Should be able to use them easily. Love to see more companies to bring the price down
- Survey-er was great.
More scooters
- Would like to see the lime scooters. Fight the law about the scooters!
- We need more investment in protected cycling tracks
- How many more companies are expected to operate in Calgary? Will home territory be expanded?
- Love the deckles bike share. More cycle track networks would enhance this and increase bike trips for bike share and users.

- I'd use the bike share to commute if it was available in a wider area. Really like the e-assist feature of the bikes as it makes terrain a non issue when choosing to ride instead of driving.
- Providing safe & affordable options for active transport has been shown to improve the health and quality of life of citizens. The bike share & downtown cycle tracks are a good start. We need more separated bike infrastructure so that I feel safe taking my kids out with me when we're going to a neighbourhood restaurant for example - riding on the road just isn't safe or comfortable on many streets.
- Improve transit. Stop spending billions on roads. Yes, I drive, but I don't want to. If you would improve transit, I could take it. Be leaders!
- the lime bikes are not very fast, like they're governed, and the price is per minute, and the relatively short rides are too cost prohibitive for those that have to mind every \$ they spend i would think. i got three rides for nearly the full \$20 first fill. I'd use them again in a pinch, but that's about it. electric assist is nice tho
- Kudos to Council for giving it a chance!
- Lack of safe cycling infrastructure is a dominant factor preventing more people from biking downtown.
- Why does it cost so much in Calgary when other great cities are a fraction of the cost?
- The lime bikes are way too expensive. I regularly use bike shares in San Francisco and Denver, and they are way more reasonable in price.
- Costs need to come down. Shouldn't be the same price as a car share
- I have traveled to a lot of other cities that have bike shares available. I prefer the docked systems, as well as having 3 gears on a mechanical bike. I find the e-assist limits my travel ability with the assist only to 20 km/h, which I then have to pedal all the weight of the bike to go any faster. That assist to 20 km/h I find actually makes the initial pedaling and acceleration on the bike feel unstable and volatile if you aren't ready to combat speed with braking. This is said as a confident rider.

The cost of the Lime Bikes is ridiculous with \$1 each time I want to unlock and the price per minute easily adding up to more than a transit ticket for short less than 5 min trips.

The docked system is nicer too, because if you don't have access to a Smart Phone, data, or are a tourist without a Canadian Data plan, you do not need them to access the bike, with 3 day payment options etc, and 30 mins free between stations.

- I didn't think I'd use the bike share scheme because I have my own bike. But I tried one out and I really enjoyed the e-bike experience. I now find it very convenient and especially when I'm downtown I find myself doing things I wouldn't have because having a bike available makes it easy.
- Glad the city is pursuing modes of transportation other than driving. Calgary was all-car for too long (I remember the dark days of the 90s).
- I commute entirely by walking and biking, so am very open to using bikeshare- but I don't want to use e-bikes
- Price compared to Car2Go makes it uncompetitive.



- I loved my experience. I hope it stays.
- It seem insane the city spends time on these projects when 24th street south west has been under construction for 3 god damn years now. I worked at the city, I get the bureaucracy but this is just pathetic.
- Don't lose this program. I may never use it but it is a great idea.
- Its a little pricy. Its basically the same price as a Car2Go sometimes. It should be a little cheaper. Its way more expensive here than other places where they have the Lime bikes
- Great concept.
Would get more buy in if the zone allowed people to use the power assist to bike up the hills out of the river valley.
Would also work well if there were bike parking lots where people could commute to, grab a bike and bike to work; bike back to their car at the end of the day, and leave the bike in an organized and controlled area.

Access to SAIT and U of C would dramatically affect usership.

- I'm thrilled we are getting bike share programs but the current Lime bike one feels not worth it to me. I'm excited to see how the U-Bicycle one goes, it seems more like a bike share that I would use.
- No
- Make helmets available
- More cycling infrastructure please.
- Bike infrastructure is great in some parts of the city, but outside the inner city is a little lacking.
- In my neighbour they are poorly managed. Topped over up and down 5th street and 10 ave (misson). All scattered and abused in that area.
- Do not subsidize this program with taxes
- Need more bike lanes
- Keep the pilot going
- Please bring e-scooters to YYC as well. All major cities have them and it's an awesome way of commuting as well
- Will scooters be coming?
- No, thanks
- LimeBike is too expensive compared in Calgary compared to other bike shares elsewhere.
- I would prefer a comment section similar to car2go. I noticed a problem with one bike, but it was hard to write a comment on the app. Not intuitive. Prefer car2go system
- Keep them
- Please keep encouraging the bike share program. My non-participation so far does not indicate my lack of interest or support! i think it will take time and it is GREAT...
- The last bike I came across was in very poor repair, barely road worthy. I'm hoping this doesn't become a recurring issue as they bikes experience more wear and tear. The price for the limebikes are only a few cents less than a car2go smart car, I don't think that make much sense. They should be cheaper.



- Cant wait for scooter share
- Bring in the scooters too!!
- Please give the program a chance this summer! I think it will be more utilized in better weather, and love having the option to use a lime bike when I don't want to risk locking up my own bike at a downtown destination
- Great idea
- 6 Canadian words to protect to be a proud Canadian peace love respect honour trust freedom, without any you aren't a proud Canadian
- Great to have them
- Make them cheaper
Make them lighter
Service area
- Should put more restrictions on where they can be left, sometimes by the benches,
- I personally wish we had docked bicycles. This would be great around Stephen Ave, the east village, riverbank and Inglewood where everything is pedestrian oriented. No electric bikes needed on the flat downtown roads, just cheap and convenient and I'd be a user for sure.
- Just don't think it's safe for bicycles on the roadways. Great that people can just jump on them and go to Kensington. Don't like how they're littered around, no central location for them
- Love the idea and glad to see them here
- I really, really hope this goes really far. Bicycling is good for so many reasons and I am very sad that I have the issues I do that prevent me from riding a non-stationary bike.
- Keep it up! regarding creating more bike lanes which make biking inner city more safe/less intimidating.
- It's great and we should keep it! However I had issues with Lime. They kept charging me USD and didn't address the problem for 2 months. eventually I requested my account to be deleted for that reason. We should consider allowing other companies to service in calgary, which would improve customer service.
- I LOVE the idea of more accessible, varied transportation choices! The only reason I drive is because it's the easiest option — the roads are designed for my car. But, imagine if biking was easy, if the roads were designed for my bike— wow, that'd be great!
- Restricted range of current lime bikes reduces usefulness and appeal. Most places I would want an e-assist bike to go are out of range. Within the range is mainly flat and my own bike is suitable.
- I support alternate, environmentally friendly transportation alternatives and want this project to succeed.
- Need non ebike version also available. Cost is currently too high which is driven by ebike cost.
- My answer that calgary has sufficient bike infrastructure was relevant to the bike share pilot area. Still more safety and connectivity is needed through the rest of the city.
- Love them! Please keep going!



- It's good for short trips when you're downtown. If there was more bike infrastructure in the downtown core it would be good for going between meetings in different buildings. I don't think I'd feel confident enough to take it down 4, 5 or 6 Ave downtown so it's a bit hard going east/west
- The bike share costs more per trip than Car2Go, which is ridiculous. Also, the bike was poorly maintained and, as a result, very uncomfortable to ride.
- Great initiative, encouraging more biking
- It's awesome
- Not everyone has access to an app. More ways to access it would be helpful
- I don't have a credit card. Can you make this work with a prepaid credit card.
- I think it's a good idea, especially for stampede, much better than using their own car
- I want more frequent buses on sundays
- Cycle track is good.
- Good idea. If I had the need it would be great to use
- There has to be better security on transit. Some bus drivers don't help people with disabilities
- I have tried bike share in other jurisdictions. Parking of dockless bikes was one challenge I have identified in those jurisdictions that could lead to potential conflicts, especially with small business. clear and enforced bylaws guiding appropriate parking of those bikes would be necessary in my opinion.
- No
- I feel City spending too much on bike infrastructure. I use my bike all the time and the lanes downtown are unnecessary
- If the price were lower, I'd use this ALL THE TIME. But Uber/taxi isn't THAT much more expensive and walking is free.
- Please expand the cycle track network
- Been good so far, looking forward to the next phase!
- The approval process for these technologies is too long and tedious. In many other cities, dockless bikes and scooters were just rolled out quickly and they figured it out. The same goes for bike lanes and cycle tracks, let's just make it happen the same way we build roads and put in traffic lights ; we don't consult for 2 years for those transportation projects.
- It would be nice if bike share was available in the same areas as Car2Go.
- Lime has been unbelievable! It's been such a fun way for me to show friends our beautiful city and even my 60 year old mom rode one! We need more bike lanes - especially connecting 17th ave to 26 ave sw to make all cycling even better.
- I live in McKenzie towne so I can't take my bike to work and love having a bike share to utilize downtown. Helps my travels and it's fun!
- Please tell lime bike to extend the service area into the Barley Belt/Manchester Industrial Area
- Please extend the lime zone to 19st nw!
- I was just in Toronto and used their Bixi Bikes, where you have to find a docking station, and the technology they use seems very dated and old compare to Lime Bike. Having a dockless system is

by far much better and useful. The app is amazing and it's nice that you don't have to return the bike to a 'dock' every 30 minutes... and on top of that find a docking station. Dockless is the way to go and I hope it stay. Every time I see a Lime Bike it is always out of the way and not blocking pedestrians

- I like it for return trips when I go out for a run
- Calgary's drivers need to learn to better understand and appreciate bicycles as a part of the traffic and transportation network.
- While dockless is very convenient there needs to be a better set of guidelines/rules on where they can be left. Have seen a number of bikes left in the middle of the pathways or streets already during the pilot program.
- It's been great. A little expensive though. Especially the dollar to start. I use it to go to meetings. It allows us to have an office outside of the core.
- I think another product (such as regular bikes without e-assisit) would be a good addition for the market place. The pricing model is too expensive to use it regularly or for long trips. Also, expanding the bike share service area to include a node around each LRT stop (2km area) would significantly improve the linkage between bikeshare and transit.
- Question "Bike share is better for the environment" is vague. Better for the environment than what?
- Too many bike lanes as it is
- This program is too expensive. With the unlock fee and the charge per minute, it adds up quickly.
- It would help if the bikes were less expensive and if the cycle tracks were expanded and extended to connect to the river pathways.
- I strongly support increasing cycling infrastructure in the City as well as providing alternative modes of transportation. I also believe that boosting cycling infrastructure (pathways, bike lanes, cycle tracks, etc) will lead to higher usage of non-vehicle modes of transportation.
- More infrastructure for bicycles would be an excellent investment
- Introduce the scooters!!!! Please!
- 1. The fact that these are e-bikes rather than human powered bikes was a misstep as they should be used spontaneously and no one is going to carry around a helmet.
- 2. The pricing doesn't work. It's more expensive than a ForTwo Car2Go for the same length of time trip, but compounded in that it takes longer so it ended up being significantly more expensive.
- 3. winter launch was a very strange choice.
- Stop trying to push US based warm city solutions on a Canadian winter city that isn't designed for your stupid ideas. Save our tax money and quit wasting it you [removed].
- No
- I love programs like this, as well as any public transit infrastructure expansion. We are a large city and we should have world class public transit for our citizens and visitors.
- Bring Lime Scooters to the city!!
- Make it free
- Love the bike share but zone needs to be extended north to at least 12 avenue.
- No



- The assumptions that have been made around bike use are simplistic and patronizing to those unable to use a bicycle. Distance & disabilities are only 2 of the many factors that impact transportation.
- Make the bike share area larger. Can you please include Inglewood and the Barley Belt area!
- I love the bikeshare bikes, please bring more!
- I think bike sharing is a great option to offer. For those who use it they love it. For those who don't, like me, other than occasionally finding them parked in obscure places they don't impeded on my life
- I downloaded the app and tested it on a bike, it looks like it will be very simple to engage when I have need
- Build more cycle tracks, please
- Cyclists should either act as a car or get off and use a crosswalk like a pedestrian at intersections. Stop picking what suits you at the time cause drivers can't predict your moves and their Making other bikers look bad.
- No
- The program would be better with more bike lanes are greater availability
- I love that the City is embracing the opportunity for alternative transportation methods. I regularly see the Bike Share bikes being used throughout the downtown and area. It seems that those who are willing to embrace the new technology are doing so, and are hopefully vocal about it. It would be nice to see a more affordable cost option. Calgary is not a very hilly city, perhaps a non-electric option would be appropriate and less expensive. Although I have not yet used the bikes, I do have an active account and am supportive of its presence in the City.
- Allowing 1 or 2 competitors to lime bike might drive costs down. I'd be in favour of the same for short term car rental like car2go
- Bike share is creating induced demand
- The price is too much! For showers trips it is UN competitive with Car2go and taxis. For a longer trip transit is better. During the winter almost every ride I found broken bikes, the level of maintenance seems poor.
- It's just a bit to expensive.
Would use more often, but doesn't save enough money. Compared to car2go, a bike should be a lot cheaper.
- I do not like Dockless bike just randomly dropped off everywhere. I hate it when I have to walk around one to get in my building. Or ride around it because people leave them in the middle of the path. I think they need to have a specific parking spot DT for sure.
- Lime needs to continue to maintain the bikes and replace broken/worn out parts such as break pads. Otherwise there will be more safety issues/accidents
- Drop the prices and I would use almost daily
- The only issue I have with the bike share program is that the e-bikes are always parked next to the bike stands so you can't lock up your own bike there. E-bikes should be further away (they aren't locked up!) so people can actually use the bike stands.



- LOVE the program. need farther radius and cheaper price, it's almost the same price as car-to-go, which doesn't make sense. bike with a wagon or baby seat would be cool
- The bike track downtown is dangerous. You did it backwards.
- I do not like how bikes are left anywhere, sidewalk when it's blocking walkways or in ctrain platforms. There should be a designated area for more bike parking
- Problems I noted were mostly around improper placement of bicycles. I had to move a bike the other day so we could safely exit the bus.

Sidewalks are already congested with signs and other stuff so no room for bikes too. If you don't believe this try getting down 4th street in a wheelchair or while blindfolded with a white cane.

Confident bike riders (owners?) use the road or bike path. Sharebike users tend to ride illegally on the sidewalk. I have seen this many times.

- I'd like to see scooters too
- The price is much higher than bike shares in every other city I've used them. For example I used a bike in Calgary for under 1 hour and it cost over \$16. This past weekend I used bike shares in Portland for over 2 hours for just \$2 (special promotion). Last week in Montreal I got a day pass for \$5.25. And recently in San Francisco I used Lime Bike for a quick 11 minute commute for free. I think a more economical non-electric version should be mixed in with the current e-bike fleet.
- I see these bikes and possibly soon to be scooters strewn haplessly (& broken) all around bike share cities in Portland Oregon and Seattle. They create a huge mess and you are always stepping around them as they are left where they land on sidewalks and thrown the water. Cyclists need to be licensed and to actually be a cyclist when on a bike (fines for riding on sidewalks) and car drivers need to be aware that cyclists are out there.
- It is cheaper to use Uber than to travel in groups on Lime. It is too expensive. However, I love the idea and hope the city keeps looking at other options.
- Start enforcing traffic laws for cyclists. They are wanting the best of both worlds. No regard for anyone other than themselves.
- Always interesting to see new methods of tpt accessibility. Just keep the bikes in more designated places as presently they are littered all over the downtown core
- Price, Price, Price
Not worth it, consisting it's almost the same cost as car share or ride share
- I do not believe bike sharing offers enough value to a winter city like Calgary. The city should focus on better pedestrian support, and less on cycling.
- Way too expensive
- Like does not remove bicycles from private property in a timely manner when they are called about bicycles being left on private property. In addition there is nothing preventing people from ending their trips outside the Lime service area. The bikes are just left strewn about like garbage in some areas. Need an operator who is given hard timelines to show up and correct issues on private property - and have consequences if they do not.



- They need to be cheaper for myself to keep using.
- We either need more competition or the program needs to be less expensive. It's only 3 cents per minute less expensive than a smart car Car2Go, which is absurd. There should also be a deterrent system for poorly or illegally parked bikes (like when parked in the center of a parking lot or in the entrance way of a store)
- Expanding bike lanes and driver education on how to act with bikes on the road is also very important.
- Adding more bike lanes and connecting existing ones will only add to opportunities to use the service.
- You need to consider enforcement as these bikes are mostly parked on the sidewalk and ridden on the sidewalk, therefore very dangerous to pedestrians. As a pedestrian, I am not comfortable sharing the sidewalks and pathways with ebikes and will avoid walking in Calgary.
- I'm excited to see more bike share availability (and possibly cargo bikes). We need better cycling infrastructure though...
- No.
- I initially read that the 'home zone' of the bikes was limited. It would be good to know the zones and changes without having to do a bunch a research.
- Lyme service is too expensive, more than gasoline
- Get rid of the bike lanes on major roads that interfere with motor vehicle traffic. For the volume of bike traffic (almost non-existent) relative to the volume of mv traffic, it makes no sense to have closed traffic lanes.
- I think it's a waste of money for the few people that use it.
- The cost of bike share is as much as a car2go per minute. For me it's more economical to take a car2go than a bike home.
- Bikes should be kept off the sidewalks
- Please educate all cyclists that it is not legal to ride their bikes on sidewalks, and pedestrian crosswalks. Please also enforce the laws/bylaws. Did I mention - most cyclists are a menace to pedestrian traffic on the sidewalk!!!
- Until the city can enforce road and sidewalk safety, I don't think the city should be encouraging this kind of lifestyle. Perhaps the city should find a way to stress to users that they are vehicles and pedestrians shouldn't have to dodge them. The city has some of the best bike pathways in the country and yet I have never seen an officer stop people using these vehicles inappropriately. If we have to deal with "lime-litter" than the company should be responsible for ensuring their users are respecting our traffic laws.
- Lime bikes are way too expensive. We need a much cheaper non-ebike option.
- The main issue I have currently is the restricted area of use - not including obviously connected areas like Inglewood, Barley Belt, Scotsman Hill, etc. limits how often I choose to use the Limebikes.
- Bike program is great, people appear much more considerate in parking relative to other places we've travelled where there are shared scooters.

- Why more expensive in Calgary vs other cities (almost twice the price of some other cities based on the rates posted on lime's website)
- I lived in Paris for 8 yrs & their bicycle share is SO much easier (no need to wear helmets, everything is so CONTROLLED here!); and MUCH more affordable in Paris. Why is it so costly here?!
- Love the concept for sure, even if I haven't taken advantage of it yet. I don't have a bike helmet anymore so that is a bit of a limiting factor.
- way too expensive , its the same as a taxi. if you're going to bother w e-bike, actually give it power, lime is weak
- I completely support bike share as it gives more options for transportation. I want the city to think very thoughtfully about rules around storage. We are trying to make the city more inclusive including for those with mobility issues such as vision loss or being confined to a wheelchair. I think stricter rules need to be in place about where these bikes are left compared to the rules around Lime bike. We have bylaws about sidewalk signs, I hope there will be similar bylaws about these bikes. I would prefer for there to be drop off stations instead of being able to leave them anywhere. I learned this thanks to the education from city staff at a recent Partners in Planning course.
- The price that Lime bikes charges is prohibitive. It's 1\$ to start and then 30 cents or so per minute. Versus a Car2Go which can travel on average twice the speed (very conservative) and carry at least two passengers costs 0\$ to start, and per person costs less than 30 cents per minute. Accounting for speed. Trip costs are half the price or better using Car2Go, and you are protected from the elements :)

Solutions: subscriptions with a certain number of hours of use included per monthly fee. Bike share in The Netherlands costs about 8\$ per 24 period. For the same money, in Calgary you can go for about 0.5 hours :(

- Would love to see more of these outside downtown and in residential communities.
- Lime bikes for the most part are prohibitively expensive for me to use on a regular basis. For most trips a car2go would cost similar/be cheaper. All other bike shares I used elsewhere (YUL/Europe) were significantly cheaper.
- Again: consistent enforcement. If I were to leave a bike out, it would be removed and impounded. These bikes cannot be left just anywhere, and certainly not by employees as advertising.
- Get the scooters next!
- Price was the main reason I deleted the Lime app. Bike share is a great idea and I would definitely leave my car at a transit station and use the bikes to go around town, but at its current pricing model it is cheaper to park my vehicle within the city. These bikes have to be financially accessible to everyone and provide a financial incentive for people to use them.
- As a parent, the current bikes on offer, don't allow me to go anywhere with me family. It would be nice if there were some options with space for children, but that may not be a feasible business plan.
- Biggest thing for these, I find, is that people without much experience are using them. Would likely increase use or make these safer with more biking facilities that are separated from cars. My



girlfriend refuses to use bike share or bike downtown because she doesn't know how to bike there/is scared of cars etc. Usually when i use my own bike I try to only go on the pathway systems and avoid cars too.

- I love riding to work when I can, and I think Calgary should become more bike friendly. I hope this bike share program takes off! Best of luck
- Being that I live quite far from downtown, It is nice to be able to hop on a bike and ride to my destination.

I do not bring my personal bike as I travel during rush hour and cannot bring my bike downtown, and a hour + cycle commute in the morning is beautiful, but very time consuming. I am on board for Bike Share!

- Make the program go away.
- Honestly, the cost is the reason I don't use the Lime bikes. A dollar to start seems like a small amount, but makes the cost unrealistic for shorter trips, and anything beyond short trips is cost prohibitive because of the time it takes to ride the distance. For me to travel home from work (~10km) it is faster and more cost effective to drive a Car2Go than ride a Lime bike because of the time to bike and starting cost. The docked bikes I have used in other cities is easier to operate, find, and use. I have used the flat cost for time bikes and liked that system significantly more.
- I believe our city is too motor vehicle centred. I think that we need more bicycle path and walking paths connecting the whole city. There has been a great start so far but we need to keep the momentum up!
- The storage and parking of these units is unregulated, leaving them around like green trash everywhere. If these were private bikes parked in a similar manner, they would be disposed of as abandoned. Learn form San Diego and regulate this ridiculous industry before it gets out of hand.
- The dock bike program is much more safer for pedestrians and bicyclists. Also the city would not be littered by abandoned bikes.
- Shared bikes obstruct those with accessibility challenges because they are left randomly on sidewalks.
- Although most of my transportation is through my car I really want Calgary to turn into a walking/biking city
- Keep building bike lanes. Pass Idaho stop and 1 meter clearance while passing bikes. Get cops to charge vehicle drivers in the wrong.
- I really hope we keep this program and expand it!
- \$0.30/minute is too high when compared to \$0.42 for the Car2Go. Once you included the \$1 initial fee this \$0.30/minute is actually higher in some cases. Needs to be about \$0.20/minute instead.
- I'd like the City to trial a bike share company that does a subscription model rather than pay-as-you-go model. Also, get scooters.
- Please stop wasting our money on silly projects. Fix the roads, pot holes, poor road signage, snow clearance for both sidewalks and streets... fix the basics.
- Bike lanes have made travel into and out of downtown impossible. Bikers are not using bike lanes - they are a complete waste of tax payers time and money



- Every time someone complains about how dockless share bikes are parked, I think about the amount of space given to dockless cars, and I roll my eyes so hard I get dizzy and fall over.
- I wish we had the limebike electric scooters in Calgary downtown. My partner had a broken spine and can't pedal but the scooters would be good for people with mobility limitations
- Some of the lower ratings I provided in terms of the bike share connecting to transit were due to the limited number of bike lanes that connect with transit, so not the fault of the bike share company itself. I have been a bit disappointed with the bike share in terms of bikes not unlocking but being charged the unlock fee. It seems some of the bikes unlock features have gotten rusty since being out all winter and this has hampered the bikes unlocking. A bit disappointed as well that the cost of using the bike is in US funds, which is quite expensive at the moment. I use the dockless bikes though as I live in a high rise and would have to pay for storage fees for my bike in my building.
- The pricing on these bikes is ridiculous and needs to be free for the first half hour like the Velib system in Paris or the citybike system in NYC
- Please build more cycle tracks.
- I love it, I hope it stays and expands past the downtown area. A great alternative to walking (bad knees) and public transit for short distances.
- These bikes are a nuisance in my neighbourhood. There should be specific parking rules for them. Poor parking jobs by users restrict sidewalk access for mobility-challenged citizens.
- What a waste of money & they block sidewalks
- I like the basic idea of this, but a few specific implementation issues discouraged me from using Lime's service more than a few times. Basically, I deposited \$10 (which I think was the minimum amount), and then used it up and never tried it again.

1. The pre-pay system. I prefer the way CAR2GO does it, where they charge your credit card after each trip, instead of tying up funds for a service I may use rarely. (Yes, that might result in more credit card charges, but they're charging handsomely; see #3.)

2. The helmet issue. As I understand it, Alberta law requires everyone to wear a helmet on these power-assisted bikes. So for each of my four trips I was looking over my shoulder hoping not to get ticketed.

3. The price. Lime's service is about the same price as CAR2GO, which is ridiculous when the latter gives you an actual automobile and includes fuel, maintenance, insurance, and parking (and credit card billing).

- Bikes are often left haphazardly on the street and in inconvenient spots. I live on 12th by the bike lane and see people using bike share outside of the bike lanes on sidewalks.
- More protected bike lanes and better public transit please!
- Bring scooters to Calgary too! I tried Lime Scooters in Australia and they're great!
- Great program! Could the company be encouraged to put more bikes on University / College campuses? E.g. University of Calgary. I think they would do well there for students between classes.



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- Would love to see a crackdown on police patrolling and ticket writing for improper use of bikes(riding on sidewalk, running red lights, etc...)
- Its shouldn't cost the same as a car2go
- Absolutely not it's so stupid
- Our family has used bike share in other cities and would love to have it here. The rules need to be changed.
- More bike paths ... make the core and inner city communities safer and more convenient for bikers. Improve parking options in the inner city, Parking in my area is terrible ... people will continue to drive but we absolutely must deal with the glut of cars in the inner city..

Appendix A: Survey Questionnaire

Q1. Primary Questions

5. In general, how often do you travel using the following? [Grid question with options: daily, weekly, monthly, less than monthly, never]
 - a. Walking
 - b. Riding a bicycle
 - c. Carpool
 - d. Public Transit
 - e. Ride Share/Taxi
 - f. Car Share
 - g. Driving my own car
6. Thinking about the overall transportation system for all Calgarians, please let us know how much you agree with the following statements [Grid: Strongly agree/somewhat agree/somewhat disagree/strongly disagree/Don't know]:
 - a. Bike Share can make connecting to Calgary Transit (bus and LRT) easier.
 - b. Bike share can help connect to modes of transportation other than Transit
 - c. Bike share is better for the environment.
 - d. Bike share saves money on transportation.
 - e. Bike share makes it easier / faster to get around
 - f. Dockless bike share bicycles are parked in a considerate way.
 - g. There is enough infrastructure (i.e. Bicycle lanes, pathways, cycle tracks, etc.) in Calgary to ride safely.
 - h. Companies that operate bike share in Calgary respond quickly enough to citizen requests.
7. Have you used a shared bicycle that is a part of Calgary's Dockless Bike Share pilot?
 - a. Yes [if yes, branch to "**Q2. Have used Calgary's Dockless Bike Share pilot**" questions]
 - b. No [if no, branch to "**Q3. Have not used Calgary's Dockless Bike Share pilot**" questions]

Q2. Have used Calgary's Dockless Bike Share pilot



7. How many times have you made a trip by bike share?
 - a. 1 Trip
 - b. 2-5 Trips
 - c. 5 – 15 Trips
 - d. 16+ Trips

8. Thinking about your most recent bike share trip, if you hadn't used bike share, how would you have traveled instead?
 - a. Walking
 - b. Riding my own bicycle
 - c. Carpool
 - d. Public Transit
 - e. Ride Share/Taxi
 - f. Car Share
 - g. Driving my own car
 - h. Other (please specify)

9. Thinking about your most recent bike share trip, why did you choose to take bike share? (select all that apply)
 - a. It was faster
 - b. It was more reliable
 - c. Too far to walk
 - c. It was less expensive
 - d. It was for exercise
 - e. Too much traffic at that time/destination
 - d. Vehicle parking is difficult at that time / destination
 - e. No bus or train at that time / destination
 - f. Don't have a car
 - f. Don't have a (working) bike
 - g. I enjoy biking / it's fun
 - h. I was curious about bike share
 - i. To connect to Calgary Transit (bus or LRT)
 - j. Other: _____

8. For purpose do you usually use bike share?
 - a. Go to/from work
 - b. Go to/from school
 - c. Errands/Appointments
 - d. Dining/shopping
 - e. Exercise/recreation
 - f. Get to /from transit stop
 - g. Sightseeing
 - h. Other: _____



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10. From 1 to 5, 1 being the least satisfied and 5 being the most satisfied, please rate your satisfaction with the following (include Don't know/rather not answer):
 - a. Price
 - b. Availability
 - c. Comfort
 - d. Ease of use
 - e. Response time of bike share company (when I have a question or concern)
11. Did you use bike share during this past winter?
 - a. Yes
 - b. No
12. Why/why not? (open ended 250 char)

Q3. Have not used Calgary's Dockless Bike Share pilot

- Please select all the reasons why you haven't tried Calgary's Dockless Bike Share pilot: (multiple selections allowed)
 - a. Not interested / Not aware of the bike share Pilot
 - b. Too expensive
 - c. I don't ride a bike
 - d. The type of bicycle doesn't fit my needs: _____
 - e. Access to technology (app)
 - f. I don't have a credit card
 - g. I prefer to travel in other ways
 - h. Bike share is not available in my community
 - i. Other: _____
- What would encourage you to try the bike sharing in Calgary? (open-ended question – 250 character limit)

Q4. End of survey questions:

Please tell us:

8. Age (drop-down):
 - a. 19 or younger
 - b. 20-24
 - c. 25-34
 - d. 35-44
 - e. 45-54
 - f. 55-64
 - g. 65 or older



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9. Gender (multiple choice):

- a. Female
- b. Male
- c. Prefer not to say
- d. Other

10. Annual Income (multiple choice):

- a. Under \$20,000
- b. \$20,000 to \$39,999
- c. \$40,000 to \$59,999
- d. \$60,000 to \$79,999
- e. \$80,000 to \$99,999
- f. \$100,000 to \$124,999
- g. \$125,000 or more
- h. Prefer not to say

11. First 3 digits of Postal Code (open-ended):

12. How did you first hear about the Dockless Bike Share Pilot?

- a. Through the bike share company's app
- b. On calgary.ca
- c. On the bike share company's website
- d. Newspaper, blog, magazine, radio/TV news
- e. Social Media
- f. From a friend, family member or co-worker
- g. I haven't heard about the dockless bike share pilot previously
- h. Other (branch to open-ended question - Please tell us how you first heard about Bike Share: _____).

13. Do you own a working bicycle?

- a. Yes
- b. No

14. Is there anything else you'd like us to know?

Thank you for taking the time to provide your feedback on the Dockless Bike Share Pilot. For more information about the pilot, please visit calgary.ca/bikeshare.