

Thank you for participating in this study; your honesty and responses are appreciated. Your responses to the questions below will remain anonymous and confidential. You do not have to answer any question that you do not want to. This study is not associated with any public or private organizations. Analysis of data will be for academic use only at the University of Pittsburgh (EE. UU.).

About you

1. Please select your age range: ☐ 18-28 ☐ 29-40 ☐ 41-50 ☐ 51-60 ☐ 61+
2. Please select the gender that you identify with: ☐ Female ☐ Male Other: _____
3. When it comes transportation, which is the most important factor to you?
☐ Safety ☐ Travel time ☐ Cost ☐ Comfortability ☐ On-demand

Current Bicycle Initiatives in Manizales, Colombia

4. Did you know there was a bike sharing system in Manizales, Colombia?
☐ yes ☐ no ☐ not sure
5. Do you live within a 10 minute walk from a bike sharing station?
☐ yes ☐ no ☐ not sure
6. Have you ever used the bike sharing system before? (If no, go to question 13.)
☐ yes ☐ no
7. Are you a frequent user? (If no, go to question 12.) ☐ yes ☐ no
8. How many times do you use the bike sharing system on avg in a week?:
☐ 0-4 ☐ 5-8 ☐ 9-12 ☐ 13+
9. What are the main reasons you use it? Select all that apply.
☐ To grocery shop ☐ To go to work ☐ To exercise ☐ To save money ☐ To go to school
☐ To visit friends and family ☐ To enjoy the nature and mountains ☐ Other: _____
10. Please rate how the bike sharing system in Manizales is doing with respect to each category listed below.

10a. Cleanliness	not clean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very clean
10b. Quality	breaks a lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	rarely breaks
10c. Safety	not safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very safe
10d. Registration Process	too complicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very easy
10e. Renting Process	too complicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	very easy
10f. Bike availability	never available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	always available
10g. Bike Station Locations	needs more locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	perfect as is
10h. Bike parking	needs more locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	perfect as is
10i. Bike only lanes	needs more locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	perfect as is
10j. Bike safety education & laws	need more	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	perfect as is

11. Please provide any suggestions about how CityBioBike can improve in any of the areas listed above.

Proceed to question 15.

12. Please identify below which factors play a role in why you are not a frequent user of the bike sharing system in Manizales, Colombia.

- ☐ Safety on roads ☐ Quality of bikes ☐ No bike stations near me
☐ Travel time is too long ☐ I don't think it's reliable ☐ Too many hills on my route
☐ I prefer the bus ☐ My destination is within walking distance
☐ Other: _____

Potential Bicycle Initiatives in Manizales, Colombia

13. Did you know that the bike sharing system is free to use? ☐ yes ☐ no

14. What are the main reasons that you do not use the CityBioBike bike sharing system? Select all that apply.

- ☐ Safety on roads ☐ Quality of bikes ☐ No bike stations near me
☐ Travel time is too long ☐ I don't think it's reliable ☐ Too many hills on my route
☐ I prefer the bus ☐ My destination is within walking distance
☐ Other: _____

15. How likely are you to start using or continue using CityBioBike if the following were offered?

15a. Bike availability phone app	very unlikely ○—○—○—○—○ very likely
15c. Protected bike-only lane	very unlikely ○—○—○—○—○ very likely
15e. More bike rental stations	very unlikely ○—○—○—○—○ very likely
15e. Bike rental stations near bus stops	very unlikely ○—○—○—○—○ very likely
15e. More bikes	very unlikely ○—○—○—○—○ very likely
15d. More Electric-assisted bikes near me	very unlikely ○—○—○—○—○ very likely
15e. Stationless bike sharing system	very unlikely ○—○—○—○—○ very likely
15e. Free bike helmet	very unlikely ○—○—○—○—○ very likely

16. Do you have suggestions to help improve the bike sharing system in Manizales, Colombia?

Thank you for taking the time to fill out this survey! Have a wonderful day!