**Survey on Stavanger City Bike System**

**Overview of Stavanger City Bike Sharing System Survey**

The survey was conducted in Stavanger Monday morning approaching both the city residents and visitors. The surveying staff stopped passing by citizens asking for interview. This approach proved to be in-effective for 2 reasons: some were scarred enough (language barriers, busy, closed, etc.) and not willing to respond or people who did not use bikes or not tried the bike system at all yet. Among them were many city visitors as well. The surveyed bikers (using city bikes respomnded willingly) those used their own bikes were not interested in bike sharing system too much. As the requested number of people reached more than 40 with limited results, the survey team decided to move to the bike system charging and parking stations. Around these stations within 2 hours we surveyed more than 20 people. After renting 4 bikes and trying out the system we raided even more interest (particularly from visitors). The survey and own findings:

* The bike system is smart, easy to handle and well distributed in the centre
* We found that in some places the station is empty, in other places full, however it can reflect the immediate demand
* The bikes would need more gear, uphill ride could be tricky even with more efficient battery
* The bikes are rather bulky and heavy, tax for sturdiness
* The price is affordable for tourists and citizens as well, however in other Norwegain cities are even more subsidizied (e.g. Oslo)
* The GPS and navigation inclusion is very smart, together with the battery life indication.
* Most of the surveyed residents require more safe and dedicated cycling trails
* Most people use the bikes for commuting, this is encouraging if the companies smartly cooperate with system operator (e.g. stations, safe parking, subsidies)
* Our opinion is that the system is most popualr with young – middle aged professionals for smart commuting, youth for fun ride and occassional tourists. The later has potential to grow in case of smart combination with local, city attractions.

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| **No.** | **Question** | **Answer** |
|  | Gender (M) or (F) | F=11 , M=19 |
|  | Age +/- | A= 33,8 F= 32,8 M=34,5, (youngest - 16 oldest – 69 years old) |
|  | Citizen (C) or Visitor (V) | C = 25, V= 5 |
| 1. | Do you like the Stavanger City Bike System ? | Y (29), N(1) the oldest one |
| 2. | Do you use the city bike system ? Did you ever rent a bike ? | NO (14) - YES (16) |
| 2a | If yes, how often ? (daily, weekly, occassionaly, rarely) | Daily (7), Weekly (5), Occassionaly (3), rarely ( 1) |
| 3. | Is it affordable or expensive ? (A) (E) | Affordable (28), Expensive (2) |
| 4. | Is it user friendly e.g. easy to use it ? | Yes (24), Not uphill (2) |
| 5. | Is it well maintained ? accessibility, offer, deposit, etc.? | Yes, it is |
| 6. | What is the purpose of your trips by bike ? | Commute to work (11), sightseeing (6), recreation, fitness (4), fun (3) |
| 7. | What matters most in electric bike? | Weigth Power / batery /efficiency / reliability, GPS, functionality, |
| 8. | How long would you ideally like to rent a bike for? | Daily (3) Hours (8), depends on reason (4) |
| 9. | Which reason(s) best describe your reasoning to use bike | Commuting, sightseeing, recreation, fitness, fun, availability, |
| 10. | Are there enough cycling routes by your opinion in Stavanger | NO and could be better (14), YES (8) |

**Stavanger City Bike System**

(based on information provided by operators and conducted survey )

The City Bike system of Stavanger is based on electric bikes distributed in park and charge stations throughout the city. The webpage is currently available only in Norwegian here: http://bysykkelen.no

1. The bikes are very characteristic, it is hard to steal them.

* Has adjustable seat
* Battery and lock in the back
* rubber chain-belt, sound free
* no puncture tyres
* smart tablet weather resistant with GPS, can have info films, maps, navigation and reports to back office every minute
* baggage space in front
* automatic light
* Frame for hiding all of the parts
* electric motor in front wheel

1. Park and charge – at any charging point

The operator thanks to agreement with public bus company builds the infrastructure by a split model:

-The bus company takes / installs stations related to bus stops

- The 3 municipalities in public spaces,

- The interested companies, at their place, outside their door, so their employees can ride every day

And all partners contribute by financing the ticket.

* The bus company/public, by giving cheaper tickets
* The company by paying the low rate per employees
* The employees by paying the ticket for 50 Euro

1. Park and charge stations – can be used for design profiles, communication and information

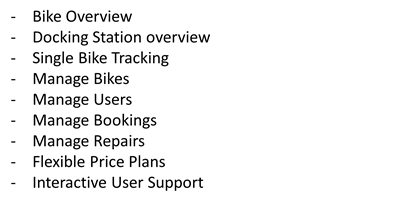
-We are working together with our supplier Go-bike to make the system open for other companies and bikes.

- We also have other subscriptions:

Hourly rent: 3 euros per our

6 months for 40 Euros

The Back office operates and maintains the whole system – keep track of everything

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 The so called Smart box installed on every bike is a brain of the bike. It includes GPS system with city maps. The bike system is continuously improved - new and better models are being developed and soon will be installed. The operator encounters 300% increase in bike tours as a sign of increasing demand in the region.

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