

Webinar Question	Webinar Response
Was the amount of bicycle infrastructure in the neighborhood measured or taken into account?	We did measure the density of bike lanes/paths for each study area. The density was similar in most of our study areas (1.7-3.3 miles per sq. mile), though higher in West Phil. (6.7 mi/sq mi). Study area bike share stations were generally close to some sort of bicycle infrastructure (within 0.05-0.16 miles). Given the low use of bike share generally among our respondents, we have not yet analyzed differences in use based on bike infrastructure, but will soon. Thanks for asking.
If this is not addressed in the presentation: what can the problems with bike share expansion in San Francisco (vandalism and so on) tell us about how to make bike share equitable? Or is the vandalism a proxy for concerns about other issues with gentrification in the area?	Good question. I think it has more to deal with the communities' relationship with the city and city services and issues with gentrification in particular neighborhoods and communities.
"higher income white" were also residents of lower income areas - how do they correspond with data in other areas?	Slide 12 had the breakdown of the demographics and how they compared to the study areas. All study areas had some amount of higher income whites living in those areas.
Did the discounted fees or membership make a difference?	We are currently looking at our data from people in these areas that were members. We hope to have this report out in the Fall.
Is the actual survey tool used available? I am formulating a survey and would like to look at it for ideas, possibly use questions straight from the Dill, et al study. Thanks.	Yes. The survey is in an appendix to the report. <a href="http://trec.pdx.edu/news/breaking_barriers">http://trec.pdx.edu/news/breaking_barriers</a>
I believe you mentioned "credit-building" as an option for payment / participation? Can you describe this? Also do you have any resources to suggest for looking into best practices in cash-payment?	This question was answered on the webinar
Title of presentation is "Breaking barriers to bikeshare". Clear Recommendations for breaking these barriers? And how to tangibly address those barriers?	This question was answered on the webinar
How do you think this data can inform the new dockless model of bike share?	This question was answered on the webinar
I also conducted research on equitable access to bike share in 2014-2015. One of my big observations was that a significant amount of emphasis to providing equitable access is being placed on removing barriers. However, many of the people I interviewed said that bike share planners and operators were making assumptions about the significance of barriers without engaging community members. I'm curious, did you encounter similar sentiments? Either way, how significant do you feel community engagement is toward effectively mitigating barriers?	We did this to help understand these barriers of these communities and between our groupings. We hope this will inform operators as they develop their systems and outreach programs. Engagement is extremely important. We saw there was definitely lack of understanding on how the program worked and how it could be used.
Do you know what criteria they are using in Chicago for measuring poverty and those who are eligible?	The Divvy For Everyone program (\$5 annual membership for the 1st year) is available for anyone at or under 300% of the federal poverty guidelines.
Can you explain why survey respondents over the age of 65 weren't included in the analysis?	We did analyze them separately in the report, but did not present those results here. We felt that the barriers and motivations for people over 65 may be very different than those under 65, particularly regarding commuting. About one-third of the respondents 65 and older indicated that they are not physically able to ride a bicycle.
Can you provide a link to the report online?	<a href="http://trec.pdx.edu/news/breaking_barriers">http://trec.pdx.edu/news/breaking_barriers</a>
Question - what about question about last mile and respondents likelihood to use bike share as part of larger transit option - bus to bike or train to bike?	When we asked about reasons to try bike share, 14% indicated getting to bus or rail stops, which was one of the less popular reasons. (Page 132 of the full report). On the other hand, 72% said that free transfers between transit and bike share would make them more likely to use bike share.
Hello everybody, I'm so glad to be part of this webinar. I write from Mexico and we are working in some new projects here and LatAm. Our main issue is about credit/debit cards and topics about security because we don't have infrastructure. I get new ideas, thanks a lot for this. Best regards.	Thank you!
If one is 300% under the poverty line, why even charge \$5 annually? \$5 came up in Chicago and Philly, is that a legal "sweet spot" to tap into another public service to share the cost burden? Or is a fee charged to buffer the public perception of it being "free" to a select group?	This question was answered on the webinar
How can we get the certificate for attending (PDH hours)?	Instructions on how to redeem professional development credits will be sent in a post webinar email.
18,000 in each city or total for all 3 cities?	18,000 total surveys were sent out between all three cities.
Low income people of color were less likely to have ridden a bike share bike or know about the program, based on your results. Does this suggest that more needs to be done to engage with these communities and market to them?	We hope the findings provide insight into approaches and messages that can help communities and bike share systems serve lower-income communities and communities of color more effectively.
thank you for the answer. I wonder whether the "higher income white" population in your study matches findings from other studies on "higher income white" population not living in lower income neighborhoods.	Interesting question. We did not explore this issue.

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How did you ask questions about the unbanked?	We did not specifically ask about using a bank or bank account, just credit and debit card. Within the demographics section on the survey, we asked "Do you currently have a...?" Check all that apply." The list included driver's license, transit pass, working bicycle, car available for use, carshare membership, smart phone, <b>credit card, debit card</b> , reliable internet access, none of these.
I was the project manager on Milwaukee's initial build out - equity was a key component from the get go with early stations located near locations that served and/or housed modest income people. I think Bublr was the first system to offer monthly passes, not annual passes (or maybe they were second behind Philly by a month), a low cost option for housing authority residents and recipients, and hands on outreach at stations in these areas. There is an early bike share/equity report on the Bublr Bikes web site.	Thank you for the comment and information. We'll check out the report!
I would suggest that you remove the word, "Breaking" from the title of this research and presentation. The presenters talk about about barriers. But don't have much of anything to offer about breaking the barriers. Actual	We hope that the findings provide insight into how to break the barriers down, starting with understanding how people view bike share and what barriers exist. Slides 42-46 also address programs and changes that would make people more likely to use bike share.
There has been quite a bit of recent interest in providing access to bike share for people with disabilities. How do you feel this conversation is or is not being included in the broader equity conversation?	We have some findings on this in the main report on the survey, but due to time considerations don't include them in this webinar. That said, I do think that there are increasing efforts and focus on providing bike share options for people with disabilities.
In the slides I see there's a call for more community engagement, and do you have any suggestions of what form that should take for communities of color?	Two big components of the engagement should involve making people aware of the discounts and programs that do exist, and increasing their exposure and comfort in terms of how bike share works. Our findings suggest that more personalized approaches from trusted sources will have more of an impact, and that people in communities of color are more likely to currently view bike share as a recreational activity than as a transportation mode.
I'm curious why image and perception was a category that wasn't explored to a greater degree. The infrastructure obstacles are obvious, but in a place like Portland, for example, with good infrastructure, a popular critique of cycling in general is that it's a "white culture" activity. It would seem this would affect use of bikeshare as well. How did or didn't such cultural preferences play a part in developing this survey?	This question was answered on the webinar
Many bike shares are considering using one transit pass for bus/train/bike share. Were the respondents asked about likelihood of using one pass versus only bike share pass?	Slide 46 shows the answer. 39% would like this option
Something that I may have missed, but would be interested to know is what I'll call "perceived end pocket", my earlier question got answered in terms of "investment" in the system and I found that interesting because I personally don't associate paying for bikeshare the same way I pay for a toll or boarding a ferry.... Do you know anything about how users perceive there spending? Closest thing I can think about is a question like "Walking is just as "easy"" but it doesn't hit my common post bikeshare financial guilt of... Walking vs. transit vs bikeshare vs uber type service... so end the end my question is Do you know anything about how users perceive there spending?	Perhaps the best I can provide for an answer is that we did see a lot of respondents, particular respondents of color, who were concerned about liability should anything happen to the bike, and who didn't want to use a credit card for bike share (slide 37). This may suggest that hidden fees or uncertainty about payment amount is a significant concern.
Do you know of a community where the bike share program started by catering to the needs of the lower income community first? Maybe this approach is too much of a retrofit, if you will, of one type of program.	This question was answered on the webinar
How did you come up with the (lack of) information questions?	For all of our survey questions, we drew from the existing research, along with multiple conversations with the bike share operators and outreach partners in the three cities. The partners in the cities reviewed the draft surveys and provided feedback.
Wisconsin Rapids, WI also focused on bike share for its low-income community as well; however, it is not the traditional kiosk model.	Thanks for the information.
Who is responsible for bike repair?	The operator tends to be responsible for all repairs and upkeep of the system.
In response to Portland's bike share BIKETOWN for All memberships, we removed fees associated with off-rack or out-of-service area parking. In doing that we found more people were willing to sign up.	Thanks for the clarification / information - this is helpful context to our findings related to concerns about using credit cards or being responsible for extra charges.