



University of
Salford
MANCHESTER

SHUSU

SUSTAINABLE HOUSING
& URBAN STUDIES UNIT



**Healthy
Active
Cities**

E-Scooters in Greater Manchester

Final Report - Appendices C-G

Graeme Sherriff
Luke Blazejewski
Michael Lomas

October 2022



Transport for
Greater Manchester



Lime

E-Scooters in Greater Manchester: Final Report

Additional Appendices

October 2022

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The full report 'E-scooters in Greater Manchester: Final Report' is available online at: <https://usir.salford.ac.uk/id/eprint/65154>



C Questionnaire (Survey 3)

In this appendix we provide the questions asked in our online survey (stage 3). Please note that survey routing was used, as indicated in the subheadings, and therefore no respondents were asked all the questions.

Q11 understand what participation entails, how my data will be collected, stored and used, and that my identity will be anonymised in any outputs (reports and publications) arising from the research. I confirm that I am at least 18 years of age and that I live, work, or study in Greater Manchester.

- 1 Yes
- 2 No

Q2 Since autumn 2020, when the Greater Manchester trial schemes started, have you used any of the following? Select one answer.

- 1 A Lime rental e-scooter in Salford or Rochdale
- 2 A privately-owned e-scooter I have bought or borrowed
- 3 Both of the above
- 4 Neither of the above

Q3 Have you ever used any of the following? Select all that apply.

- 1 A rental e-scooter in another UK city
- 2 A rental e-scooter in another country
- 3 A privately-owned e-scooter you have bought or borrowed
- 4 None of the above

Questions for private e-scooter users only

Q4 Since autumn 2020 (when the trial schemes started) how often have you used a privately-owned e-scooter in Greater Manchester? Select the one that best fits.

- 1 Never
- 2 One time only
- 3 Less than once a month
- 4 Once a month
- 5 Once a fortnight
- 6 Once a week
- 7 More than once a week
- 8 Daily
- 9 Don't know

Q5 Which of the following best describes your e-scooter use? Select one answer.

- 1 I have used e-scooter(s) and plan to continue to do so
- 2 I have used e-scooter(s) but no longer do so
- 3 Undecided

Q6 Which of the following describe your reasons for using an e-scooter? Select all that apply.

- 1 CURIOSITY - to try out an e-scooter
- 2 FAST - faster than other options
- 3 COST - cheaper than other options
- 4 SUSTAINABILITY - a less polluting option
- 5 ENJOYABLE - it's fun to use
- 6 PHYSICALLY UNDEMANDING - requiring little effort from me

- 7 CONNECTIVITY - I could connect with other transport (e.g. bus or train)
- 8 RELIABLE - I know how long the journey takes
- 9 ROAD SAFETY - I feel safer on the road than when travelling in other ways
- 10 PERSONAL SAFETY - I feel at lower risk of attack or harassment
- 11 COVID-19 - I am concerned about using public transport
- 12 Other
- 13 None of the above

Q7 Which of the following describe your reasons for using your own e-scooter rather than a rental shared e-scooter? Select all that apply.

- 1 AREA - Lime e-scooters are not available for my route(s)
- 2 PAYMENT - I do not want to pay per minute
- 3 COST - The charge is too high
- 4 EXPERIENCE - I have had a bad experience with a rental e-scooter
- 5 Other
- 6 None of the above

Q8 When riding an e-scooter, how often have you worn a helmet? Select one answer.

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time

Q9 On which of the following have you ridden an e-scooter? Select all that apply.

- 1 Pavements
- 2 Quiet roads
- 3 Busy roads
- 4 On-road cycle lanes
- 5 Off-road cycle lanes
- 6 Traffic-free cycle routes
- 7 Other

Q10 Have you changed the way you get around since starting to use an e-scooter? If so, in what way? Select up to one answer per row.

I now cycle

- 1 less often
- 2 as often
- 3 more often

I now walk

- 1 less often
- 2 as often
- 3 more often

I now use a car (driver or passenger)

- 1 less often
- 2 as often
- 3 more often

I now use public transport

- 1 less often
- 2 as often
- 3 more often

I now use an e-scooter

- 1 less often
- 2 as often
- 3 more often

Q11 Have you used an e-scooter as transport? (To get to a destination, as opposed to using one for fun or out of curiosity) Select one answer.

- 1 Yes
- 2 No

Q12 How many of your e-scooter trips would you have made by other means if an e-scooter had not been available to you? Select one answer.

- 1 All
- 2 Most
- 3 Some
- 4 None
- 5 Don't know

Q13 For which of the following purposes have you used an e-scooter? Select all that apply.

- 1 As part of work (e.g. to get to meetings, around campus or site)
- 2 To get to college or University
- 3 To get to sport, social or entertainment
- 4 To get to shopping
- 5 To get to healthcare
- 6 To connect with public transport (e.g. bus, train or tram)
- 7 Other

Q14 Have you made journey(s) with an e-scooter that you would otherwise have made using another mode of transport? For example, you might have used an e-scooter instead of a bus. If so, which of the following modes of transport would you have used otherwise? Select all that apply.

- 1 Car or Van (as driver)
- 2 Car or Van (as passenger)
- 3 Taxi, Uber or equivalent
- 4 Bus
- 5 Coach
- 6 Train
- 7 Metrolink
- 8 Walking
- 9 Cycling (your own cycle)
- 10 Cycling (a bike share bike)
- 11 None - I wouldn't have made the journey(s) otherwise
- 12 Other

Q15 Have you used an e-scooter to connect with any of the following modes of transport? Select all that apply.

- 1 Bus
- 2 Coach
- 3 Train
- 4 Metrolink
- 5 Car (car club)
- 6 Car (lift)
- 7 None - I wouldn't have made the journey otherwise
- 8 Other

Q15_b If connecting with public transport, which of the following have you done? Select all that apply.

- 1 Parked your e-scooter at the station or stop
- 2 Carried your e-scooter with you
- 3 Not applicable
- 4 Other

Q16 Have you regularly used an e-scooter for a journey or for a large part of a journey? For example, this might be your journey to work or college. Select one answer.

- 1 Yes
- 2 No

Q16_a Could you please provide brief details? We are keen to understand how people are building e-scooters into their travel routines. You could include journey purpose, duration, distance, and if you use any other modes of transport as part of that journey.**Questions to Lime e-scooters users only****Q17 Since autumn 2020 (when the trial schemes started), how often have you used a rental e-scooter in Greater Manchester? Select the one that best describes your use.**

- 1 Never
- 2 One time only
- 3 Less than once a month
- 4 Once a month
- 5 Once a fortnight
- 6 Once a week
- 7 More than once a week
- 8 Daily
- 9 Don't know

Q18 Which of the following best describes your e-scooter use? Select one answer.

- 1 I have used e-scooter(s) but no longer do so
- 2 I have used e-scooter(s) and plan to continue to do so
- 3 Undecided

Q19 In which of the following places have you used an e-scooter? Select all that apply. (See maps below).

- 1 Salford: Central (BlackFriars, Greengate, Church St)
- 2 Salford: Crescent Area (University campuses)
- 3 Salford: Quays, MediaCityUK and Ordsall
- 4 Salford: Eccles, Langworthy & Pendleton
- 5 Rochdale
- 6 Other
- 7 Don't know

Q20 Which of the following describe your reasons for using an e-scooter? Select all that as apply.

- 1 CURIOSITY - to try out an e-scooter
- 2 FAST - faster than other options
- 3 COST - cheaper than other options
- 4 SUSTAINABILITY - a less polluting option
- 5 ENJOYABLE - it's fun to use
- 6 PHYSICALLY UNDEMANDING - requiring little effort from me
- 7 CONNECTIVITY- I could connect with other transport (e.g. bus or train)
- 8 RELIABLE - I know how long the journey takes
- 9 ROAD SAFETY - I feel safer on the road than when I travelling in other ways
- 10 PERSONAL SAFETY - I feel at lower risk of attack or harassment
- 11 COVID-19 - I am concerned about using public transport
- 12 Other
- 13 None of the above

Q21 Which, if any, of the following reasons describe your reasons for using a rental e-scooter? Select all that apply.

- 1 CURIOSITY - to try out the rental scheme
- 2 ACCESS - I do not own a e-scooter
- 3 CONVENIENCE - it is the easiest option
- 4 COST - other options were more expensive
- 5 FLEXIBILITY - I could choose how to travel
- 6 SECURITY - I don't have to store or park my own vehicle
- 7 Other
- 8 None of the above

Q22 When riding an e-scooter, how often have you worn a helmet? Select one answer.

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time

Q23 Where have you ridden an e-scooter? Select all that apply. You don't have to select any.

- 1 Pavements
- 2 Quiet roads
- 3 Busy roads
- 4 On-road cycle lanes
- 5 Off-road cycle lanes
- 6 Traffic-free cycle routes
- 7 Other

Q24 Have you changed the way you get around since starting to use an e-scooter? If so, in what way? Select up to one answer per row.

I now cycle

- 1 less often
- 2 as often
- 3 more often

I now walk

- 1 less often
- 2 as often
- 3 more often

I now use a car (driver or passenger)

- 1 less often
- 2 as often
- 3 more often

I now use public transport

- 1 less often
- 2 as often
- 3 more often

I now use an e-scooter

- 1 less often
- 2 as often
- 3 more often

Q25 Have you bought your own e-scooter after using a rental e-scooter? Select one answer.

- 1 Yes
- 2 No

Q26 When using a rented e-scooter, have you experienced any of the following? Select any that apply.

- 1 Difficulty using the Lime App
- 2 Difficulty finding a e-scooter
- 3 Difficulty finding a place to return/park an e-scooter
- 4 Difficulty unlocking or accessing an e-scooter I found
- 5 An uncomfortable ride
- 6 Low battery meaning I had to stop the ride early
- 7 Other mechanical issue
- 8 Too slow - the e-scooter would not go as fast as I wanted
- 9 Feeling unsafe on the road (e.g. from other traffic)
- 10 Having to stop for a „No go“ zone within the geofence
- 11 Not being able to reach my destination as a result of the geofence
- 12 None of the above

Q27 Have you used an e-scooter as transport? (To get to a destination, as opposed to using one for fun or out of curiosity) Select one.

- 1 Yes
- 2 No

Q28 How many of your e-scooter trips would you have made by other means if an e-scooter had not been available to you? Select one answer.

- 1 All
- 2 Most
- 3 Some
- 4 None
- 5 Don't know

Q29 For which of the following purposes have you used an e-scooter? Select all that apply. You do not have to select any.

- 1 As part of work (e.g. to get to meetings, around campus or site)
- 2 To get to college or University
- 3 To get to sport, social or entertainment
- 4 To get to shopping
- 5 To get to healthcare
- 6 To connect with public transport (e.g. bus, train or tram)
- 7 Other

Q30 Have you made journey(s) with an e-scooter that you would otherwise have made using another mode of transport? For example, you might have used an e-scooter instead of a bus. If so, which of the following modes of transport would you have used otherwise? Select all that apply.

- 1 Car or Van (as driver)
- 2 Car or Van (as passenger)
- 3 Taxi, Uber or equivalent
- 4 Bus
- 5 Coach
- 6 Train
- 7 Metrolink
- 8 Walking
- 9 Cycling (your own cycle)
- 10 Cycling (a bike share bike)
- 11 None - I wouldn't have made the journey(s) otherwise
- 12 Other

Q31 Have you used an e-scooter to connect with any of the following modes of transport? Select all that apply.

- 1 Bus
- 2 Coach
- 3 Train
- 4 Metrolink
- 5 Car (car club)
- 6 Car (lift)
- 7 Other
- 8 None of the above

Q32 Have you regularly used an e-scooter for a journey or for a large part of a journey? For example, this might be your journey to work or college. Select one answer.

- 1 Yes
- 2 No

Q32_a Could you please provide brief details? We are keen to understand how people are building e-scooters into their travel routines. You could include journey purpose, duration, distance, and if you use any other modes of transport as part of that journey.

Questions to people using both shared and private e-scooters

Q33 Since autumn 2020 (when the trial schemes started), how often have you used a privately-owned e-scooter in Greater Manchester? Select one answer.

- 1 Never
- 2 One time only
- 3 Less than once a month
- 4 Once a month
- 5 Once a fortnight
- 6 Once a week
- 7 More than once a week
- 8 Daily
- 9 Don't know

Q34 Since autumn 2020, how often have you used a rental e-scooter in Greater Manchester? Select one answer.

- 1 Never
- 2 One time only
- 3 Less than once a month
- 4 Once a month
- 5 Once a fortnight
- 6 Once a week
- 7 More than once a week
- 8 Daily
- 9 Don't know

Q35 Which of the following best describes your e-scooter use? Select one answer.

- 1 I have used e-scooter(s) but no longer do so
- 2 I have used e-scooter(s) and plan to continue to do so
- 3 Undecided

Q36 In which of the following places have you used a rental e-scooter? Select any that apply. (See maps below)

- 1 Salford: Central (BlackFriars, Greengate, Church St)
- 2 Salford: Crescent Area (University campuses)
- 3 Salford: Quays, MediaCityUK and Ordsall
- 4 Salford: Eccles, Langworthy & Pendleton
- 5 Rochdale
- 6 Other
- 7 Don't know

Q37 Which of the following describe your reasons for using an e-scooter? Select as many as apply.

- 1 CURIOSITY - to try out an e-scooter
- 2 FAST - faster than other options
- 3 COST - cheaper than other options
- 4 SUSTAINABILITY - a less polluting option
- 5 ENJOYABLE - it's fun to use
- 6 PHYSICALLY UNDEMANDING - requiring little effort from me
- 7 CONNECTIVITY - I could connect with other transport (e.g. bus or train)
- 8 RELIABLE - I know how long the journey takes
- 9 ROAD SAFETY - I feel safer on the road than when I travelling in other ways
- 10 PERSONAL SAFETY - I feel at lower risk of attack or harassment
- 11 COVID-19 - I am concerned about using public transport
- 12 Other
- 13 None of the above

Q38 Which of the following describe your reasons for using a privately-owned e-scooter? Select all that apply.

- 1 AREA - Lime e-scooters are not available for my route(s)
- 2 PAYMENT - I do not want to pay per minute
- 3 COST - The charge is too high
- 4 EXPERIENCE - I have had a bad experience with a rental e-scooter
- 5 Other
- 6 None of the above

Q39 Which, if any, of the following describe your reasons for using an e-scooter as part of a rental scheme? Select all that apply.

- 1 ACCESS - I don't own an e-scooter
- 2 CURIOSITY - to try out the rental scheme
- 3 CONVENIENCE - it is the easiest option
- 4 COST - other options were more expensive
- 5 FLEXIBILITY - I could choose how to travel
- 6 SECURITY - I don't have to store or park my own vehicle
- 7 Other
- 8 None of the above

Q40 When riding an e-scooter, how often have you worn a helmet? Select one answer.

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 None of the time
- 5 Don't know

Q41 On which of the following have you ridden an e-scooter? Select all that apply.

- 1 Pavements
- 2 Quiet roads
- 3 Busy roads
- 4 On-road cycle lanes
- 5 Off-road cycle lanes
- 6 Traffic-free cycle routes
- 7 Other

Q42 Have you changed the way you get around since starting to use an e-scooter? If so, in what way? Select up to one answer per row.

I now cycle

- 1 less often
- 2 as often
- 3 more often

I now walk

- 1 less often
- 2 as often
- 3 more often

I now use a car (driver or passenger)

- 1 less often
- 2 as often
- 3 more often

I now use public transport

- 1 less often
- 2 as often
- 3 more often

I now use an e-scooter

- 1 less often
- 2 as often
- 3 more often

Q43 Have you bought your own e-scooter after using a rental e-scooter? Select one

- 1 Yes
- 2 No

Q44 When using a rented e-scooter, have you experienced any of the following? Select any that apply.

- 1 Difficulty using the Lime App
- 2 Difficulty finding a e-scooter
- 3 Difficulty finding a place to return/park an e-scooter
- 4 Difficulty unlocking or accessing an e-scooter I found
- 5 An uncomfortable ride
- 6 Low battery meaning I had to stop the ride early
- 7 Other mechanical issue
- 8 Too slow - the e-scooter would not go as fast as I wanted
- 9 Feeling unsafe on the road (e.g. from other traffic)
- 10 Having to stop for a „Äðno go,Ä” zone within the geofence
- 11 Not being able to reach my destination as a result of the geofence
- 12 None of the above

Q45 Have you used an e-scooter as transport? (To get to a destination, as opposed to using one for fun or out of curiosity) Select one

- 1 Yes
- 2 No

Q46 How many of your e-scooter trips (whether with private or rental e-scooter) would you have made by other means if an e-scooter had not been available to you? Select one answer.

- 1 All
- 2 Most
- 3 Some
- 4 None
- 5 Don't know

Q47 For which of the following purposes have you used an e-scooter? Select all that apply. You do not have to select any.

- 1 As part of work (e.g. to get to meetings, around campus or site)
- 2 To get to college or University
- 3 To get to sport, social or entertainment
- 4 To get to shopping
- 5 To get to healthcare
- 6 To connect with public transport (e.g. bus, train or tram)
- 7 Other

Q48 Have you made journey(s) with an e-scooter that you would otherwise have made using another mode of transport? For example, you might have used an e-scooter instead of a bus. If so, which of the following modes of transport would you have used otherwise? Select all that apply.

- 1 Car or Van (as driver)
- 2 Car or Van (as passenger)
- 3 Taxi, Uber or equivalent
- 4 Bus
- 5 Coach
- 6 Train
- 7 Metrolink
- 8 Walking
- 9 Cycling (your own cycle)
- 10 Cycling (a bike share bike)
- 11 None - I wouldn't have made the journey(s) otherwise
- 12 Other

Q49 Have you used an e-scooter to connect with any of the following modes of transport? Select all that apply.

- 1 Bus
- 2 Coach
- 3 Train
- 4 Metrolink
- 5 Car (car club)
- 6 Car (lift)
- 7 Other
- 8 None of the above

Q49_blf connecting with public transport, which of the following have you done? Select all that apply.

- 1 Parked the e-scooter at the station or stop
- 2 Carried the e-scooter with you
- 3 Other
- 4 None of the above

Q50 Have you regularly used an e-scooter for a journey or for a large part of a journey? For example, this might be your journey to work or college. Select one answer.

- 1 Yes
- 2 No

Q50_a Could you please provide brief details? We are keen to understand how people are building e-scooters into their travel routines. Please include journey purpose, duration, distance, and if you use any other modes of transport as part of that journey. If you did not have access to an e-scooter, how would you have made that journey?

Questions to people who have not used an e-scooter

Q51 Which of the following best describes your situation? Select one answer.

- 1 I have not considered using e-scooter(s).
- 2 I have not decided if I will use e-scooter(s)
- 3 I plan to use e-scooter(s)
- 4 I do not plan to use e-scooter(s)
- 5 Don't know

Q52 Which, if any of, the following describe why you might use an e-scooter? Select as many as apply.

- 1 FAST - faster than other options
- 2 COST - cheaper than other options
- 3 SUSTAINABILITY - a less polluting option
- 4 ENJOYABLE - it's fun to use
- 5 PHYSICALLY UNDEMANDING - requiring little effort from me
- 6 CONNECTIVITY - I could connect with other transport (e.g. bus or train)
- 7 RELIABLE - I know how long the journey takes
- 8 ROAD SAFETY - I feel safer on the road than when I travelling in other ways
- 9 PERSONAL SAFETY - I feel at lower risk of attack or harassment
- 10 COVID-19 - I am concerned about using public transport
- 11 Other
- 12 None of the above

Q53 Which, if any of, the following describe why you might use your own e-scooter (rather than a rental shared e-scooter)? Select all that apply.

- 1 AREA - Lime e-scooters are not available for my route(s)
- 2 PAYMENT - I do not want to pay per minute
- 3 COST - The charge is too high
- 4 EXPERIENCE - I have had a bad experience with a rental e-scooter
- 5 Other
- 6 None of the above

Q54 Which, if any, of the following reasons describe why you might use an e-scooter as part of a rental scheme such as the one in Salford and Rochdale? Select all that apply.

- 1 ACCESS - I don't own an e-scooter
- 2 CURIOSITY - to try out the rental scheme
- 3 CONVENIENCE - it is the easiest option
- 4 COST - other options were more expensive
- 5 FLEXIBILITY - I could choose how to travel
- 6 SECURITY - I don't have to store or park my own vehicle
- 7 Other
- 8 None of the above

Q55 On which, if any, of the following would you feel confident riding an e-scooter? Select all that apply.

- 1 Pavements
- 2 Roads
- 3 On-road cycle lanes
- 4 Off-road cycle lanes
- 5 Traffic-free cycle routes
- 6 Other
- 7 None of the above

Questions to all respondents

Q56 In the scenario described above, how likely would you be to use a rental e-scooter? Select one answer.

- 1 Very unlikely
- 2 Somewhat unlikely
- 3 Somewhat likely
- 4 Very likely
- 5 Undecided

Q57 In this scenario, how likely would you be to have your own e-scooter? Select one answer.

- 1 Very unlikely
- 2 Somewhat unlikely
- 3 Somewhat likely
- 4 Very likely
- 5 Undecided

Q58 Assuming you continue to make the journeys you currently make, would you see yourself using an e-scooter (privately owned or rented) for any of these journeys? Select one answer.

- 1 Yes
- 2 No

Q59 For which journeys do you see yourself using an e-scooter (privately owned or rented)? Select all that apply.

- 1 To get to work
- 2 As part of work (e.g. to get to meetings, around campus or site)
- 3 To get to college or University
- 4 To get to sport, social or entertainment
- 5 To get to shopping
- 6 To get to healthcare
- 7 To connect with public transport (e.g. bus, train or tram)
- 8 Other

Q60 Which forms of transport do you currently use for these journeys? For example, you might replace all or part of your regular car commute with an e-scooter. Select one answer.

- 1 Car or Van (as driver)
- 2 Car or Van (as passenger)
- 3 Taxi, Uber or equivalent
- 4 Bus
- 5 Coach
- 6 Train
- 7 Metrolink
- 8 Walking
- 9 Cycling (your own cycle)
- 10 Cycling (a bike share bike)
- 11 Other

Q61 Which of the following would you prefer to use to make these journey(s)? Select one answer.

- 1 A privately-owned e-scooter
- 2 A rental e-scooter
- 3 Both of these
- 4 Don't know

Q62 Which of the following are likely to limit how much you use an e-scooter? Select all that apply.

- 1 UNINTERESTED - I am not interested in using an e-scooter
- 2 NOT RELEVANT - I do not have any suitable journeys
- 3 ROAD SAFETY - Concern about road safety (threat from vehicles)
- 4 PERSONAL SAFETY - Concern about personal safety (crime and anti-social behaviour)
- 5 ROUTES - Not knowing which routes to take
- 6 KNOWLEDGE - Not knowing how to use an e-scooter
- 7 DISABILITY - A disability or mobility impairment
- 8 CARRYING ITEMS - Not being able to carry some items
- 9 EXPERIENCE - A previous bad experience
- 10 WEATHER - Wet or windy weather
- 11 Other
- 12 None of the above

Q63 Which of the following are likely to limit how much you use a rental e-scooter? Select all that apply.

- 1 COST - The cost of e-scooter use
- 2 HYGIENE - Concern about hygiene
- 3 DRIVING LICENCE - Having to have a provisional driving licence
- 4 CHILDREN - Needing to travel with children
- 5 HELMET - Not having a helmet available when renting an e-scooter
- 6 AREA - The operational area doesn't include places I need to go
- 7 EXPERIENCE - A previous bad experience
- 8 BATTERY ANXIETY - Concern about the battery running out
- 9 KNOWLEDGE - Understanding how to use the rental scheme
- 10 DIGITAL ACCESS - Having to use a mobile phone to access an e-scooter
- 11 Other
- 12 None of the above

Q64 Which of the following are likely to limit how much you use a privately-owned e-scooter? Select all that apply.

- 1 COST - Initial capital cost
- 2 STORAGE - I would not have space to store it at home
- 3 EXPERIENCE - A previous bad experience
- 4 BATTERY ANXIETY - Concern about the battery running out
- 5 ILLEGAL - They are currently illegal to use in public spaces
- 6 Other
- 7 None of the above

Q65 When walking in Greater Manchester, have any of the following happened to you? Select all that apply.

- 1 Felt unsafe around an e-scooter rider
- 2 Had to move out of the way of an e-scooter rider
- 3 Had a near miss with an e-scooter rider
- 4 Had a crash involving an e-scooter rider
- 5 Tripped over a parked e-scooter and fell
- 6 Been blocked or inconvenienced by e-scooter parking
- 7 Suffered an injury relating to an e-scooter
- 8 Other interaction (you can describe below)

- 9 Been passed too close by an e-scooter rider
- 10 None of the above

Q66 When cycling in Greater Manchester, have any of the following happened to you? Select all that apply.

- 1 Felt unsafe around an e-scooter rider
- 2 Had to move out of the way of an e-scooter rider
- 3 Had a near miss with an e-scooter rider
- 4 Had a close pass by an e-scooter rider
- 5 Had a crash involving an e-scooter rider
- 6 Had to stop suddenly when an e-scooter rider stopped in front of me
- 7 Suffered an injury as a result of an interaction with an e-scooter
- 8 Other interaction (you can describe below)
- 9 None of the above

Q67 To what extent do you agree with the following statements? Select one for each statement. E-scooters are for people like me.

- 1 strongly disagree
- 2 somewhat disagree
- 3 somewhat agree
- 4 strongly agree
- 5 undecided

Q68 E-scooters will make Greater Manchester a more attractive place to live.

- 1 strongly disagree
- 2 somewhat disagree
- 3 somewhat agree
- 4 strongly agree
- 5 undecided

Q69 Riding an e-scooter is active.

- 1 strongly disagree
- 2 somewhat disagree
- 3 somewhat agree
- 4 strongly agree
- 5 undecided

Q70 It should be legal to ride an e-scooter on roads.

- 1 strongly disagree
- 2 somewhat disagree
- 3 somewhat agree
- 4 strongly agree
- 5 undecided

Q71 It should be legal to ride an e-scooter on pavements.

- 1 strongly disagree
- 2 somewhat disagree
- 3 somewhat agree
- 4 strongly agree
- 5 undecided

Q72 E-scooters are a risk to public safety.

- 1 strongly disagree
- 2 somewhat disagree
- 3 somewhat agree
- 4 strongly agree
- 5 undecided

Q73 In the future, there should be an e-scooter rental scheme operating across Greater Manchester.

- 1 strongly disagree
- 2 somewhat disagree
- 3 somewhat agree
- 4 strongly agree
- 5 undecided

Q74 Thank you for answering our questions. If you have any further comments relating to e-scooters, please share them here.

Questions on demographic characteristics

Q75 Which of the following best describes your gender? Select one.

- 1 Male
- 2 Female
- 3 Prefer to self-describe
- 4 Prefer not to say

Q76 How old are you? Select one

- 1 18-25
- 2 26-35
- 3 36-45
- 4 46-55
- 5 56-64
- 6 65-74
- 7 75 or over
- 8 Prefer not to say

Q77 Please choose one option that best describes your ethnic group or background. Select one

- 1 White (including British, Irish, Gypsy or Irish Traveller, any other white background)
- 2 Asian or Asian British
- 3 Black / African / Caribbean / Black British
- 4 Mixed or multiple ethnic groups
- 5 Not listed / prefer to self-describe
- 6 Prefer not to say

Q78 What is your best estimate of your total household income before tax? Select one

- 1 Up to ~£10,000
- 2 £10,000 - ~£19,999
- 3 £20,000 - ~£29,999
- 4 £30,000 - ~£39,999
- 5 £40,000 - ~£49,999
- 6 £50,000 - ~£59,999
- 7 £60,000 or more
- 8 Prefer not to say

Q79 Which of the following do you do in Greater Manchester? Select all that apply.

- 1 Live
- 2 Work
- 3 Study

Q79_a In which area of Greater Manchester do you live? Select one. Choose your main place of residence.

- 1 Bolton
- 2 Bury
- 3 Manchester
- 4 Oldham
- 5 Rochdale
- 6 Salford
- 7 Stockport
- 8 Tameside
- 9 Trafford
- 10 Wigan

Q79_c In which area of Greater Manchester do you work? Select one. Choose your main place of residence.

- 1 Bolton
- 2 Bury
- 3 Manchester
- 4 Oldham
- 5 Rochdale
- 6 Salford
- 7 Stockport
- 8 Tameside
- 9 Trafford
- 10 Wigan

Q80 Do you have a long-term illness, health problem or impairment that limits daily activities? Select one

- 1 Yes
- 2 No
- 3 Prefer not to say

Q81 Which of the following do you use as part of your regular activities? Please select all that apply.

- 1 Walking (as a main part of a journey - including with mobility aid))
- 2 Cycling
- 3 Bus
- 4 Tram (including Metrolink)
- 5 Train
- 6 E-scooter (hire scheme)
- 7 E-scooter (privately owned)
- 8 Car as driver
- 9 Car as passenger
- 10 Taxi or Uber
- 11 Motorbike
- 12 Other
- 13 None of the above

Q82 Do you personally own or have access to any of the following? Select all that apply.

- 1 Bicycle or other cycle
- 2 Car, van, or motorbike
- 3 Privately-owned e-scooter
- 4 None of the above

Q83 Do you have a driving licence applicable in the UK? Select one

- 1 Yes - a full license
- 2 Yes - a provisional license
- 3 No

Q84 As part of this study we will be conducting further surveys, interviews and focus groups. May we contact you to invite you to take part in future stages? Select one.

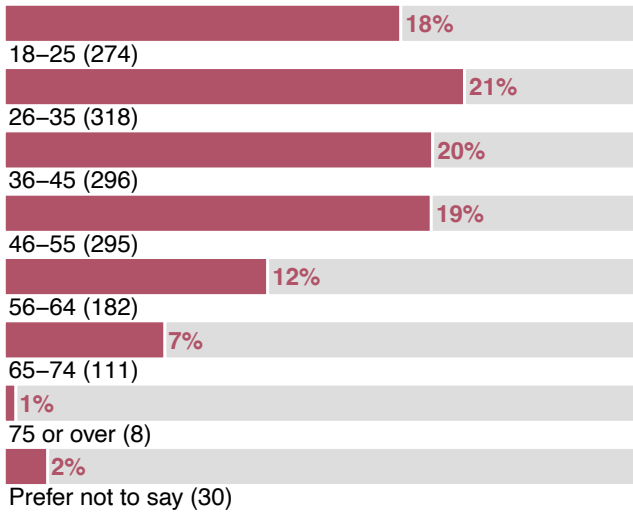
- 1 Yes
- 2 No

Q85 People who live, work or study in Greater Manchester are eligible to be entered into a free prize draw to win ~£100 in shopping vouchers. Would you like to enter? Select one.

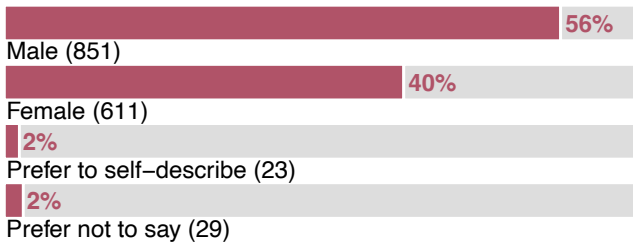
- 1 Yes
- 2 No

Q86 What is your email address? (We only need this if you wish to take part in the prize draw or are happy to be contacted about future research).

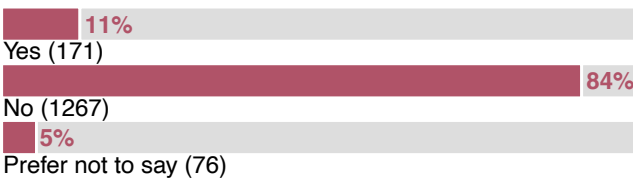
D Sample (Survey 3)



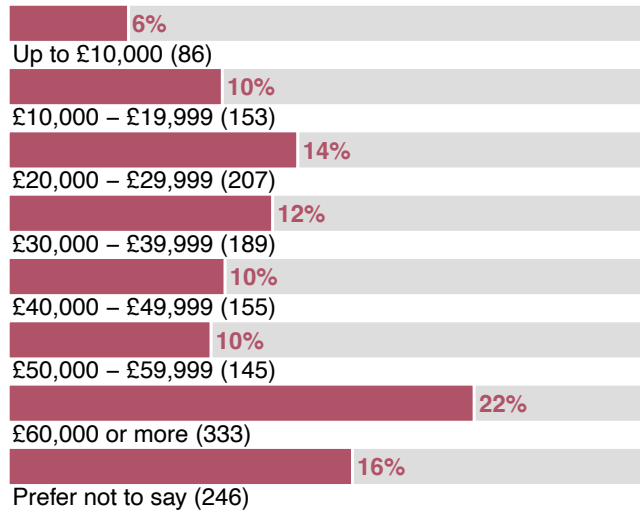
A. How old are you?



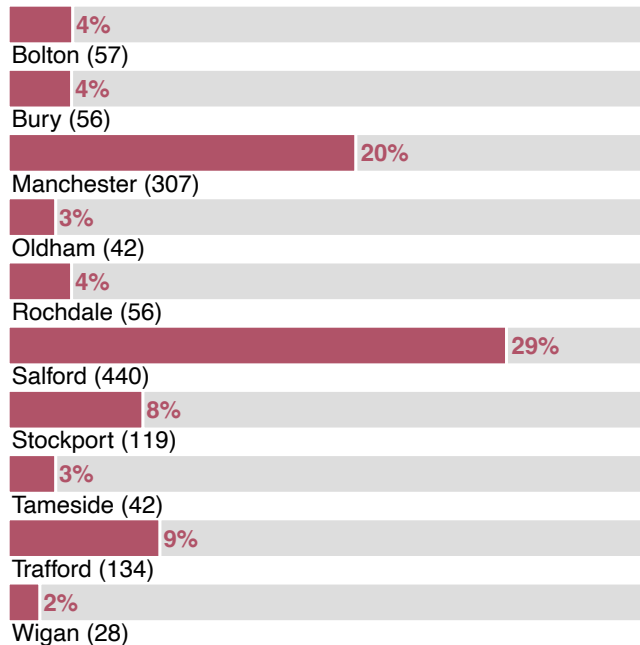
B. Which of the following best describes your gender?



C. Do you have a long-term illness, health problem or impairment that limits daily activities?

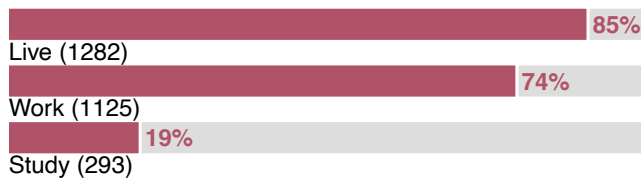


D. What is your best estimate of your total household income before tax?

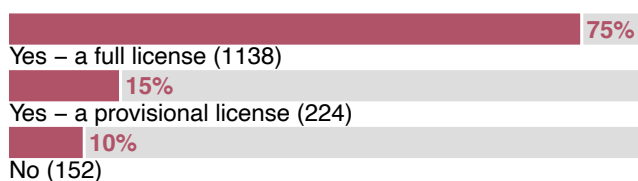


E. In which area of Greater Manchester do you live? (If lives in Greater Manchester)

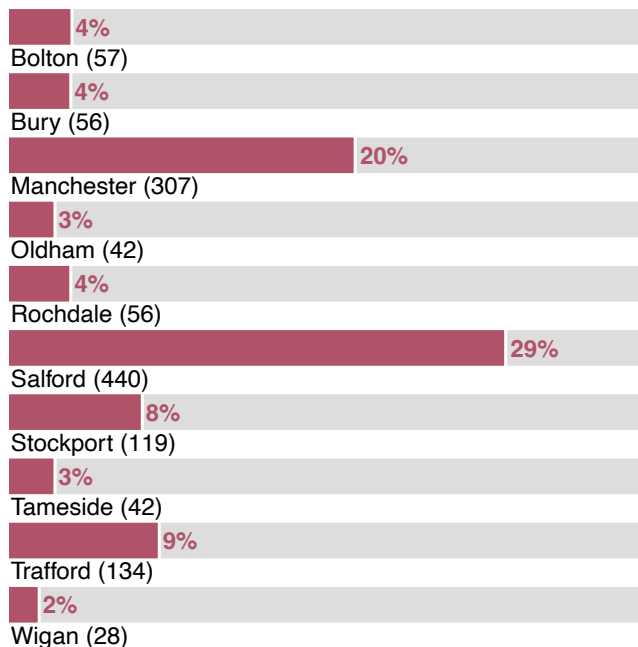
Figure D1 Percentage of respondents selected (from a closed list) each potential barrier to shared e-scooter use (N=1514)



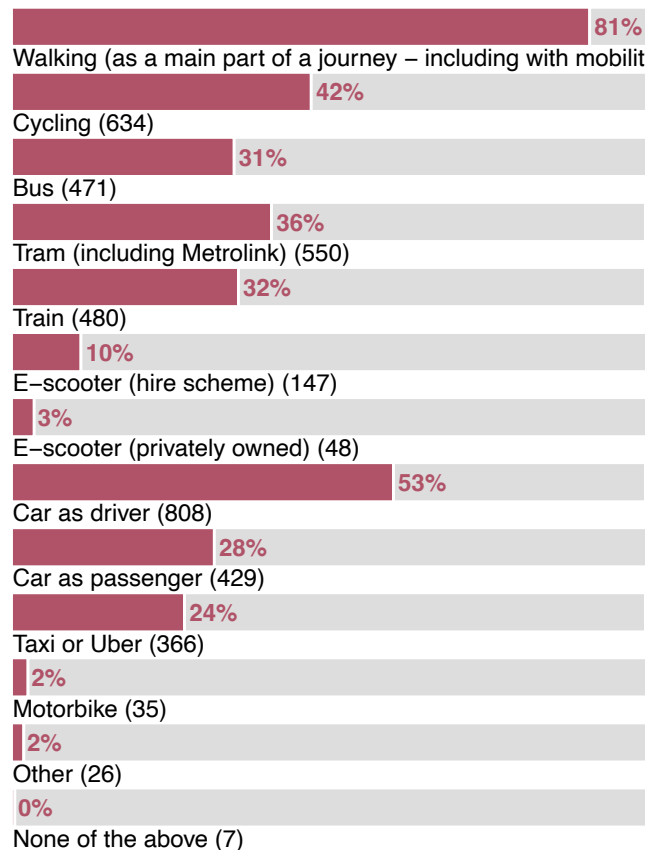
F. In which area of Greater Manchester do you work?



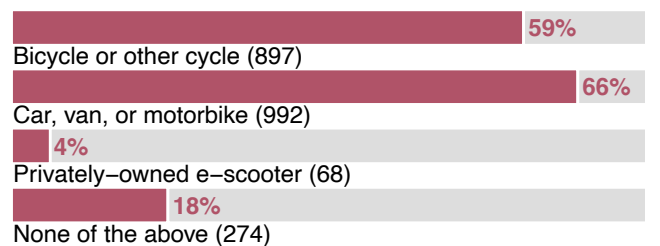
G. Do you have a driving licence applicable in the UK?



H. Workplace location (if in Greater Manchester)



I. Which of the following do you use as part of your regular activities?



J. Do you personally own or have access to any of the following?

E Interviews

Interview	Gender	Age Group	Pseudonym	E-scooter use
1	Female	36-45	Jessica	Non-user
2	Female	26-35	Sophie	User
3	Male	56-65	Alexander	User
4	Male	56-65	James	Non-user
5	Female	36-45	Zara	User
6	Female	65-74	Louise	Non-user
7	Male	56-65	Chris	User
8	Female	36-45	Tanya	Non-user
9	Male	26-35	Phil	User
10	Female	36-45	Sue	User
11	Male	26-35	Tom	User
12	Male	56-65	Chris	User
13	Female	36-45	Amelia	User
14	Male	56-65	David	Non-user
15	Female	65-74	Rachel	Non-user
16	Male	56-65	Richard	User
17	Female	26-35	Stephanie	User (private)
18	Female	not shared	Sarah	Non-user
19	Female	46-55	Laura	Non-user
20	Female	56-65	Debra	Non-user
21	Female	18-25	Andrea	Non-user
22	Female	18-25	George	User
23	Female	18-25	Lucy	User
24	Male	46-55	Donald	Non-user
25	Female	36-45	Erica	Non-user
27	Male	26-35	Barry	User
28	Female	26-35	Michaela	User
29	Female	36-45	Sue -> Daisy	User
30	Female	46-55	Penelope	Non-user
31	Female	36-45	Charlotte	Non-user
32	Male	26-35	Dmitri	User
33	Male	26-35	Jim	User
34	Female	18-25	Fatima	User (private)
35	Male	26-35	Dominic	User
36	Male	26-35	Walter	User
37	Male	56-64	Terry	User (private)

Interview	Gender	Age Group	Pseudonym	E-scooter use
38	Male	36-45	Jacob	User
39	Male	26-35	Ted	User
40	Female	18-25	Gabriella	User
41	Male	26-35	Roger	User
42	Male	26-35	Arnold	User
43	Male	54-65	Timothy	User (private)
44	Male	26-35	Karl	User
45	Male	26-35	Tony	User
46	Male	18-25	Colin	User
47	Female	36-45	Lydia	User
48	Female	46-55	Carrie	User
49	Male	18-25	Andrey	User

F Interview Summaries

Please note that pseudonyms have been used.

Stage 1 (March 2021)

Interview 1: Jessica, female, non-user, 36-45

Jessica mainly gets around by bus or walking - bus is her main mode of transport. She also has a push scooter but doesn't use it so much as she finds it difficult to both fold up and lock. She has a long-term condition with her shoulders that prevents her from using a traditional bike (also she doesn't have bike storage options in her flat). Buses are very expensive, and cost would be the main driver in finding an alternative mode of transport. She hasn't engaged with the Salford e-scooter trial, partly as it's not in the area where she lives or works, but mainly because she doesn't have a provisional driving licence or a smartphone. She did consider buying an e-scooter when she bought her push scooter - lack of exercise (relative to a push scooter) and cost were the main reasons she didn't go for one. She would however consider using and/or buying one in the future. She thinks that in a wider rollout than the current pilot in Salford, e-scooters might face similar issues to Mobike, with e-scooters being dumped and trashed. Overall, travel options should be cheap, easy to use, reliable, and not complicated and she sees no reason why scooters/e-scooters cannot be part of the wider transport picture.

Interview 2: Sophie, female, user, 26-35

Sophie mainly used public transport and would like to use her bike more. She has used the e-scooters between Peel Park Campus and MediaCityUK and had a few technical difficulties along the way but found the route acceptable. In the future, she's more focused on using her bike more than e-scooters. The reason for her first (and main) use in this trial was as a means of exploring and familiarising herself with Salford. She has had a mixed experience on the e-scooters - found the route was fine (e.g. decent surface, wide pavements, felt safe) but the e-scooter cut out several times on the route, hitting several red zones even though they followed the route exactly (needing to push the e-scooter, lift onto kerbs etc, which was heavy and a hassle). They also found the app cut out several times, needing to be rebooted. They kept to pavements and segregated cycle lanes - she wasn't sure whether they could go on roads. She was wearing her cycle helmet, as this was her personal preference - feels this should be an option built into hire schemes (for both e-scooters and bikes).

Interview 3: Alexander, male, user, 56-65

Alexander mainly drives a car and does not use public transport. He has used an e-scooter and thinks they could be useful for traveling around the city for work meetings. Would like to see the scheme expanded and remain dockless. Alex doesn't take public transport in Greater Manchester and Has used e-scooters a few times. He found them easy to use - after an initial 10 minutes of settling in, felt comfortable riding them on both pavements and roads and found them "great fun". He sees e-scooters as desirable for short journeys within the city, to replace walking or taking a taxi and sees them as mainly useful for trips between 1-5 miles. He thinks e-scooters fit well into Salford/Manchester, which would be coverable by e-scooter and could see people starting to use them as a primary means of transport. He sees e-scooters mainly being used for either pleasure (for fun), or as the quickest way from point A to point B. Alex would like to open the scheme out to more routes/areas in Salford than are currently part of the trial scheme. If the current scheme is to be expanded, he would prefer to see a dockless system in use, even though they require more setup than docked systems.

Interview 4: James, male, non-user, 56-65

James discussed how his view of transport has changed during lockdown. As a self-employed worker often commuting 9-10 miles to Salford, driving has often been his main mode of transport. However, with life slowing down during the first lockdown in April 2021, he noticed there is a bus service that can take him to work: 'so I can literally go door to door, and I'm thinking to myself, why am I not using public transport?'. He now thinks there is a sufficient combination of public transport, walking and cycling to get to work without always using his car, and thinks e-scooters could contribute to this. He has not used an e-scooter but has started to notice them more and more on the roads and cycle paths, and thinks they are a great idea if they can encourage more people to become active or mobile. He cannot see himself using the currently e-scooter trial because he does not live or work within the geofence, however if the scheme expands he could easily see himself using one to get home from the gym after a workout. He feels vulnerable on the road when cycling, especially near busy roads around Monton and Eccles, but thinks riding an e-scooter might make him feel less vulnerable because there is a lower ground clearance and less distance to fall: 'there is a lot less that could go wrong than if you were on a road bike'.

Interview 5: Zara, female, user, 36-45

Zara owns a car and was planning on buying a new car prior to lockdown but has since decided not to due to how little she is moving around at the moment. She recognises her relationship with transport is changing. She owns a bike and usually cycles five miles from Prestwich to Salford, weather permitting, and takes a spare set of clothes in a bag. She has a mountain bike and has cycled frequently for five years, but she added that she would not voluntarily cycle through certain parts of Salford after experiencing aggressive behaviour by a group of young men. This difficult experience shaped her perception of safety as an incredibly important factor when she is considering how to move around the city using active mobility. She has not used an e-scooter and struggles to see how they could work for her. However, she has Achilles tendonitis which means that walking for prolonged periods of time is painful, and therefore she avoids walking when possible. She recognises that the e-scooters could potentially play a role in alleviating pain when travelling in the city if the journey required is not possible to be done by bicycle. She elaborated that this could be possible, as cycling for her is all about the commute and her daily exercise. Once she arrives at work she does not anticipate using the bike again until she cycles home – she thinks e-scooters could provide a tempting offer for getting around for work meetings, as she would not usually use her bike for these trips and walking can cause her pain.

Interview 6: Louise, female, non-user, 65-74

Louise has not used an e-scooter and does not own a car. She mainly wished to emphasise her concerns about safety when it comes to e-scooters, and the broader utility of e-scooters in general. She feels like her voice is often lost beneath those of organised groups, such as cycling or micromobility groups, and feels that the rollout of these new schemes tends to push the priority of pedestrians in urban planning further down the agenda. She finds this frustrating and stressed that at some stage every day '100% of Salford taxpayers are pedestrians'. When discussing this she cited the low traffic neighbourhoods (LTNs) in Salford as an example where she has felt there was a lack of consultation. The efficiency of e-scooters was also called into question when travelling across Salford, for example, if walking between Chapel Street and Piccadilly train station she feels it would be faster to walk than to get there by e-scooter if you only used the city's cycle lanes. She also expressed her concern about how fast and quiet the e-scooters are on the pavements when compared to bicycles or cars, and coupled with the fact that e-scooter users do not have to wear protective equipment or helmets she feels like they are putting themselves, others, and the NHS at risk. She has not seen the e-scooters from the Salford trial scheme but has seen multiple private e-scooter users navigating busy roads and junctions in Salford, often using the pavement.

Interview 7: Chris, male, user, 56-65

Chris has been using e-scooters regularly since the beginning of the trial - once or twice a week, mainly uses them for fun, as "you can't travel very far on them." Chris would normally commute by bike as, from door to door, cycling is quicker than public transport. His use of e-scooters has been limited by the operational area of the current scheme - it would be useful for him if the e-scooter trial was extended to include a route between Salford and Manchester Victoria. Some geofence speed restrictions on Peel Park Campus do not make sense to him - for example some sections are limited to 6mph even though they are long and straight. Although he would not want to make a flat speed restriction, he thinks some restrictions need to be better thought out. Chris feels e-scooters are easy to use but the app can be glitchy, e.g. at times being unable to end a ride through the app, in which case he needs to close and re-open the app to end the ride. The e-scooters themselves can also be glitchy at times - sometimes slowing down in areas when you know there shouldn't be speed restrictions. Chris has had e-scooters run out of battery at times (e.g. when showing 28%). As a result of this he would now only take a fully charged scooter. Chris thinks e-scooters can take a bit of getting used to but being a competent cyclist has made it easier to become comfortable on the e-scooter (e.g. balance, coping with potholes and speed bumps).

Interview 8: Tanya, female, non-user, 36-45

Cycling is Tanya's main way of getting about as a family. Commuting to work is a different matter, however, for which she uses a car. It is impractical for her to take public transport (requiring walking, several trams, and a train). She also has to take her car to work to be able to manage picking up her children from school. She hates having to take the car but she finds trains are very poor, with infrequent services, and trains often getting cancelled. She had to overcome her fear of cycling in cities in order to cycle in Manchester. Tanya hadn't thought of e-scooters as being a means of commuting and has not used one herself - she thinks of them mostly for kids having fun - but it interests her to consider them as commuting option, and potentially attracting a different group of people to using them. With the infrastructure that exists, she could see an e-scooter cutting down on walking time between public transport nodes. She has seen e-scooters in use in Copenhagen, which seemed to work really well, using segregated lanes. She would be scared to use an e-scooter on UK roads, however she might be more willing to use them if she could see other people using them on the road who seemed to be safe. She can see e-scooters being used in Low Traffic Neighbourhoods (LTN) and that would make her more confident and happier to jump on an e-scooter. For herself and her children, she would see e-scooters working only when and where road safety can be guaranteed. Tanya sees e-scooters as being more attractive to young adults or children, but she would worry about younger people who do not have much road experience using them. This could be managed through needing

to have a bank debit card to hire them. She doesn't think a driving licence should be needed and sees this as a limitation for their take-up.

Interview 9: Phil, male, user, 26-35

Phil walks everywhere, including his 5-minute walk to work. He cycles for longer journeys and pre-COVID-19, would take public transport. He has borrowed a car during COVID-19, purely to get out and about, further afield from the city. Phil is aware of e-scooters "taking over Europe" and is interested in "innovative mobility solutions" in general. He has previously used an e-scooter once while in Lisbon with his girlfriend and has also used a friend's private e-scooter. The Lisbon scheme was designed well around the e-scooters - clearly laid out and signposted, using segregated cycle lanes. He was attracted to using e-scooters in Lisbon from seeing other groups of people using them. He has used the Salford e-scooter scheme once, having met up with friend, where they just "messed about" around Peel Park Campus. Phil also had issues with the app when he left the geofence area - had to close and reopen the app to recommence the journey. Phil is curious about the route to MediaCityUK and is going to do this again with his friend. For such journeys, he is unsure whether e-scooters should be used on roads, and thinks helmets should probably be used in this case. Although he thinks e-scooters are less vulnerable than a bike and is fine with e-scooters being used on pavements. He thinks a wide segregated cycle lane is needed that would enable cyclists to overtake e-scooter users if they wished. Phil thinks that the development of infrastructure in Greater Manchester would be a great test bed for the roll-out of e-scooters.

Interview 10: Sue, female, user, 36-45

Sue mostly walks everywhere, although she used to take the bus for part of her journey to work, pre-COVID-19. She does have a driving licence but doesn't feel confident to use a car, mainly given traffic and lots of roadworks where she lives. On the occasions that she's worked in the office during COVID-19, she has walked. She didn't feel comfortable on buses during the initial lockdown - as social distancing wasn't being managed very well and there was confusion over mask-wearing. She finds the walk to work is long and not ideal (including likelihood of bad weather) but is likely the only option for her once office working returns. Sue has used the Salford e-scooter scheme once - it was a present for her birthday from her husband - and they both used them for fun together. They found it very easy to pick up and hire the e-scooters and felt safe using it on the university campus. She got the hang of it very quickly and found them "amazingly quick" - so much quicker than she expected. Unlike with a bike, she felt that with the e-scooter it was possible to stop immediately and jump off if she ever felt unsafe because the brakes are instant, and you are in a standing position - which she found reassuring. She had to do this only once when going downhill where it was going a little faster than she was comfortable with - she was able to stop the scooter and step off easily. She was impressed

by how much mobility she had on the e-scooter. She had to be conscious of pedestrians, especially trying to socially distance, but was able to manage this easily. Sue found the e-scooters good value - much cheaper than a car and possibly also cheaper than a bus. She thinks an e-scooter would be a brilliant option for her in future, and she would be very keen to use them for her commute.

Interview 11: Tom, male, user, 26-35

Tom used buses while he was a student, and he is hopeful that buses in Greater Manchester coming under public control might make it easier for him to use buses, mainly due to cost and convenience. He doesn't drive but is currently learning, as this would be to enable longer journeys without having to rely on expensive longer train journeys. He currently finds the tram the most convenient option for his commuting needs as an occasional alternative to his bike (e.g. if transporting heavy equipment). He's seen people use e-scooters and they look like fun. He thinks they could be useful for groups of people moving through a city, for example they could be a good way of showing a visitor around a city who isn't so comfortable with cycling. He doesn't personally envisage using e-scooters as a commuting option, but more as a "recreational vehicle" and would like to try e-scooters out of curiosity. He also thinks they could be useful for getting from one train station (or other public transport node) to another. Tom hasn't used e-scooters because he hasn't come across one for hire on the street and they're not operational in the area where he lives. He can also see them being useful for others with mobility issues, as a potentially empowering mode of transportation. He can see e-scooters being used on the road in the same way as cyclists use the road, and also sees e-scooters fitting into cycle lane infrastructure - he doesn't see any conflict between e-scooters and bikes as they have roughly similar speeds.

Stage 2 (August – October 2021)

Interview 12: Chris, male, user, 26-35

Chris travels to work by bike almost every day, which is a 20-mile round trip. If he has to travel further he will either use public transport or his car. During the first national lockdown he used the e-scooters a lot on the university campus he works on. Rather than going for a walk, he would take an e-scooter journey due to their novelty. Once the e-scooter trial reached Phase 3 in summer 2021 and the geofence expanded, he started using them as part of his multi-modal trips, using the e-scooters to connect his journey with Manchester Victoria Train station – rather than walking from Victoria to the bus station he would walk across the bridge to Salford, pick up an e-scooter and travel up Chapel Street to the university campus. He found this route useful, and thinks additional signage could raise awareness of this multi-modal transport option for more people. He did not find much of a cost difference between using the e-scooters and using public transport in this instance.

Interview 13: Amelia, female, user, 36-45

Amelia lives on Chapel Street in Salford and has used the e-scooters to travel to the edge of Manchester City Centre, where she then continues her journey to work on foot. She's used the scooters around 10-15 times, but mostly cycles. These journeys have mostly replaced walking and cycling trips. She would like the geofence to extend across into Manchester so she could commute door to door on an e-scooter. She thinks they are much more ideal than Mobike and has not seen much anti-social behaviour. However, she finds commuting down the Chapel Street corridor quite stressful due to the roadworks and busy traffic. She feels safer on a scooter because she is travelling faster, but also feels the cost excludes people – especially as you don't know how much the journey will cost until you have finished. This makes it difficult to plan your finances.

Interview 14: David, male, non-user, 46-55

David lives in the city centre and works in Salford Quays. He works ad hoc casual work at a local theatre, often in the evenings or on weekends. He mostly gets around on foot, and uses public transport for longer journeys. He also owns a car. He has not used the e-scooters yet and has no desire to, as he feels they don't offer him an option that is not more beneficial than anything else. He also does not see them as active travel as you are not exercising when you are using them. However, in principle he thinks public share schemes are a great thing as they offer a mix of multi-modal transport options. His concern is around shared spaces, as he thinks including e-scooters in these spaces is adding an extra layer to an already complicated problem. He is also concerned about the legislation of private e-scooters, as they are currently illegal but are becoming more popular, meaning there are currently no rules for people using them.

Interview 15: Rachel, female, non-user, 65-74

Rachel mostly walks and uses public transport, often walking to her destination and getting public transport back, as her commitment to being healthy. She would love to try an e-scooter but is worried about her safety due to her older age and feeling more vulnerable than she used to. However, she would be open to trying one in a safe environment with a helmet. She has had two near misses with e-scooter users while she was walking on Chapel Street in Salford, with one instance being such a close pass that resulted in her feeling frightened for her safety. The e-scooter user did not stop. She is concerned about how fast the scooters can travel and how quiet they are, and about who is responsible when an e-scooter user collides with a pedestrian.

Interview 16: Richard, male, user, 56-65

Richard is a musician and usually takes his car to work as he has a lot of equipment to carry around, but he also cycles a lot. He has tried the e-scooters once, out of curiosity and mostly for fun. He spent quite a bit of time finding an e-scooter that had enough charge, but once he had, he found the app easy to use. He really likes the GPS technology in the scooters but thought the geofence was not clear at all while he was riding. He also found the ride experience quite poor, as he did not know if he could use cycle lanes or share spaces as it was not made clear to him. He also found the road surfaces very bumpy and experienced a lot of vibration while he was riding.

Interview 17: Stephanie, female, non-user, 36-45

Stephanie has never used the Lime trial scheme but uses her personal e-scooter on a daily basis to travel to work. She used to take two buses to work, which would take over an hour in the morning rush hour, but now her 2.5-mile journey only takes 10 minutes on her scooter. She thought about getting a bike but decided it would be too big and cumbersome, and she did not want to arrive to work sweaty or tired. She would consider using the Lime trial scheme in certain situations, such as when it is raining, as her scooter is not water resistant. One of the main reasons she has not used the trial scheme is because she lives and works outside the geofence. She could see potential in using the scooters for one-way journeys into town, or when she did not want to carry her personal scooter around in between journeys.

Interview 18: Sarah, female, non-user, age unknown

Sarah travels on foot for local journeys, but also owns a car. She used public transport much more often before Covid-19 but she has not been on public transport since the pandemic. She has not used an e-scooter but thinks they could be useful when she is travelling to a train station. She is concerned about e-scooters being used recklessly on shared space and has logged complaints to Lime about her experiences with inconsiderate users. She does not own a helmet, and thinks getting a helmet would be an investment just to try an e-scooter. She is also concerned about the messaging around scooter use. She fears the way scooters are arranged to be collected or dropped off on pavements encourages people to use them on the pavement. Sarah feels like she cannot walk down certain streets, such as Chapel Street, without at least one scooter passing her at speed, and has found Lime's customer experience to be difficult to engage with. However, she thinks Phase 3 of the geofence is a positive thing for multi-modal transport.

Interview 19: Laura, female, non-user, 46-55

Laura lives in Manchester and works in Salford. She has not used an e-scooter, although she did try to access one while in Cambridge visiting family. She downloaded the app and registered, but she did not have her driving licence on her person and so was unable to access a scooter. Her partner did try a scooter and found the experience quite uncomfortable due to the road surfaces, and expensive. While in Cambridge their car broke down and so he used an e-scooter to get home after dropping the car off at a garage. When he had arrived at his destination the app told him he could not leave the scooter there, and so he had to spend more time finding an appropriate drop-off site, which increased the overall cost of rental. Laura thinks there is potential for e-scooters to contribute to multi-modal transport, and if she lived and worked in the geofence she would be more open minded to using them. She works as a social worker and could see herself using an e-scooter to visit patients on her round, as those journeys are often quite short car trips, but too far to walk, so an e-scooter would be a suitable option for this.

Interview 20: Debra, female, non-user, 56-65

Debra lives in Preston and commutes to Salford University using the train. Due to Covid-19 she now mostly works from home, but has started to drive to university to avoid the unreliable train service. However, she does prefer using the trains when she can as it allows her to extend her working day. She has not used an e-scooter, but could see an opportunity to use them when commuting to the train station in Preston, or when travelling around campus during the day. She takes medication that can sometimes affect her mobility, and she thinks an e-scooter could offer an alternative on these occasions which would allow her to keep moving. She is uncertain about where you can use e-scooters in the Salford trial scheme, or how you can access them.

Interview 21: Andrea, female, non-user, 18-25

Andrea is a student and lives near the University of Salford campus on Chapel Street in Salford. She mostly walks but occasionally cycles. Over the last six months she has seen e-scooters become very popular in her area, particularly in the cycle lanes and on the pavements on Chapel Street. She is a musician and often needs to travel with a lot of equipment, including her guitar, violin, synthesiser and music stands. She is able to take this equipment onto a bus, but would struggle to use an e-scooter while carrying this much equipment. She has not used an e-scooter yet, but has been interested in trying one out. The biggest barrier in the beginning was the geofence not including where she lives, but now it does, and the prospect of using one is becoming more attractive. However, she cannot see herself using one to go to MediaCity as she can take the number 50 bus for free.

Interview 22: George, male, user, 18-25

George does not drive but he has a provisional driving licence. He used the e-scooter trial scheme in Salford 2-3 times a month, but only for leisure purposes. He almost always uses the scheme with a friend, and thinks they are a fun way of passing the time. He sometimes uses them to go to the pub, but mostly just uses them to scoot around with no real destination in mind. He first noticed them in MediaCity and thought they were a good way to pass the time during lockdown in 2021. He thinks the price is reasonable and has not had any real issues with the app, except for a couple of occasions where the app did not recognise the scooter drop-off zone. He is open to using them to commute to work, but the pick-up point is a 7 minute walk from his house, and it only takes him 10-15 minutes to walk to work, so the journey is not practical.

Interview 23: Lucy, female, user, 18-25

Lucy lives on campus and mostly walks or uses public transport to get around, although she sometimes cycles too. She has used an e-scooter twice, both times were for fun with her friends on campus during Phase 1 of the scheme. She was attracted to them because she was noticing how popular they were becoming and wanted to try them out. She thinks cost is a big barrier for her to use the scheme long-term, as it cannot compete with the free university bus she takes when she goes shopping or to MediaCity. Overall she feels like the e-scooters are a nuisance, not only for the university campus but for the local area. She regularly sees e-scooters left outside of designated parking areas, and scooters that have fallen over into the road.

Interview 24: Donald, male, non-user, 46-55

Donald lives in central Manchester and has access to great public transport. He used to have a bike but it got stolen, and he has not replaced it because he fears it will just get stolen again. Storage is also an issue with bike ownership, with his daughter's bike taking up most of the spare space in the house. Donald has never used an e-scooter and does not really see their potential for him. He can walk or use public transport to get everywhere he needs to go locally, and has a car for long-distance trips. He does not see the convenience of using an e-scooter for utility trips when compared to a bicycle, as you can park your bicycle outside the supermarket, but where would you store your e-scooter? Donald has not seen anyone over the age of 25 use an e-scooter, and finds it interesting that older people with disposable income do not seem interested in them as an option.

Interview 25: Erica, female, non-user, 36-45

Erica lives in Bolton and has not used an e-scooter because she does not live or work in the trial area, however she is curious about them. She mostly walks and cyclist, and does not own a car but she can drive. She has found herself travelling less during the pandemic and has not really needed to use public transport as much as she used to. She can see potential for using e-scooters to get from Salford Crescent train station into town or MediaCity, which was previously an awkward journey for her which could include 2-3 buses. She thinks infrastructure is key for the future of e-scooters, and thinks they should be used in the cycle lanes, and that this could contribute to a reduction in antagonism toward cyclists. She would be open to using an e-scooter trial scheme as she would be nervous about looking silly on a private scooter, but she would feel more comfortable using a trial scheme as other people around her would also be new to trying the scheme.

Interview 26: Tom, male, user, 26-35

Tom lives in Rochdale and works in Salford. He almost always drives to work and it takes between 45-60 minutes. He sees a lot of e-scooters in Salford, but not so many in Rochdale. He has used the e-scooters in Salford 2-3 times, during Phase 1 around Salford University campus and during Phase 2 around Media City. He thinks the scooters are a good idea, and has used them often in European cities on holiday, as he thinks they are easier to use than navigating public transport in a county where you do not speak the language. He found it difficult to stay in the green zones when using them in Salford, and thinks if the scooters had a phone holder this would make it a lot easier to navigate the scooter and would prevent you from entering the red zones.

Interview 27: Barry, male, user, 26-35

Barry lives in South Manchester and since March he's been working from home. He travels a lot less than he used to before the pandemic, and since he had stopped cycling into work he finds it hard to find the time to

exercise. He has used an e-scooter in Salford with a friend, mostly for leisure and to satisfy his curiosity about them. He has also used them in other UK cities, including Southampton and Bournemouth, and found the Southampton scheme particularly impressive because the geofence allowed you to go everywhere you wanted to go as a tourist. By comparison he finds the Salford scheme quite limited. He does wonder if the scooters might make you lazy over time, but overall thinks they are a good idea. In Southampton he rented a scooter and a bike from the same company using an app. He found the experience of accessing a scooter was different and much more serious than accessing the bike, as he had to photograph both sides of his driving licence to access the scooter, whereas the bike just required his basic details.

Interview 28: Michaela, female, user, 26-35

Michaela uses her car for all almost all her journeys. Most journeys are approximately 20 minutes, but she will use her car for shorter journeys too (such as going to the supermarket). She can no longer cycle, and sometimes struggles to walk, but she tries to be green where possible. She has recently replaced her diesel car with a petrol car as she makes multiple trips to London for work and family visits, and she wanted to avoid paying for the Ultra Low Emissions Zone. She has used e-scooters in Salford twice and thinks they are great fun, but has not had the time to use them again since. She used the e-scooters with a friend to scoot around Salford one afternoon when lockdown measures were lifted. She found accessing the scooters quite difficult and had to ask other people for help in the beginning. The second time she used them she found it much easier because a Lime employee was on hand to help, and she thinks this would be useful for anyone thinking about using the scheme for the first time.

Interview 29: Daisy, female, user, 36-45

Daisy lives in Salford but works in Manchester. She has a driving licence but she does not own a car. She lives right on the border of the city, and walks pretty much everywhere. She has used the scooters in Salford once during Phase 1 of the scheme in Peel Park for fun, but is very positive of them and would love to use them for commuting to work into Manchester. She would really like to see the geofence expanded into Manchester, and thinks this would connect with the thousands of people living on the border of the city who commute into Manchester every day. When she walks to work it takes around 50 minutes, but she thinks with a scooter this would take 20 minutes. She would like to try this as she thinks it would free up extra time in her working day, free time she has missed since having to go back into the office for work.

Interview 30: Penelope, female, non-user, 46-55

Penelope has not used an e-scooter, and does not use public transport because she thinks it is too expensive. She mainly drives everywhere because she is concerned about her safety, and likes to know her mode of transport is guaranteed to get her to where she needs to go. She would like to cycle and walk more, and knows the risk of being attacked is low, but does not like taking the risk. She likes the idea of e-scooters but would need more guarantees before she would consider using them as a mode of transport, such as knowing she could always get a scooter at both ends of her journey. She does not think Salford is particularly dangerous, but she would be concerned about how much attention she would gain when using an e-scooter. She thinks if she had a chance to use a scooter in a contained safe environment with an instructor, to get over that initial barrier, she would consider using them more often on a daily basis.

Interview 31: Charlotte, female, non-user, 36-45

Charlotte walks and drives everywhere, and mostly uses her car to get to work. She lives in Bolton and works in Salford, but has not used an e-scooter. She does not see much potential to use the scooters when she is at work as she can access everywhere she needs to go on foot, and if she takes the train to work, there is a train station onsite. She thinks the e-scooters look like good fun and would consider using one, but would probably only use it for fun or recreation initially. She has noticed the e-scooters are always clean and thinks this gives them a positive image.

Stage 3 (May and June 2022)

Interviewee 32: Dimitri, male, user, 26-35

Dimitri mostly walks or uses the tram, depending on how urgent his journey is. He also has a bike and works from home. He uses the e-scooters mostly for leisure, sometimes on his way to his music lessons and for nights out. He did use the scooters to do his shopping trip once but found it awkward, needing to carry his shopping bags on his wrist while navigating the scooter. He has mostly used them on sunny days when he has seen one and thought “you know what, I’ll grab that”. For these journeys the scooter reduces his journey times from approx. 45 minutes to 20 minutes. However, he does not consider them as a long-term legitimate transport mode, due to the condition of the roads, busy traffic, and the fact he can cycle to where he wants to go for free if needed.

Interview 33: Jim, male, user, 26-35

Jim mostly uses his car as time is often of the essence. When he goes into Manchester for leisure he often uses the bus. He works in London a couple of days a week and when he is there he will use Uber to get around. He has used the e-scooters in Salford as a spur of the moment thing, sometimes walking back from shopping and

deciding to hop on them – his journey was never planned. Trips he would like to use them for regularly currently fall out of the geofence, such as a trip to his local supermarket, where he can currently only go one quarter of the way by e-scooter. Journeys he has currently used them for have replaced walking journeys, but the journeys he would like to use them for have the potential to replace car and bus journeys.

Interview 34: Fatima, female, user (private), 18-25

Fatima purchased her own e-scooter in 2020 during lockdown when she lives in London as she could not afford the buses, so she started using it for shorter journeys. Since she has moved to Manchester she continues to use her e-scooter for short journeys, such as travelling to the grocery shop, which is about 10 minutes on a scooter, saving her an additional 5-10 minutes if she was walking. Out of curiosity she has used the e-scooter trial scheme in Salford and found the scooters sturdier but continues to use her own scooter as it is much cheaper after the initial purchase.

Interview 35: Dominic, male, user, 26-35

Dominic uses the e-scooters more than once a week and has been using them in Salford for around three months. He started using them because he found the sense of mobility exciting, unlike a bicycle, where you have to stress your body and exercise. He uses the scooters to go to work early in the morning because there are no other transport modes available to him and he does not want to take an Uber. The first bus is not until 04:50 but he needs to be at work for 05:00 so he jumps on a e-scooter and it takes around 20 minutes to travel approx. 4 miles to work. He has considered cycling and would like to try it, but has never been taught and does not know anyone who could teach him. He is now interested in purchasing his own e-scooter.

Interviewee 36: Walter, male, user, 26-35

Walter uses the e-scooter trial scheme more than once a week. He does not own a car and does not have a full driving licence, but he is able to use the scooters with his provisional licence. He sometimes uses public transport, including the tram and trains for longer journeys, and Uber for shorter journeys where it is not so expensive, but he otherwise he mostly uses e-scooters to get around. He started using them in September 2021 and during the last three months he has started to use them more often, mostly to go to the park to enjoy the nice weather, as well as to the shops, where he takes a backpack to carry his groceries home. He thinks the geofence is quite restrictive and would like to see it expanded so he could cross the river into Manchester.

Interviewee 37: Terry, male, user (private), 56-64

Terry mostly gets around by car since he had a mountain bike accident in 2004, which has made walking quite difficult. He lives in Salford near the city centre and always walked to work until the day he could not. In 2021 he decided to get a bike again and this revolutionised his mobility. When the e-scooter trial scheme expanded to where he lives he decided to give it a try and thought it was great. This inspired him to buy his own e-scooter which he started to use frequently, which soon began to replace most of his car journeys. He considers cycling as more of a leisure transport mode, he enjoys the exercise, but does not consider e-scooters as leisure – he views them as an alternative mode of urban transport. One day he heard the police were cracking down on illegal e-scooter use in the city centre, and since then he has stopped using his scooter. If e-scooters are made legal to use he will continue using his immediately.

Interview 38: Jacob, male, user, 36-45

Jacob gets around using a mixture of car, train and tram. He lives in Stockport but works in Salford, and therefore gets the train to Piccadilly and travels across the city by tram or walking. He used to cycle more often but ruptured his Achilles tendon. He initially used e-scooters in Los Angeles and was happy to see them arrive in Salford. He uses them because he loves them, not because he needs to. He mostly uses them for the final leg of his journey to work, where he uses an e-scooter to make a 4 minute trip to work, replacing what would be a 15 minute walk. He enjoys the fractured nature of his commute and finds it adds fun to an otherwise tedious experience.

Interview 39: Ted, male, user, 26-35

Ted lives in the city centre, owns a car, but probably uses it 5 times a year, when they travel to their second home in the Yorkshire Dales. He owns his own e-scooter and e-bike, and walks, cycles and scoots everywhere. He has used e-scooters since they first appeared in Barcelona and Malaga, and thinks they are fantastic. During lockdown he was using his personal e-scooter every day, making trips to the park, to the shops, and as measures eased, to meet up with friends. He believes e-scooters can transform urban mobility, and thinks e-scooters are suffering from bad PR which is inhibiting the legislation needed for them to work properly. They have helped him see the city from a different perspective. He thinks they are an active form of mobility, in a different way to cycling. He describes mobility as not having to be active, as the act of getting out can be just as important for some people as getting the shopping or getting to your destination on time.

Interview 40: Gabriela, female, user, 18-25

Gabriella uses the e-scooter scheme every week. She lives in Ordsall and uses a combination of roads and cycle lanes to get to work. She has been using them for about a year and likes the directness of them. She does not cycle and considers cycling to be more of a health and leisure activity, whereas she finds the scooters are a more legitimate urban mode of transport. She has encountered issues with the battery life of some scooters and finds the percentage of battery available is not consistent across scooters (sometimes 30% will get her home, sometimes it is not enough). As a result she sometimes decides to avoid the scooters and walk, but would use the scooters every day if she felt she could trust the battery life. She would like to see more parking spots across Salford and into Manchester, as she finds it easier to plan her journey when there is a convenient parking spots nearby her location or final destination.

Interview 41: Roger, male, user, 26-35

Roger mostly walks, but sometimes uses the tram or bus. In terms of commuting to work he uses the e-scooter trial scheme a lot. He works in the office two days a week and will often jump on an e-scooter for one part or both parts of his journey. It takes approx. 30 minutes to walk to work, but on an e-scooter it takes him 15 minutes, with each journey costings around £3.20 each way. He thinks the cost is reasonable, but if he had to travel to work every day he would not use the e-scooters every day as he thinks the cost would soon begin to add up. He has thought about buying his own e-scooter but is waiting for the legislation to change so they are legal to use. If it was not for the cycle lanes on his commuting route he would not use the e-scooters to get to work.

Interview 42: Arnold, male, user, 26-35

Arnold lives and works in Salford and uses the e-scooter trial scheme almost every day he commutes into the office. He has been using them since May 2021. He first uses the scooters for fun, but when he moved further away he realised they could also serve as a fun and affordable form of transport. He uses the app to book his scooter and selects the one with the highest battery as he thinks they are more reliable, but also more faster. They are much cheaper than taking an Uber for the same journey, and he likes the fact that he is in control of his journey. He does feel active when he using an e-scooter, relative to taking an Uber, with the wind rushing past him. He does not consider it exercise but he uses his bike for more physical training. He likes the scooters because they allow him to arrive at work calm and composed. He would not consider using a bike share scheme in the same way as he would not want to arrive at work sweaty.

Interview 43: Timothy , male, user (private), 56-65

Timothy is retired and bought his own e-scooter when he realised it could be useful when he goes on holidays in his campervan, since then he has started using the e-scooter more regularly in Manchester. He knows they are illegal to use and sticks to back streets and quiet roads to avoid traffic, as well as the police. He thinks e-scooters have a bad reputation but believes they offer a genuinely affordable transport option for people on low incomes. If he did not have an e-scooter he would drive more often. He wears a helmet when he is scooting but does not feel active in the same way as when he uses in e-bike. He thinks e-scooters would benefit from a licencing scheme so there is more accountable, he also thinks this would help them be more accepted by drivers.

Interview 44: Karl, male, user, 26-35

Karl lives in Salford and often works at home and generally walks and uses public transport when getting around the area. He and his partner have recently purchased a car that they plan to use for holidays and excursions. They looked at car share models but decided they were too expensive. Karl has used an e-scooter once, when he was with a friend. He tried it out largely out of curiosity and found the experience to be fun and said that he felt good while using the e-scooter. He recalled, however, that there were some difficulties when returning the e-scooter to a Lime dock. In general, he is sceptical about e-scooter, in terms of their relevance to him and also the benefits to Greater Manchester. His concerns stem partly from seeing some irresponsible riding (of both Lime and private e-scooters) and inconsiderate parking as well as a feeling that the vehicles are not active and therefore have few health benefits. He does however recognise that they offer a form of mobility that is lightweight and portable but feels that more needs to be done to create an environment in which people are confident to scoot safely. He has used the new bike share bikes in Greater Manchester and spoke positively about these. He felt that they are easier to obtain and return and were more affordable than e-scooters. He has only used them on the Oxford Road corridor and would not use them in areas without similar levels of separated cycle infrastructure.

Interview 45: Tony, male, user, 26-35

Tony is not an active e-scooter user at all. He has only used the e-scooter trial scheme once in Salford and really enjoyed it. However, he owns a car and uses his car for most of his journeys, including commuting to save time, shopping, and taking his family out. When he used the scooter he enjoyed the gush of fresh air on his face, and felt it was a welcome break from studying, but he has struggled to find time again to use the scooters. He would like to use the more but does not see where they can fit into his life, especially as a father of three. He thinks being able to access a helmet for longer journeys would be an incentive for him to try the scooters again.

Interview 46: Colin, male, user, 18-25

Colin uses the e-scooter trial scheme every day and has done for almost a year. He uses it primarily to get to work and back, but he will also use it for social trips and other A to B journeys in Salford. Initially he tried using the bus for his commute but found it unreliable and expensive because of navigating two bus operators, and so he started using the scooters. He finds them fun, affordable, and much more reliable than taking the bus. Shared schemes appeal to him because there are no maintenance issues to worry about, and he does not need to store the scooter at work. He has noticed that the algorithm is moving the scooter pick up points closer to his home, which means he is then walking less to pick up a scooter, which in turn is making his use of the scooters feel less active, but it is also making his journeys more convenient, so he does not mind the algorithm doing this. He thinks many people do not know where e-scooters belong, and that this is contributing to conflict and negative impressions by other road users.

Interview 47: Lydia, female, user, 36-45

Lydia lives in Manchester city centre and works mostly around that area. She owns a car and a bike but tends to walk for all of her journeys. She prefers to walk and generally has the time and opportunity, it makes her feel independent. She used to commute by car but was happy to have the opportunity to change to walking. Catherine has used a Lime e-scooter once or twice in Salford. She wanted to try one out. During Covid-19 lock down, the streets were quiet and she had some free time. The e-scooter scheme looked like fun, there was not much to do at the time, and public transport was limited. She remembers it being fun, swifter than walking and good for quickly 'shuttling round'. She avoided scooting close to people, as she has had her own bad experiences through she was made to feel unsafe by speeding e-scooter riders. She stuck to cycle lanes and low traffic routes and said she would not enjoy using them in busy areas, whether vehicular or pedestrian traffic. There were times when she had to stop riding due to unexpected gaps in the geofence. She would consider using them more often if infrastructure and the rental scheme were improved.

Interview 48: Carrie, female, user, 46-55

Carrie has used a Lime e-scooter twice. She was initially quite anti scooter because of the bad behaviour she has seen by users in Salford, but during multiple appointments at the hospital she decided to make the journey using a scooter instead of driving, and enjoyed the experience. She found the cost a bit expensive, compared to the cost of petrol when driving, although she thinks the cost is becoming more competitive as the cost of petrol continues to rise. She felt the scooter journey to hospital felt longer than driving because she had to spend time finding the right scooter and making sure it had enough battery, but after using the scooters she feels a bit more positively about them, and more accepting of scooter users when she sees them on the road. However, she

does not think the scooters could replace any of her other journeys, as she has a dog which has separation anxiety and so needs to travel with her frequently, and she would struggle to do a weekly shop using an e-scooter if all she could carry was a backpack.

Interview 49: Andrey, male, user, 18-25

Andrey uses the e-scooters once a fortnight but might use them more when the weather is good. He does not own a car or have a full driving licence. He first saw e-scooters in Spain and thought they were really fun to use and was excited to see the scheme come to Salford. He uses the e-scooters mostly for fun and utility, sometimes he will use an e-scooter to do a small grocery shop, sometimes he will just scoot around for fun. He thinks the cost of the scooters are fair, and he does not mind paying because he finds the mode of transport so fun. Andrey suffers

some mobility challenges, and he finds the e-scooters provide an accessible mode of transport that allows him to travel around and experience less pain while doing so. He uses the e-scooters to travel to the hospital for his physiotherapy appointments. He has used the scheme since it started on Salford campus, but has continued to use them as the scheme has expanded as he lives near a pick-up station. He is very positive about shared transport schemes as they solve a lot of barriers that prevent him buying his vehicle, such as an e-scooter or bike, including the initial down payment or having the space at home to store the vehicle.

G Additional Charts

Figure G1 Likelihood of using a shared e-scooter in the given scenario.....	A28
Figure G2 Likelihood of using a private e-scooter in the given scenario.....	A29
Figure G3 Factors limiting use (shared and private)	A30
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Figure G6 Level of agreement with statement: E-scooters are for people like me.....	A35
Figure G7 Level of agreement with statement above: E-scooters will make Greater Manchester a more attractive place to live.....	A36
Figure G8 Level of agreement with statement above: Riding an e-scooter is active.....	A37
Figure G8 Level of agreement with statement above E-scooters are a risk to public safety.....	A38
Figure G9 Level of agreement with statement above: It should be legal to ride an e-scooter on roads..	A39
Figure G10 Level of agreement with statement above: It should be legal to ride an e-scooter on pavements.....	A40
Figure G11 Level of agreement with statement above: In the future, there should be an e-scooter rental scheme operating across Greater Manchester.....	A41
Figure G12 Level of agreement with statement above: On which, if any, of the following would you feel confident riding an e-scooter?	A42

Each figure is arranged as follows:

- **A** Whole sample
- **B** Gender
- **C** Long-term illness, health problem or impairment that limits daily activities
- **D** Cycles as part of regularly transport use
- **E** Age groups
- **F** Users, Deciders and Avoiders

Likelihood of using a shared e-scooter under the given scenario (see Section 8.1)

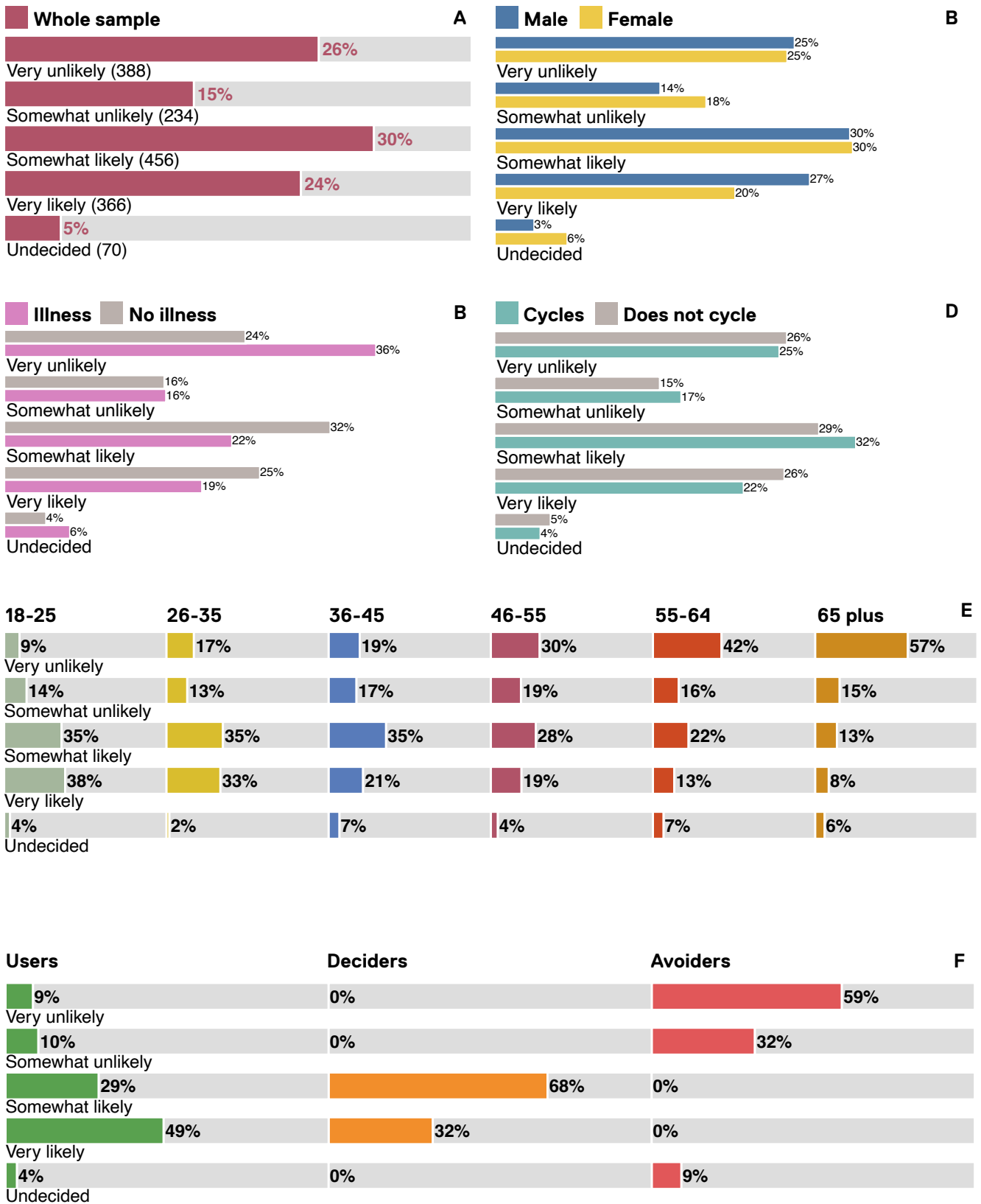


Figure G1 Likelihood of using a shared e-scooter in the given scenario

Likelihood of using a private e-scooter under the given scenario (see Section 8.1)

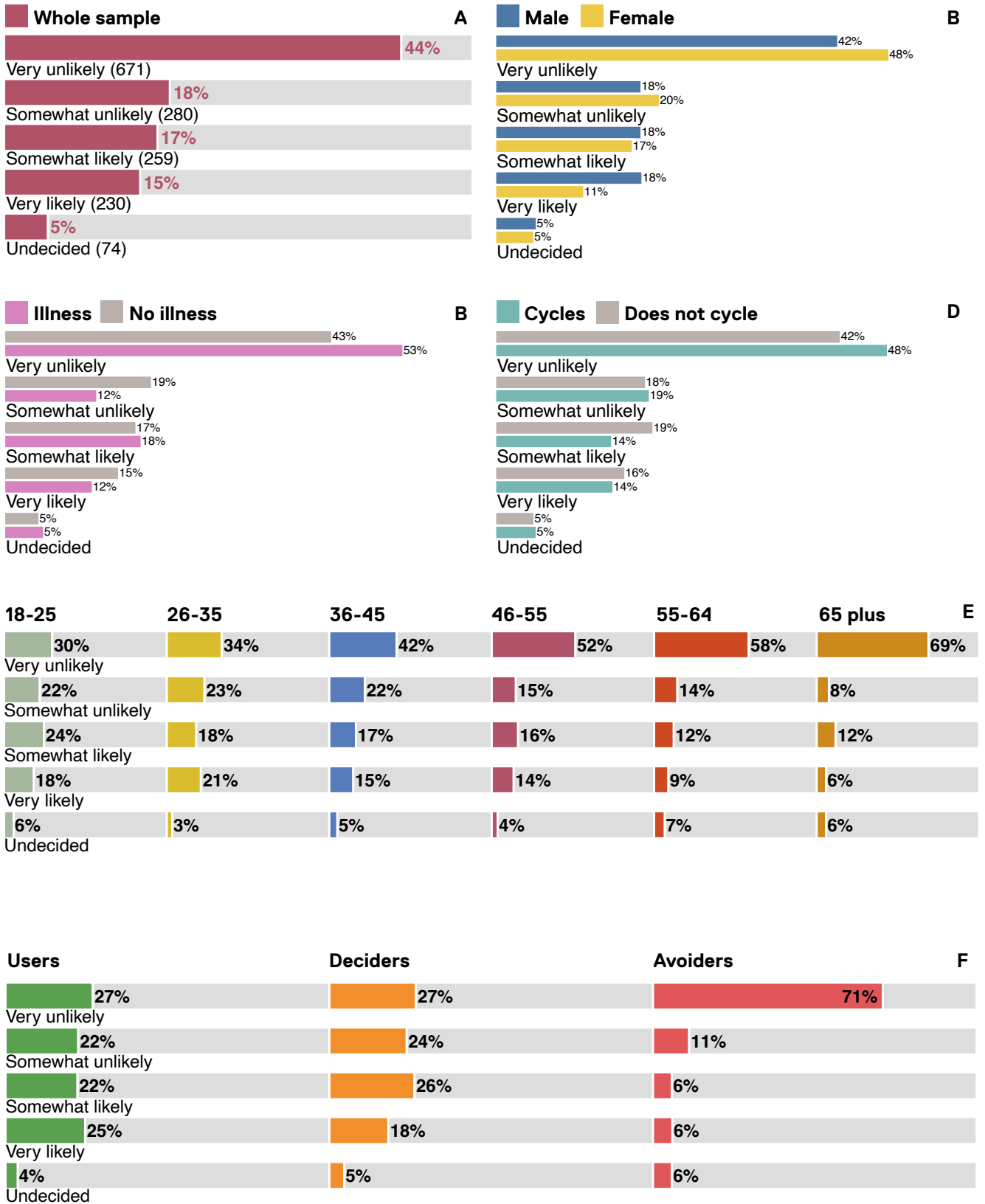


Figure G2 Likelihood of using a private e-scooter in the given scenario

Factors limiting e-scooter use (shared and private)

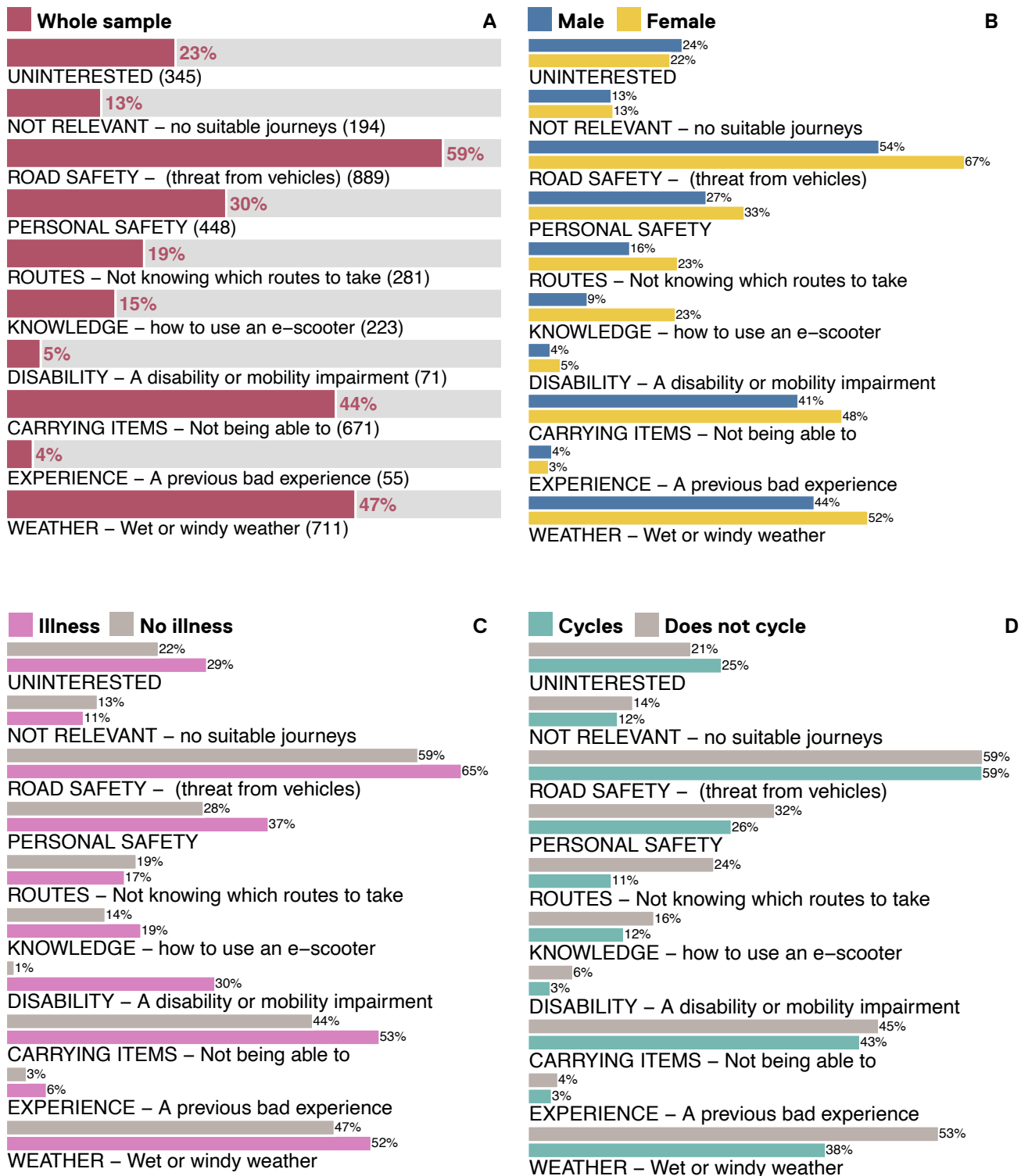
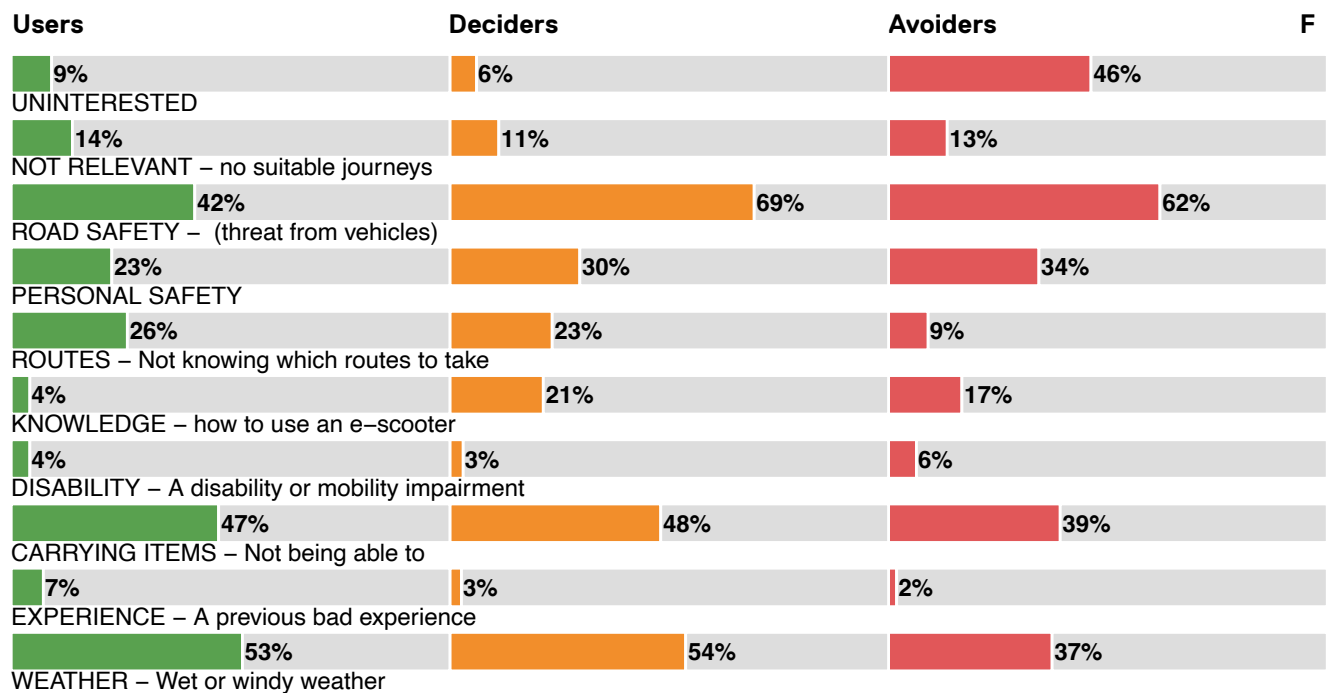
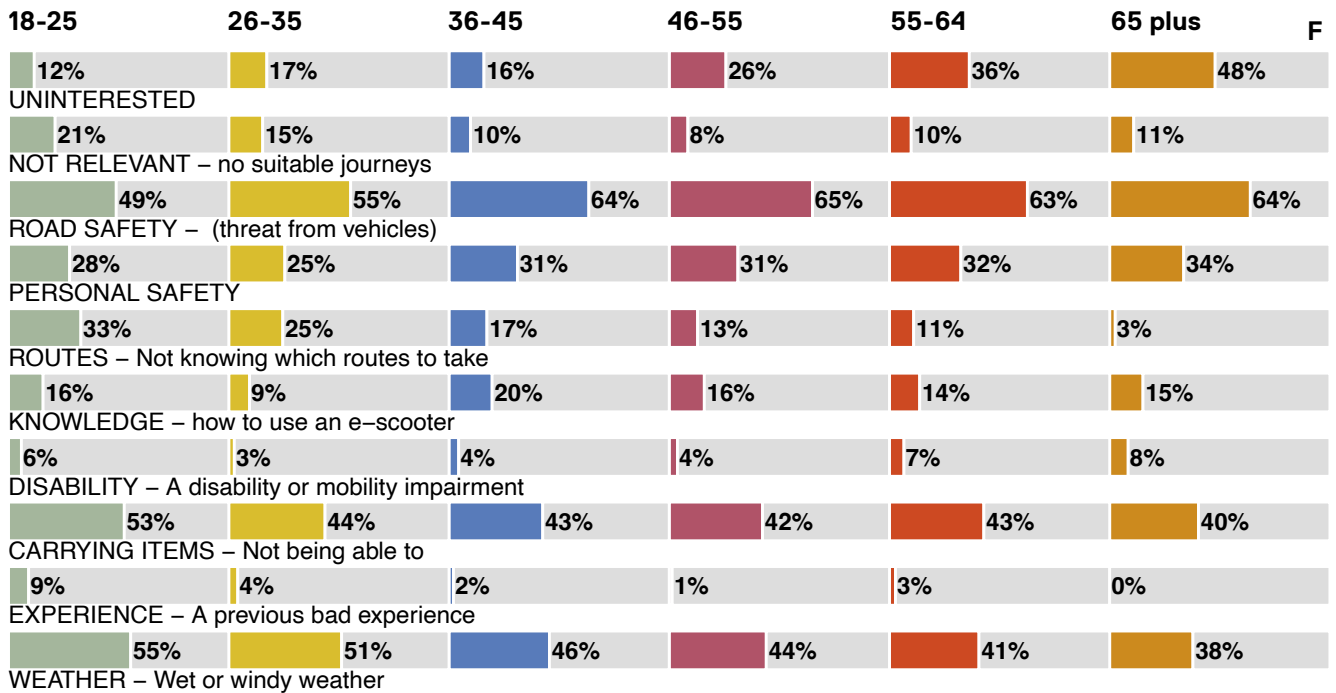


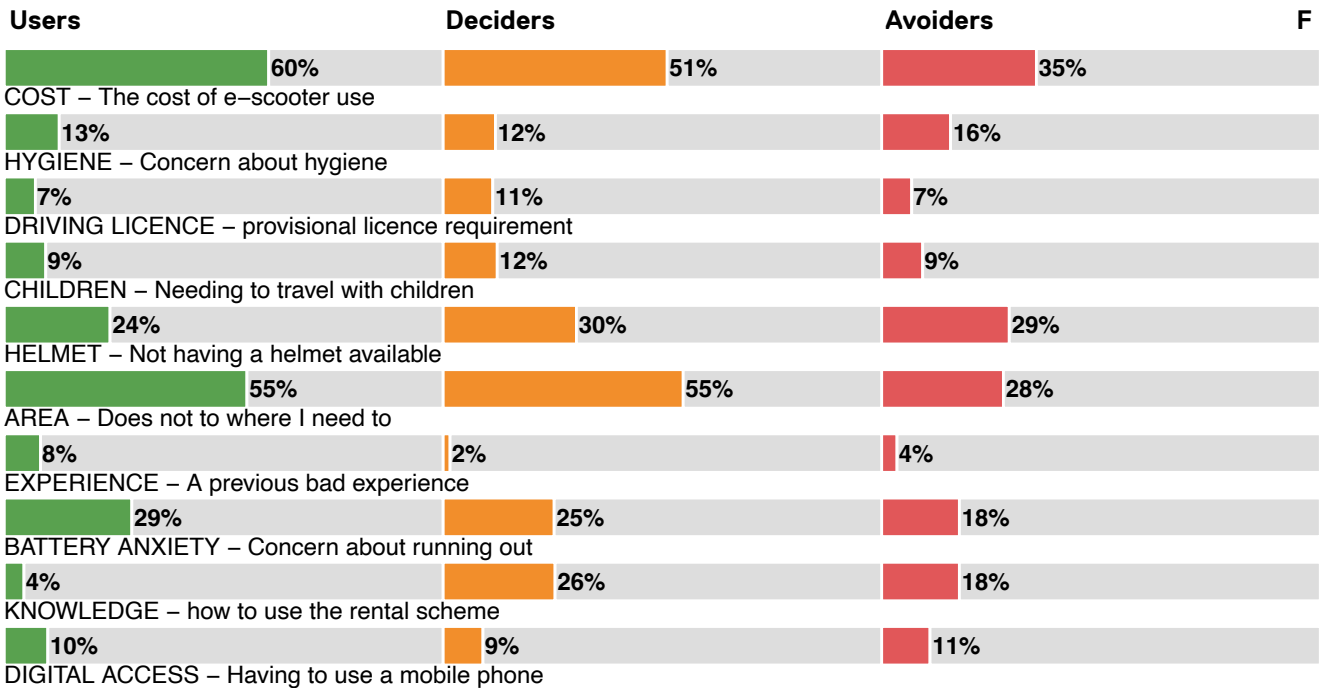
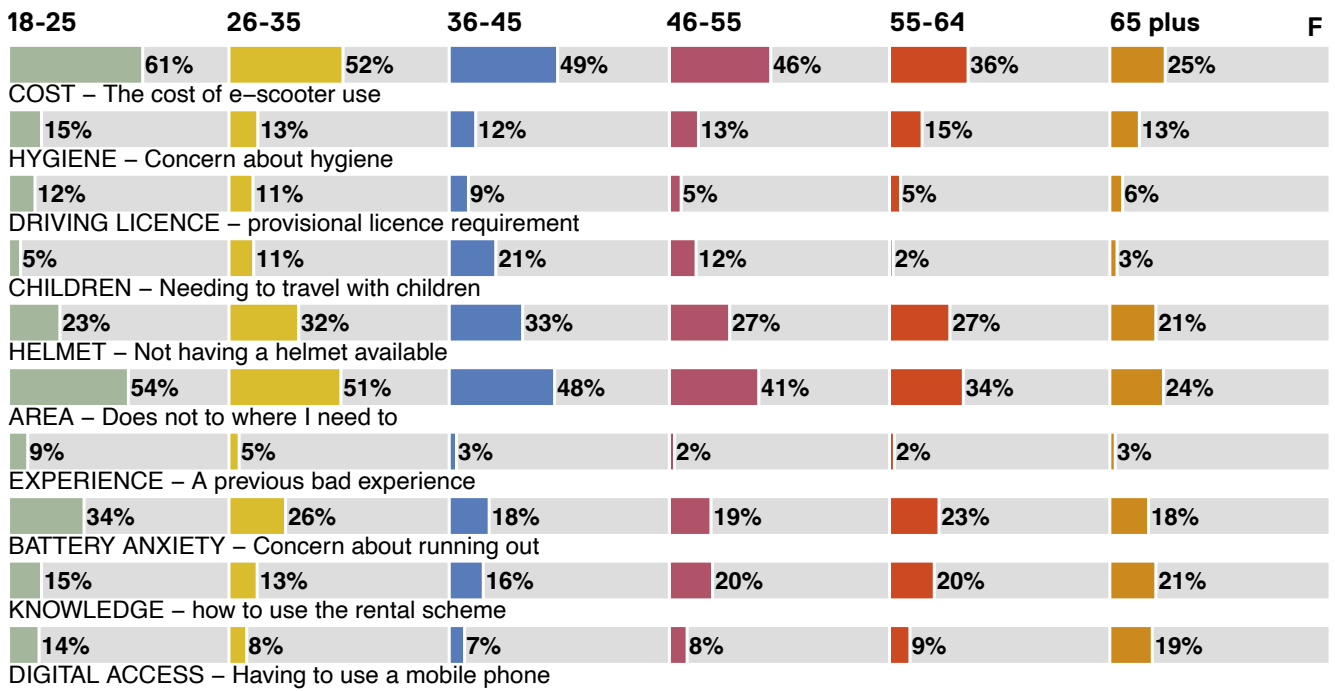
Figure G3 Factors limiting use (shared and private)



Factors limiting e-scooter use (shared)



Figure G4 Factors limiting use (shared)



Factors limiting e-scooter use (private)

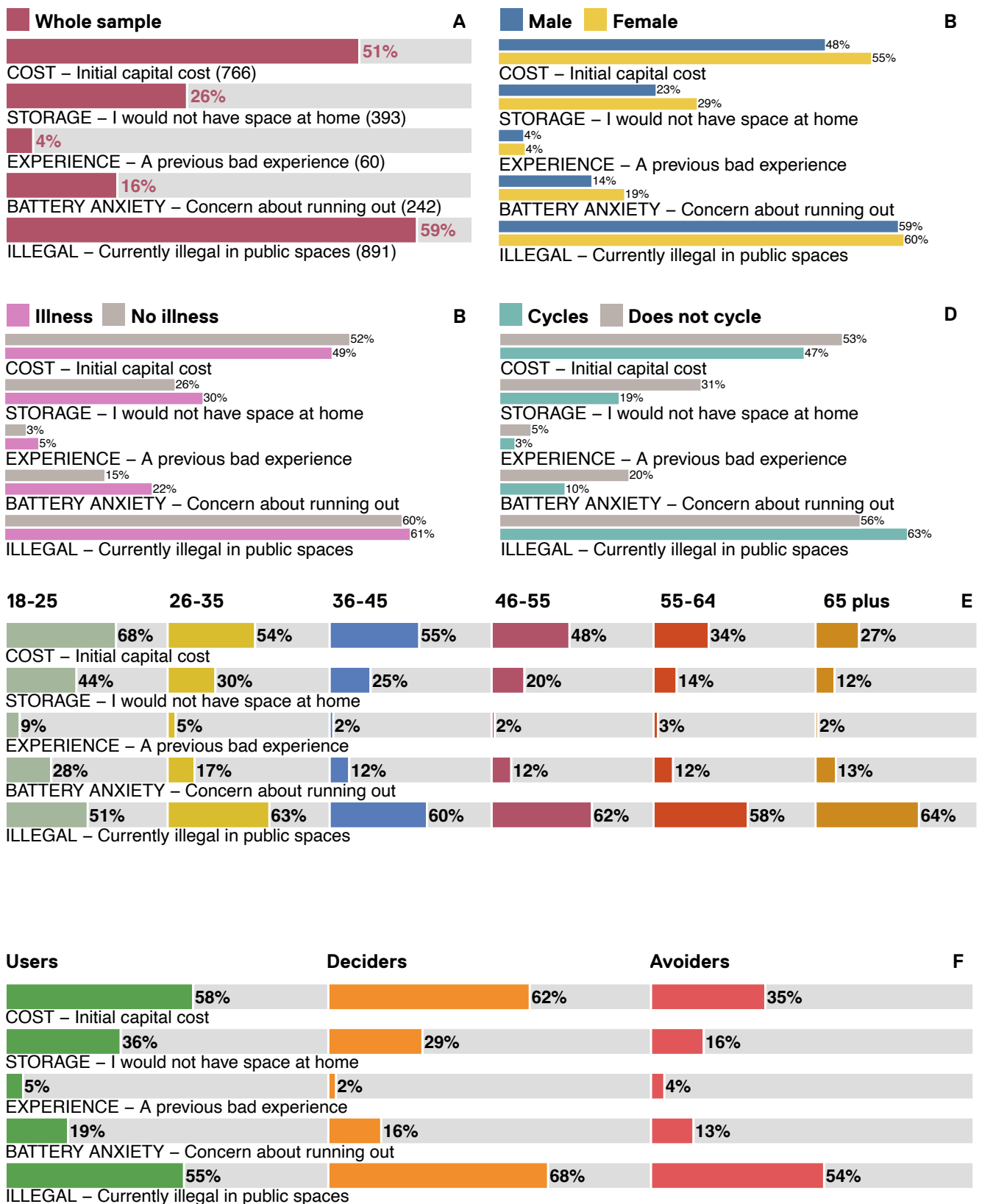


Figure G5 Factors limiting use (private)

E-scooters are for people like me.

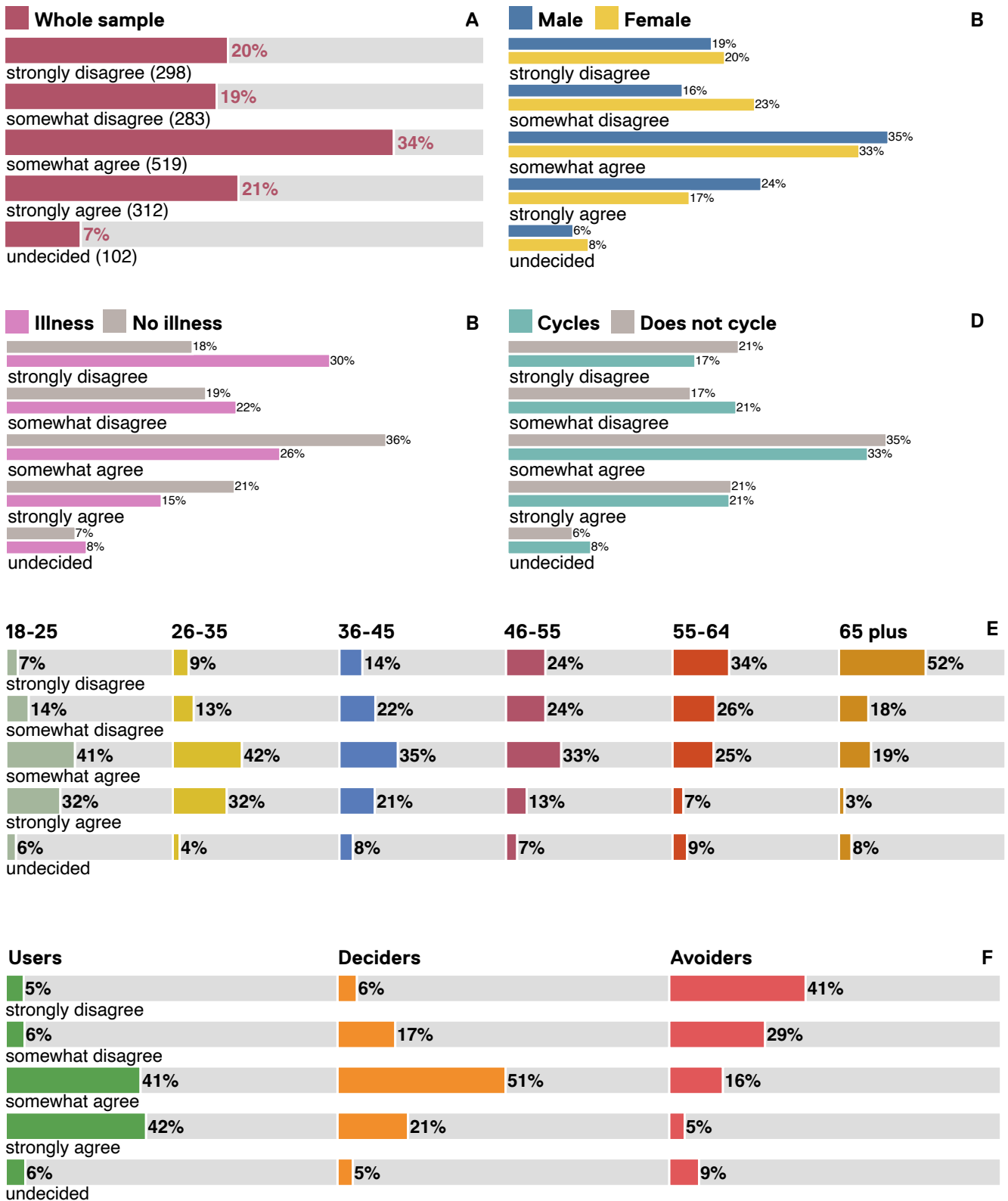


Figure G6 Level of agreement with statement: E-scooters are for people like me

E-scooters will make Greater Manchester a more attractive place to live.

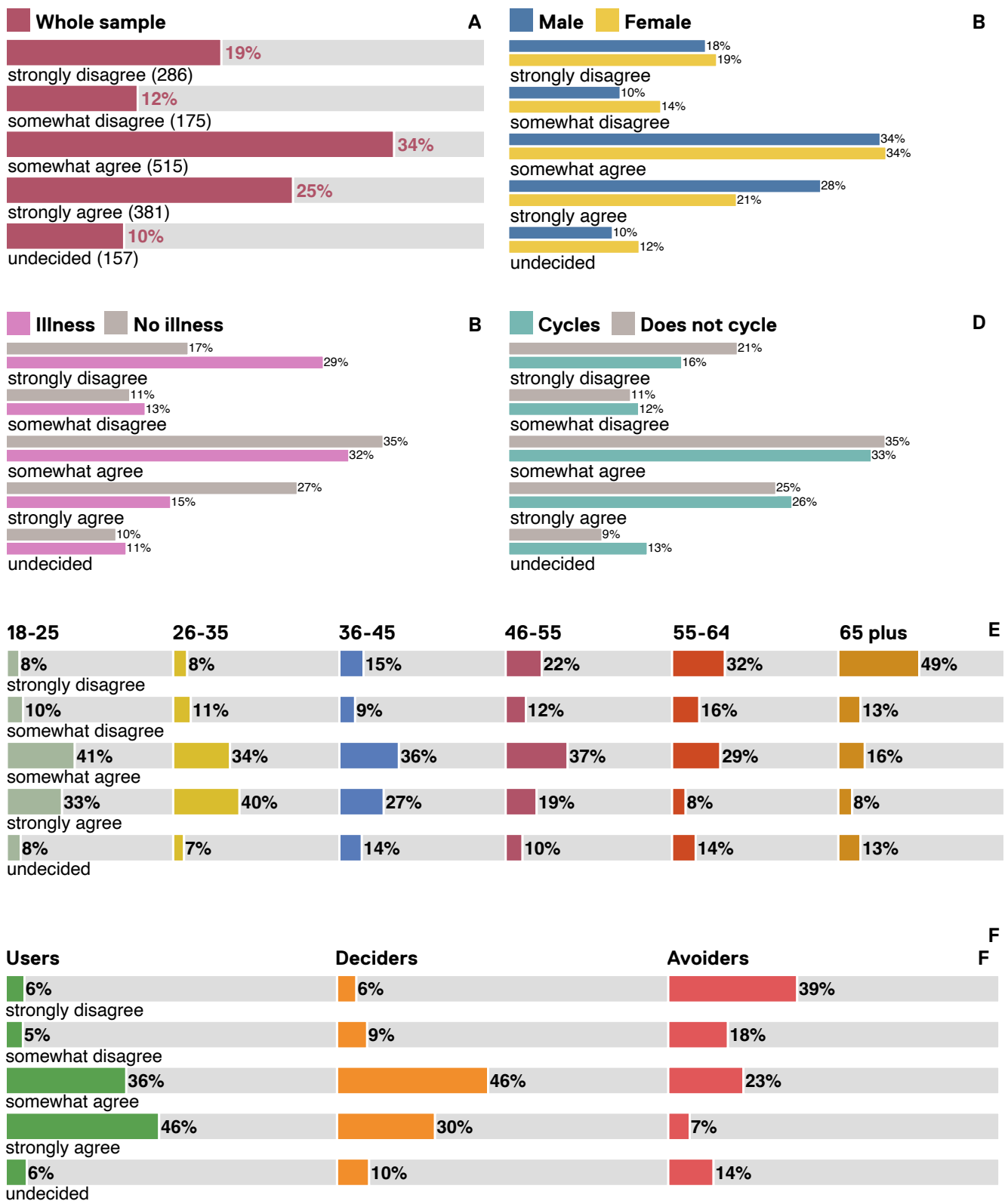


Figure G7 Level of agreement with statement above: E-scooters will make Greater Manchester a more attractive place to live.

Riding an e-scooter is active.

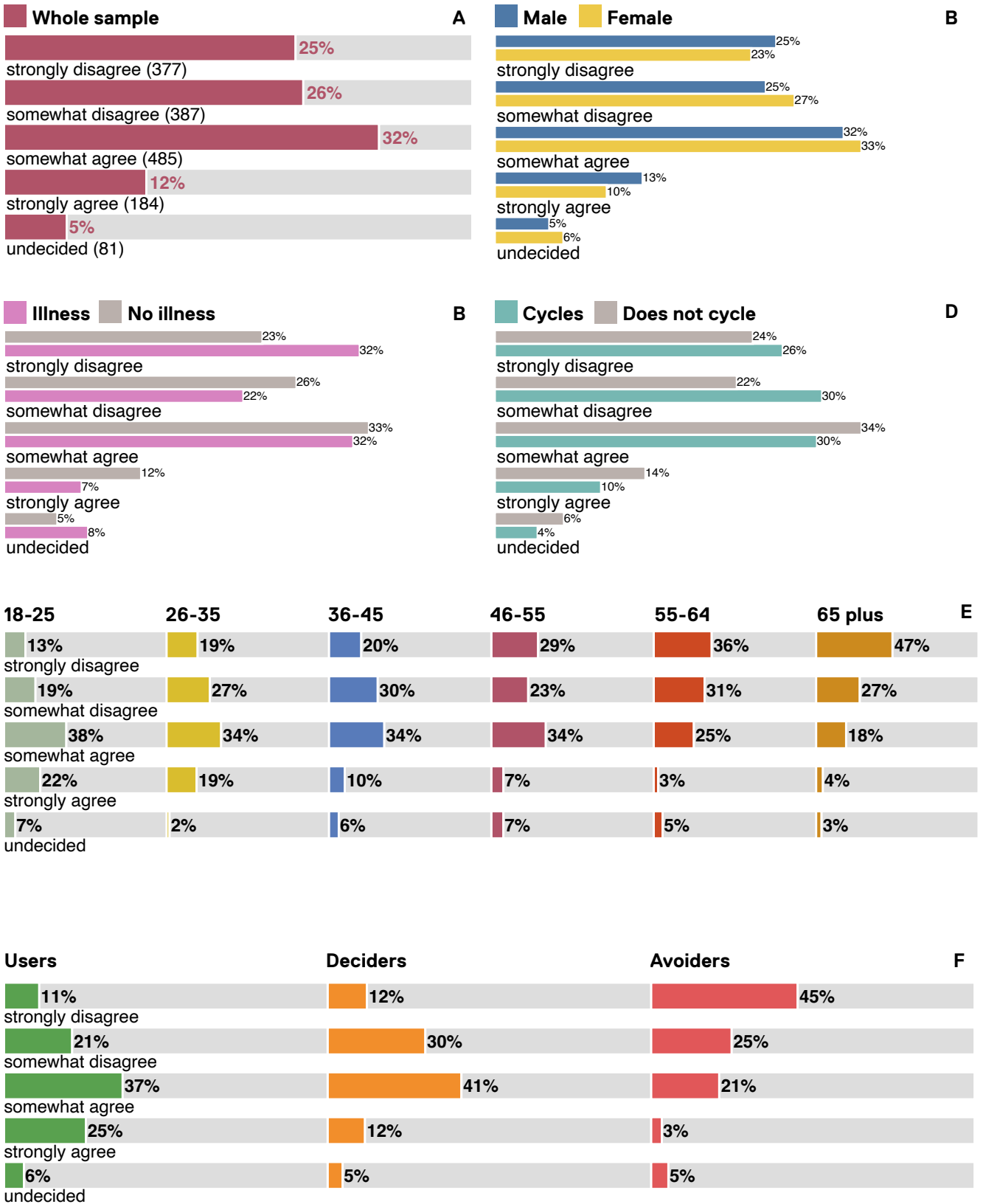


Figure G8 Level of agreement with statement above: Riding an e-scooter is active.

E-scooters are a risk to public safety.

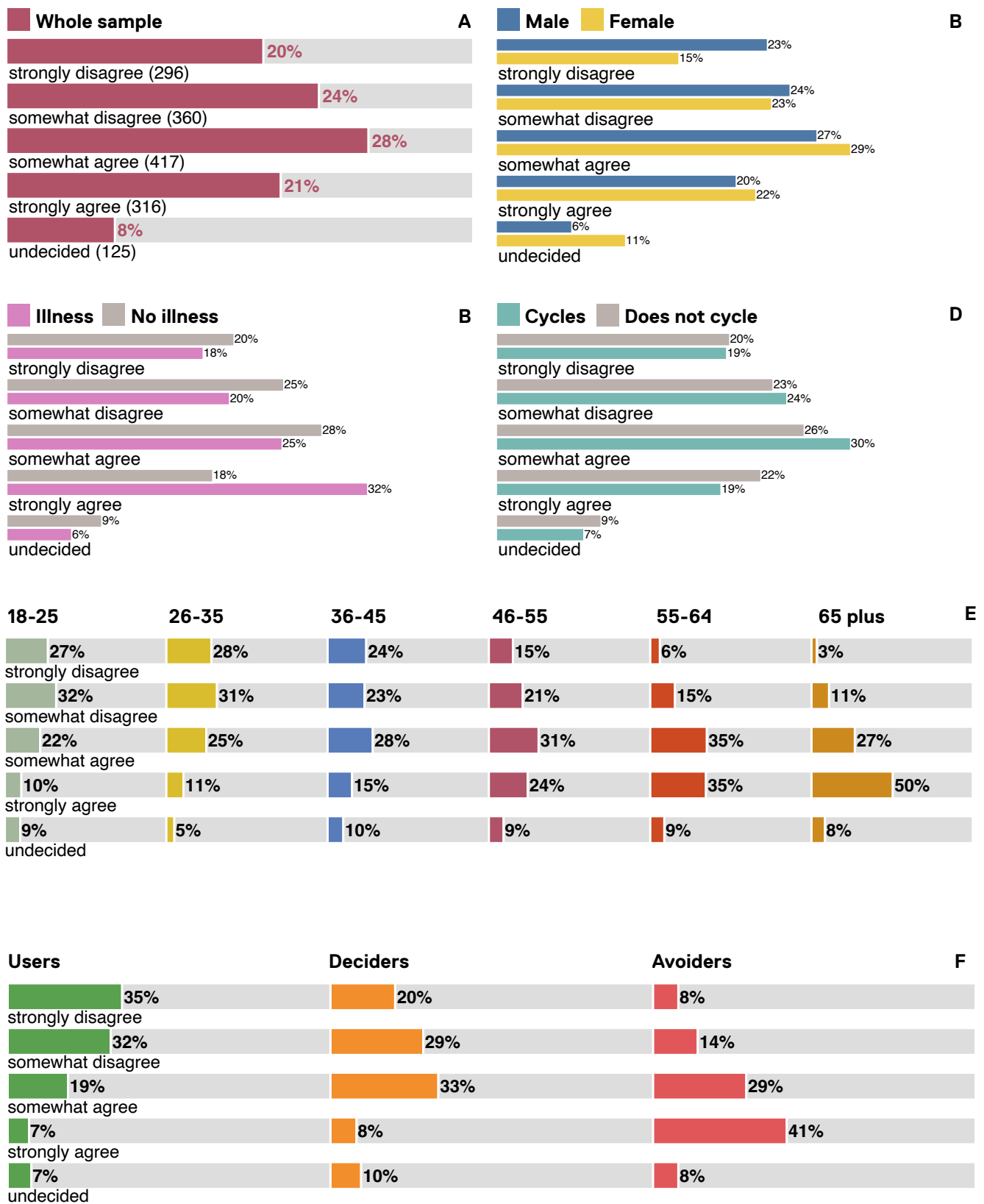


Figure G8 Level of agreement with statement above E-scooters are a risk to public safety.

It should be legal to ride an e-scooter on roads.

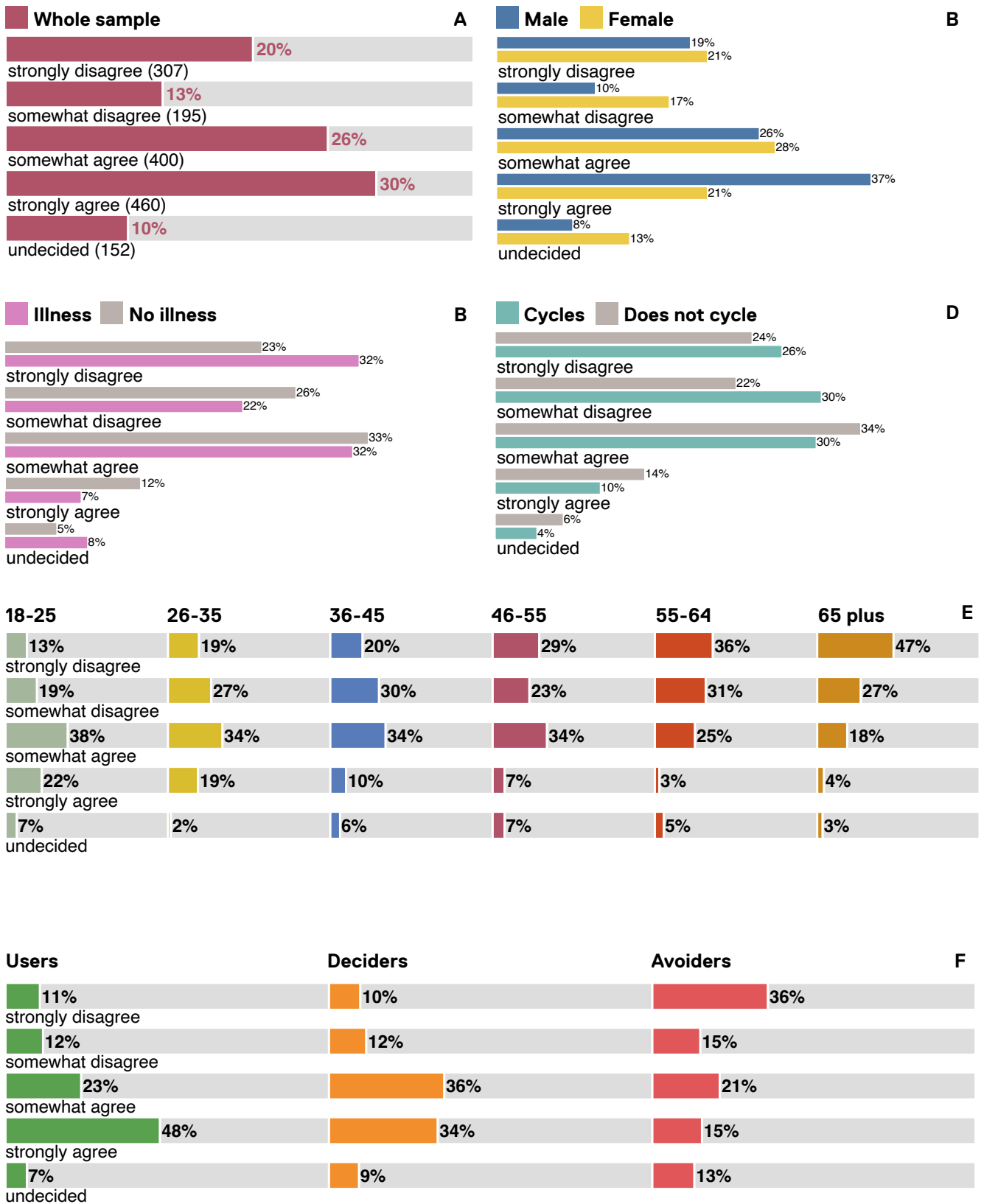


Figure G9 Level of agreement with statement above: It should be legal to ride an e-scooter on roads.

It should be legal to ride an e-scooter on pavements.

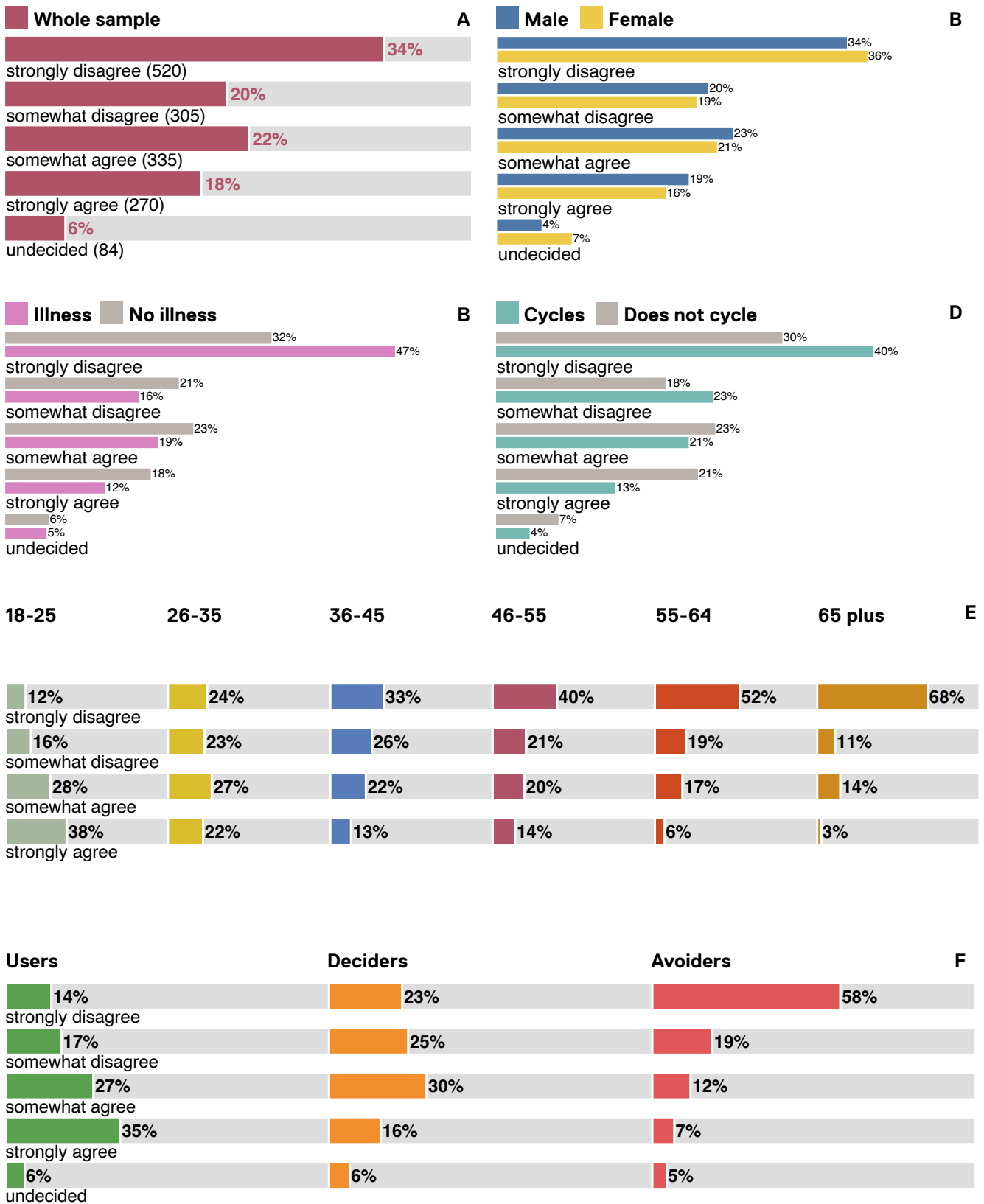


Figure G10 Level of agreement with statement above: It should be legal to ride an e-scooter on pavements.

In the future, there should be an e-scooter rental scheme operating across Greater Manchester.

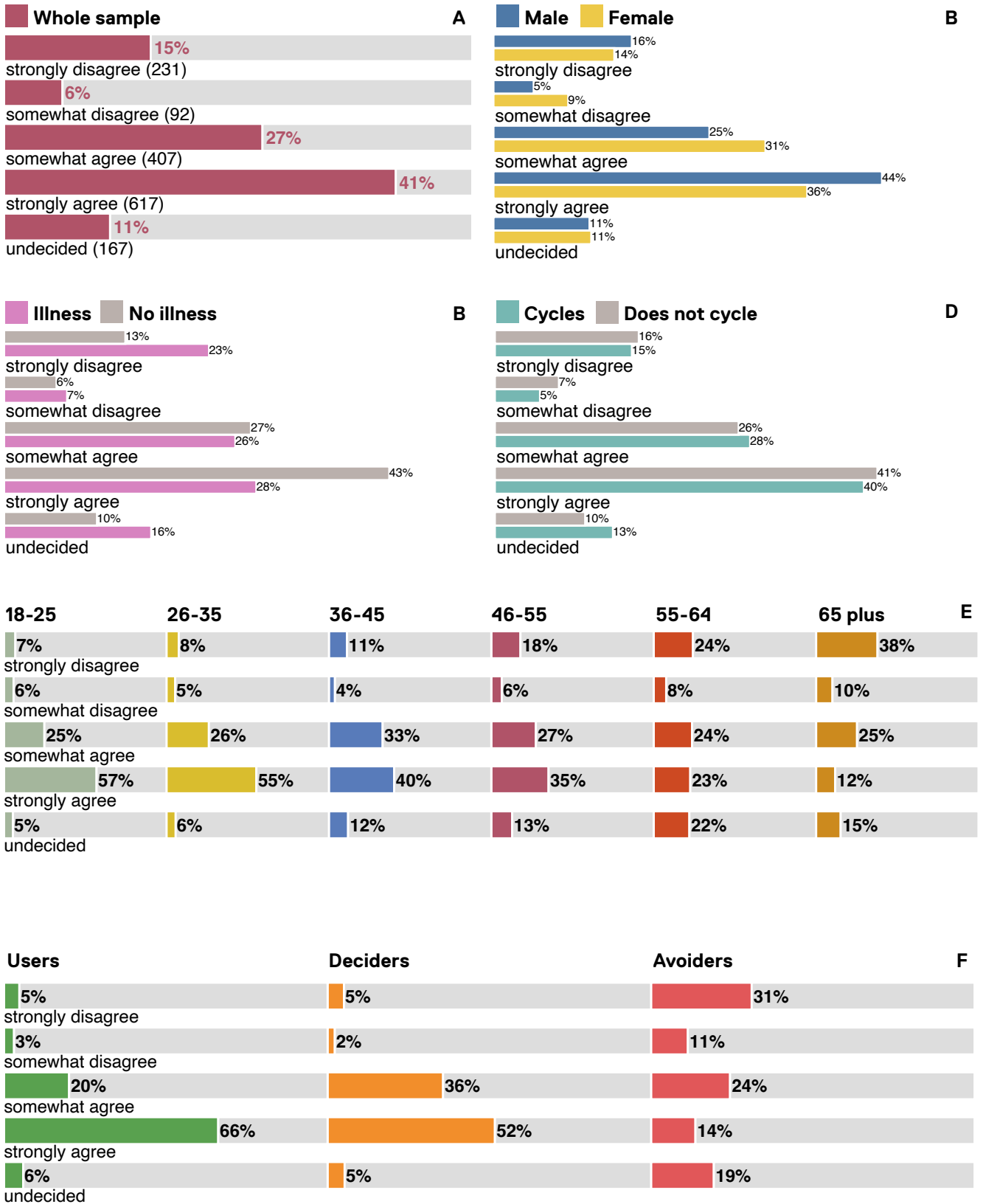


Figure G11 Level of agreement with statement above: In the future, there should be an e-scooter rental scheme operating across Greater Manchester.

**On which, if any, of the following would you feel confident riding an e-scooter?
Select all that apply.**

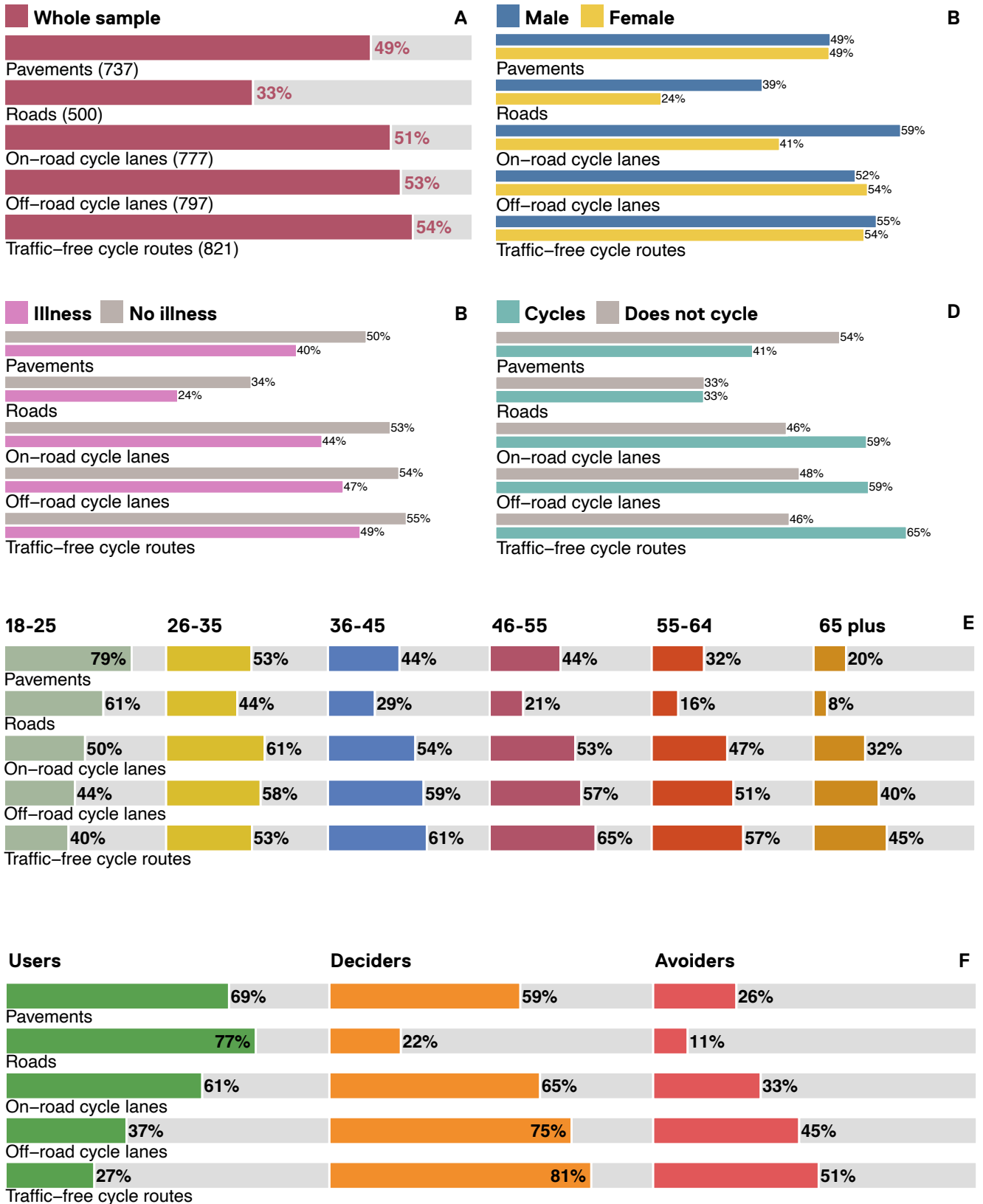


Figure G12 Level of agreement with statement above: On which, if any, of the following would you feel confident riding an e-scooter?

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