



Key Worker Cycle Scheme: summary report

April – June 2020

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1. Executive Summary

The Isle of Wight Council (IWC) Key Worker Cycle Scheme was introduced at the start of the first UK COVID-19 lockdown in April 2020 to provide key workers with a safe, cheap, and healthy way to travel to work during the pandemic. The scheme was divided into two offers. Firstly, it offered free access to a short-term bike loan to give key workers, which do not own a bike, the opportunity to try cycling to work. Secondly, where a key worker already owns a bike, the scheme offered a £50 voucher that could be redeemed against repairs and essential accessories which facilitate cycling to help them start, or restart, cycling to work. The scheme ran under this format for the duration of the first lockdown, from April-June 2020, and continued to run in a reduced format offering a smaller number of bike loans to key workers for the rest of 2020, and into 2021.

This report will focus on the scheme's impact during the first lockdown when it ran with the two offers. It will begin by setting out the context which led to the development of the scheme, before explaining the scheme's methodology and process. Following this, supplier partnerships will be examined including the analysis of a cycle supper feedback survey. Next, the results section will analyse two follow-up surveys and two six-month surveys with each of the bike loan and voucher scheme participants to help understand the user experience and the degree of behaviour change towards utility cycling. Finally, the conclusion will outline the main points of the report and its key findings. A summary of these can be found below.

Key findings:

- 681 key workers applied for a £50 voucher to purchase cycle repairs and essential accessories which facilitate cycling. From these, 508 applicants received a voucher and 393 applicants redeemed their voucher at a participating cycle supplier.
- 163 key workers applied for and received bike loans ranging from 1-3 months to help them try cycling to work.
- There was a high level of satisfaction amongst suppliers participating in the scheme, including cycle shops and bike hire operators. Suppliers participating in the voucher scheme were 84% very satisfied or satisfied for a range of statements relating to the scheme's process and participant impact. The same suppliers were 73% satisfied for the same statements in relation to the government's Fix Your Bike Cycle Scheme, which superseded the local voucher scheme described in this report.
- Three unique conditions presented by the Covid-19 lockdown proved to be significant factors in encouraging participants to register to the scheme. These conditions included, public transport becoming a less attractive option, health and wellbeing becoming more important to people, and the roads being quieter due to reduced vehicular traffic levels.
- Participants were asked their main transport mode for commuting prior to registering for the scheme and again six-months after the scheme ended. There

was a 100% increase amongst voucher participants and a 275% increase amongst bike loan participants which cycle to work as their main transport mode.

- It was assumed the bike loan participants were making 0 cycling trips prior to registering for the scheme as they were not expected to own a bike. However, in a typical week towards the end of their bike loan, participants averaged 6.3 cycling trips. This included 2.8 commuting trips, 2.5 leisure trips and 1 other essential trip.
- In a typical week after they had redeemed their voucher, participants averaged 5.4 cycling trips. This included 2.5 commuting trips, 2.2 leisure trips and 0.7 other essential trips. This increased to 6.3 cycling trips in September 2020, three months after finishing the scheme. This included 2.8 commuting trips, 2.8 leisure trips and 0.7 other essential trips. By December, six-months after finishing the scheme, voucher participants were still averaging 3.5 weekly cycling trips despite it being winter.

2. Introduction

As England's only Island Local Highway Authority, IWC enjoys a unique set of circumstances with which to encourage active travel. 90.2% of economically active Island residents are employed in jobs which are based on the Island; only 5% of jobs on the Island are taken up by non-residents, indicating a residence-based self-containment level of 95%. What this means is that unlike other local authority areas, many of the products and services required by Island residents can be obtained on the Island via short distance trips. Therefore, despite being a rural authority, the Isle of Wight provides a well-suited environment to facilitate utility cycling. The Covid-19 lockdown provided an additional unique set of circumstances which allowed the potential for the growth of utility cycling on the Island to be tested under favourable cycling conditions.

Since 2017, as part of a Department for Transport local authority funding competition, IWC has delivered the £1.8m Access Fund programme. The programme delivers a range of initiatives to enable and encourage local residents and visitors to travel around the Island sustainably – by walking, cycling, car sharing and using public transport more. The Access Fund delivers 19 projects which are grouped into three core delivery themes:

1: Access to Visitor Experiences – targeting visitors travelling for leisure; embedding active travel into visitor experiences and growing the visitor economy.

2: Access to Education & Active Communities – targeting pupils and students travelling to education, and local residents; improving the health and wellbeing of young people and families through more active travel.

3: Access to Employment, Training & Skills – targeting jobseekers and people commuting to work and training; normalising walking and cycling and transforming access to opportunity.

Background

As a result of the lockdown in April 2020, two of the Access Fund's three core delivery themes were paused as schools and the tourism market closed. Workplaces, the final delivery theme, was also affected as most UK employees were either required to start working from home or placed on furlough. This left key workers as the only feasible target market for the Access Fund to focus on, leading to the development of a Key Worker Cycle Scheme.

There were several unique circumstances which helped shape the scheme. Firstly, public transport had become an unattractive option for many people and was now running at a significantly reduced capacity to enable social distancing. Cycling provided a popular alternative which complies with social distancing guidelines and promotes a healthy lifestyle, a factor that had become especially important to people during the pandemic. Furthermore, with most of the population either working from home or placed on furlough, and therefore no longer commuting, the roads became much quieter and more appealing for new, or lapsed, cyclists wanting to try cycling to

work. A spell of warm and dry weather further added to these unique conditions which were ideal for encouraging cycling.

At this point, both leisure and commuter cycling were booming both locally and at a national scale. Nationally, government statistics showed that during the lockdown daily cycling levels rose by up to 300% on some days¹. Whereas, on a local scale, cycling volumes recorded by off-road cycle counters across the Island doubled in April 2020 compared to the same month in previous years. Moreover, the cycle counter on the Island's Newport-Cowes traffic-free cycle corridor experienced its highest volume of daily cycling since data collection started in 2014, recording 718 cycle trips on 9 May 2020². These factors reinforced the belief that there was an increased appetite to take up both leisure and utility cycling amongst the general population.

Therefore, with all other Access Fund target markets becoming non-existent, it was decided to focus resources towards developing a scheme which made it easier for key workers commute to work during this period. Ultimately, it was deemed that ensuring key workers could commute to work safely, in a social distancing compliant way which maintained good physical and mental health, was important in supporting the effort to fight the virus.

¹ Department for Transport. (2020). Social distancing: Changes in transport use (Great Britain). https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/890213/2020-06-04_COVID-19_Press_Conference_Slides.pdf

² Isle of Wight Council. (2020). www.iow.gov.uk/news/Boom-time-for-bikes

3. Methodology

The Key Worker Cycle Scheme offered key workers free bike loans or £50 vouchers which could be redeemed against cycle repairs and essential accessories which facilitate cycling. Combining these two distinct offers meant virtually all key workers on the Island could access the scheme. This would include both those that already own a bike but might not consider using it due to its poor condition and those which do not own a bike at all.

Operating Geography:

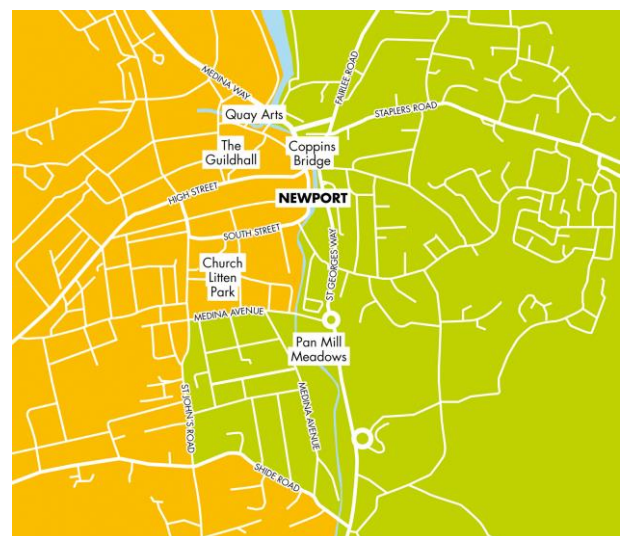
Firstly, the operating geography was decided. The aim was to ensure that enough bike hire operators for the bike loan scheme and enough cycle suppliers for the voucher scheme participated to meet demand. This also meant ensuring that there were suppliers spread equally across the Island so that key workers could find a local supplier.

There are two established Isle of Wight bike hire operators which are conveniently located to meet demand; Wight Cycle Hire based in Yarmouth in the west and RouteFifty7 based in Shanklin in the east. Both operators usually cater to the tourist market and were experiencing a large loss of business as a result of the lockdown. However, this also meant they had a large stock of unused bikes. Participating in the scheme enabled both businesses to continue operating during a difficult period.

To ensure equality and efficiency, Map A was created splitting the Island into two territories; one for each operator. Wight Cycle Hire was responsible for all bike loan applications in the yellow area and RouteFifty7 was responsible for all bike loan applications in the green area. Map B was drawn up to create a boundary in Newport, the Island's county town, where the two territories meet.



Map A: Isle of Wight Bike Hire Operator Territories



Map B: Newport Bike Hire Territories

After a month of the scheme running, a cycle supplier from the voucher scheme, TAV Cycles based in Ryde, asked if they could use their small bike hire fleet to participate in the bike loan scheme as well. It was agreed with RouteFifty7 that they would share the eastern territory, with TAV Cycles being responsible for all applications in Ryde and RouteFifty7 being responsible for all applications elsewhere.

Next, cycle suppliers for the voucher scheme were sourced. Again, the scheme aimed to source suppliers which were spread equally across the Island and represented the Island's main towns so that key workers could easily find a local supplier. There are five known independent cycle retailers and three known cycle workshops/mobile mechanics on the Island. All were contacted and invited to participate in the scheme. Initially, six were interested in participating and registered as cycle suppliers for the scheme.

After a few weeks of the scheme running, the final two bikes shops, who had initially declined the invitation to register, expressed interest in registering. Both explained this was due to an influx of customers requesting to use the scheme's £50 voucher with them. In the end, all eight known Isle of Wight independent cycle retailers and cycle workshops/mobile mechanics participated as verified cycle suppliers for the scheme. These suppliers were spread equally by geography and all the Island's towns were represented.

Table 1: verified cycle suppliers

Name	Location	Service	Date of joining scheme
Adrian's Bike Shop	Freshwater	Bike shop	17 th April 2020 (Scheme launch)
Al's Bikes	Sandown	Bike shop	17 th April 2020 (Scheme launch)
Island Bikeworks	Newport	Cycle workshop/mobile mechanic	17 th April 2020 (Scheme launch)
Sean the Cyclist Cycle Services	Cowes	Cycle workshop/mobile mechanic	17 th April 2020 (Scheme launch)
TAV Cycles	Ryde	Bike shop	17 th April 2020 (Scheme launch)
Wight Bike Eco Solutions	Merstone	Bike shop	22 May 2020
Wight Cycle Hire	Yarmouth	Cycle workshop	17 th April 2020 (Scheme launch)
Wight Mountain	Newport	Bike shop	1 May 2020

Supplier/operator role:

There was a three-step application process for cycle suppliers to register as participating suppliers for the voucher scheme. Firstly, suppliers were required to complete a Vendor Request Form to get set up on IWC's finance system to enable payment (Appendix 1). They were then required to provide copies of Public Liability

Insurance to the level of £10 million or Professional Indemnity Insurance to the level of £2 million. Finally, a set of guidelines were written up setting out the expectation of the cycle suppliers.

Key Worker Cycle Scheme £50 Voucher - guidelines for participating cycle suppliers:

1. Eligible voucher redemptions will include bike repairs and accessories that are essential to facilitate cycling, including a helmet, lock, pump, inner tube and/or lights. If there is any doubt that an accessory is eligible or not, please check first.
2. If the costs of the repairs and/or essential accessories are above £50, the key worker must pay the difference. Please explain this to customers before any expensive work is undertaken.
3. Once the voucher is redeemed, fully complete the table on the reverse of the voucher. Please retain all redeemed vouchers as these may be required by IW Council once the scheme has concluded.
4. IW Council will raise a purchase order to you for an initial value of £1000.
5. Invoice IW Council at the end of each month quoting the purchase order number on your invoice and send to IW Council listing all the unique voucher code numbers and costs incurred for that month.
6. If not all the value of the voucher is used, e.g. only £40, do not invoice for the full £50.
7. IW Council will then process the payment in line with its standard payment terms (30 days).
8. Each voucher can only be used once at each supplier and must be handed to the supplier when receiving the services/goods.
9. Vouchers are valid until 30 June 2020. Vouchers presented after this date cannot be redeemed.
10. IW Council reserves the right to verify the items/services delivered by the supplier with participating key workers.

Image 1: front of £50 voucher



Image 2: reverse of £50 voucher

To see participating suppliers and more details, please visit our website:

www.connect2work.info/keyworkercyclescheme

This voucher may be used by a key worker in one participating supplier for purchases of up to £50 on cycle repairs and essential accessories that facilitate cycling such as a helmet, lock, pump or lights etc.

Item / Service			
Price			

Supplier

Signed **Date**

Each voucher contained a unique voucher code which was assigned to key workers' application details in the project officer's master spreadsheet. Each invoice included a list of redeemed voucher codes, making it possible to understand those voucher recipients which had redeemed their voucher, those which had not, and at which supplier each voucher was redeemed. Cycle suppliers were required to list all redeemed voucher codes against services provided. This meant the individual services and equipment received by each individual key worker could be understood. The redeemed voucher codes also provided a mechanism to distribute the follow-up survey, with surveys being sent to all key workers associated with each voucher code provided on the cycle suppliers' invoices.

For the bike loan scheme, key workers were required to contact the bike hire operator which was responsible for the operating territory which they lived in. As opposed to the voucher scheme, the bike hire operators were responsible for the entire application process and data protection relationship with each applicant. Upon applying, a key worker received a bike loan, helmet and lock delivered to their home address. The bike, helmet and lock would also be collected by the operator when the scheme ended, or when the key worker left the scheme. In some cases, key workers enjoyed using their loan bike so much, they agreed with the operator to purchase it.

Key Worker application process:

As mentioned above, the bike hire operators were responsible for administering the application process for the bike loan scheme. RouteFifty7 did this via a booking form (Appendix 2). Key Workers which applied for the voucher scheme were required to complete a Survey Monkey application form (Appendix 3). The required information included the key worker's name and email address in case communication was required and home address to post the voucher to. The name of the key worker's employer and job title was also requested. This was verified against the government's

definition of a key worker to ensure their key worker status ³. Finally, applicants were required to provide their line manager's name and email address to ensure their identity could be verified. Verified key workers were then chosen on a first come first serve basis and their vouchers were posted to their home address.

Promotion:

The scheme was promoted via the Access Fund's Connect2Work social media accounts, IWC's social media accounts and an IWC press release which featured in most local media outlets. Bike hire operators and cycle suppliers were also invited to promote the scheme via their own channels. All messaging aimed to drive traffic to the dedicated Key Worker Cycle Scheme page on the Connect2Work website⁴. From here, key workers could apply for a voucher by accessing the Survey Monkey application form and find the contact details for the bike hire operators and cycle suppliers.

Scheme Costs:

Table 2 below shows the cost involved to fund both parts of the scheme. For the bike loan scheme, IWC paid Wight Cycle Hire and RouteFifty7 £100 per bike loan, whilst TAV Cycles were paid £75 per bike loan. It was agreed that TAV Cycles would receive £25 less per loan as they did not include delivery and collection of the bike in their offer like the other two operators. If a participant wanted to loan an e-bike, they were required to pay the price different of £100 as all suppliers charged a higher fee of £200 for e-bikes. Cycle suppliers participating in the voucher were paid £50 for each Cycle Repair and Essential Accessories Voucher they redeemed. In total, between April-June 2020, the bike loan scheme cost £23,708.02 and the voucher scheme cost £19,361.11 to deliver.

Most participants loaned their bike for longer than one month and suppliers were required to invoice by the number of months loaned. This is reflected in the table where '*volume of loans (months)*' shows the total number of bike loan months processed by each supplier. Where bike loan periods extended across calendar months, it was agreed that bike hire operators would pro-rata the days of a bike loan's final month on their invoice. This meant Wight Cycle Hire and RouteFifty7 would charge £3.33 per day and TAV Cycles would charge £2.50 per day where hires exceeded an exact number of months. For example, if a Wight Cycle Hire loan lasted 1 month and 10 days, they would invoice for £133.33. In cases where a voucher supplier's total invoiced costs are lower than the volume of vouchers multiplied by £50, this is because some vouchers were not redeemed to the full value. Finally, where a voucher supplier's VAT registered, the value of the voucher to the participant became £41.67.

³ www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision

⁴ www.connect2work.info/keyworkercyclescheme

Table 2: scheme costs

Supplier	Volume of bike loans (months)	Volume of vouchers	Total invoiced costs
Wight Cycle Hire	122.95	6	£12,595.00
Route Fifty 7	98.75	N/A	£9,875.52
TAV Cycles	22	118	£7,437.50
Adrian's Bike Shop	N/A	54	£2,700
Al's Bikes	N/A	14	£700
Island Bikeworks	N/A	48	£2,342.98
Sean the Cyclist Cycle Services	N/A	36	£1,800
Wight Bike Eco Solutions	N/A	9	£450
Wight Mountain	N/A	108	£5,168.13
Total			£43,069.13

Match funding:

In terms of match funding, the voucher scheme triggered an additional £3,076.89 for local suppliers. This was calculated by the amount spent in store for each participant which exceeded the value of the £50 voucher. In seven instances, participants spent more than £100 in addition to the value of their £50 voucher. This demonstrates an additional benefit created by the scheme in triggering an additional boost to the local economy during the economically challenging period of lockdown. Conversely, the bike loan scheme received in-kind match funding from the bike hire operators in the form of reduced rates to the scheme compared to their normal market rates, see table 3 below. In-kind match funding was calculated using the following equation:

- Bike hire operators' market rate – KWCS rate = in-kind match funding*

The in-kind match funding for each bike hire operator per KWCS bike loan was then calculated against the total number of bike loan months to generate the total in kind match funding for each bike hire operator. Without the match funding, the bike loan scheme would have cost IWC £63,714 to deliver. This revealed that the in-kind match funding afforded by the bike hire operators allowed the bike loan scheme to be delivered at more than half the price (53% cheaper) than it would have been without the in-kind match funding.

Table 3: match funding

Bike hire operator	bike loan monthly market rate	KWCS monthly bike loan rate	In Kind match funding per bike loan	Number of bike loans (months)	In-kind match funding
Wight Cycle Hire	£200	£100	£100	122.95	£12,295
RouteFifty7	£296	£100	£196	98.75	£19,355
TAV Cycles	£198	£75	£98	22	£2,156
Total					£33,806

4. Partnerships

Voucher Scheme:

A follow-up survey (Appendix 4) was completed by all eight cycle suppliers which participated in the voucher scheme. The survey aimed to understand the cycle suppliers' experience of participating in the Key Worker Cycle Scheme, whether this led them to register for the government's Fix Your Bike Voucher Scheme, and how their experience varied between the two schemes. The cycle suppliers which participated in the local scheme can be split into the following categories and their location on the Island can be seen on Map C below. The yellow markers are bike shops, the red markers are mobile mechanics and the blue marker is a bike hire operator which also acted as a mobile mechanic for the voucher scheme.

Bike shops (yellow):

- Adrian's Bike Shop, Freshwater
- Al's Bikes, Sandown
- TAV Cycles, Ryde
- Wight Bike Eco Solutions, Merstone
- Wight Mountain, Newport

Mobile mechanics (red):

- Island Bikeworks, Carisbrooke
- SeantheCyclist Cycling Services, Cowes

Bike hire operators (blue):

- Wight Cycle Hire



Map C: cycle supplier locations

Cycle supplier experience:

In the cycle supplier follow-up survey, suppliers were firstly asked how satisfied they were with their experience as a participating cycle supplier. Five suppliers were very satisfied, two were satisfied and one was neither satisfied nor dissatisfied. The suppliers were then asked to what extent they agree or disagree with a range of statements relating to their experience as a scheme supplier. The first four statements related to the administrative process of the scheme and the final four statements related to suppliers' perception of the scheme's impact.

Table 4: cycle supplier experience of Key Worker Cycle Scheme

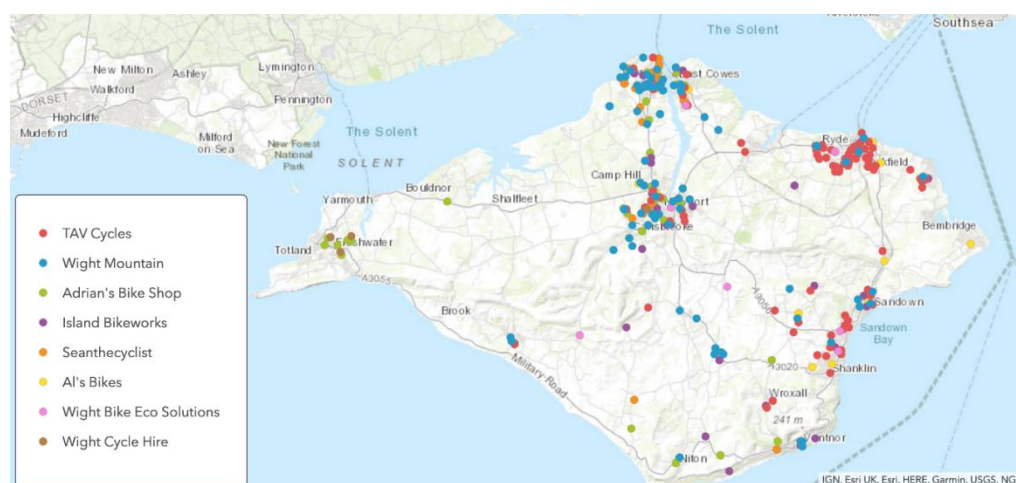
Statement	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Registering as a participating cycle supplier was quick and straightforward	62.50% (5)	25% (2)	12.50% (1)	0% (0)	0% (0)
Administering the voucher scheme was quick and straightforward	50% (4)	37.50% (3)	12.50% (1)	0% (0)	0% (0)
The invoicing process was quick and straightforward	62.50% (5)	0% (0)	25% (2)	0% (0)	12.5% (1)
The volume of participants was manageable	62.50% (5)	25% (2)	12.50% (1)	0% (0)	0% (0)
The products and services I delivered will inspire more cycling	75% (6)	0% (0)	25% (2)	0% (0)	0% (0)
I expect the new customers generated through the scheme will return to my shop in the future	62.50% (5)	37.50% (3)	0% (0)	0% (0)	0% (0)
Customers that came into my shop understood how the scheme worked	37.50% (3)	50% (4)	12.50% (1)	0% (0)	0% (0)
Customers that came into my shop knew what they wanted to spend their voucher on	50% (4)	37.5% (3)	12.50% (1)	0% (0)	0% (0)

Overall, 84% of responses selected very satisfied or satisfied for these statements. More specifically, 81% of responses relating to the scheme's administrative process and 88% of responses relating to suppliers' perception of the scheme's impact selected either very satisfied or satisfied. Clearly, suppliers largely felt the scheme's administrative process was efficient and effective and agreed that the scheme was successful in creating new cyclists and, therefore, new customers for their business.

Suppliers were also given the opportunity to comment on their experience of participating in the scheme and to what extent they felt it benefited their business. From these responses it became clear that suppliers were thankful of the extra work which brought in new customers during an economically challenging time. A few examples of responses include:

- Adrian Hendrick, Adrian's Bike Shop: *"It was great to be involved, to see lots of potential new customers and to see people embracing cycling as a way to keep fit and as a means of transport"*
- Sean Williams, Sean the Cyclist Cycling Services: *"It helped me with some steady income during that period and gain a fair few new customers."*
- Jason, TAV Cycles: *"It has been a very beneficial scheme for our bike shop. Everyone was very pleasant to deal with and the revenue generated came at just the right time."*
- Nick Blake, Island Bikeworks: *"It has introduced many people to the concept of getting their bike maintained professionally and educated them on routine maintenance they can do themselves. I expect to see returning customers in the future."*

Map D below shows the home postcode of each voucher recipient and where they redeemed their voucher. Participants mostly used their nearest cycle supplier and Wight Mountain and TAV Cycles were the most popular suppliers. When compared against Map C, suppliers are clearly well placed in relation to participants' home location, making it easy for participants to find their nearest supplier to redeem their voucher. For those participants that could not find a local supplier, several suppliers including Island Bikeworks, Sean the Cyclist and Wight Cycle Hire, offered a mobile delivery service for bike repairs. Ensuring all participants could find a local supplier or make use of a mobile mechanic was important as their bike may not be in a rideable condition and they might not have access to a car to transport their bike to get repaired.



Map D: participant home post code

Fix Your Bike Voucher Scheme:

Six of the eight cycle suppliers also registered for the government's Fix Your Bike Voucher Scheme. The only suppliers not to register were Wight Cycle Hire and Wight Mountain. Those that registered to both schemes were asked how their participation in the local scheme influenced their decision to register for the national scheme. This

created the following responses which suggest the positive experience suppliers had participating in the local scheme encouraged them to register to the national scheme:

- Jason, TAV Cycles: *"It built anticipation for the success of another cycle initiative."*
- Nick Blake, Island Bikeworks: *"It further created public awareness of my business."*
- Sean Williams, Sean the Cyclist Cycling Services: *"It helped gain more custom."*
- Jeff, Wight Bike Eco Solutions: *"The local scheme encouraged yet more footfall."*

Suppliers which participated in both schemes were also asked how they heard about the national scheme. The chart below shows 50% of suppliers found out about the Fix Your Bike Voucher Scheme via an email from IWC which encouraged local suppliers to register following the local scheme ending. At this point, there were still 173 local key workers on the local scheme's waiting list. The key workers on the waiting list were also informed that the national scheme had superseded the local scheme and encouraged to apply.

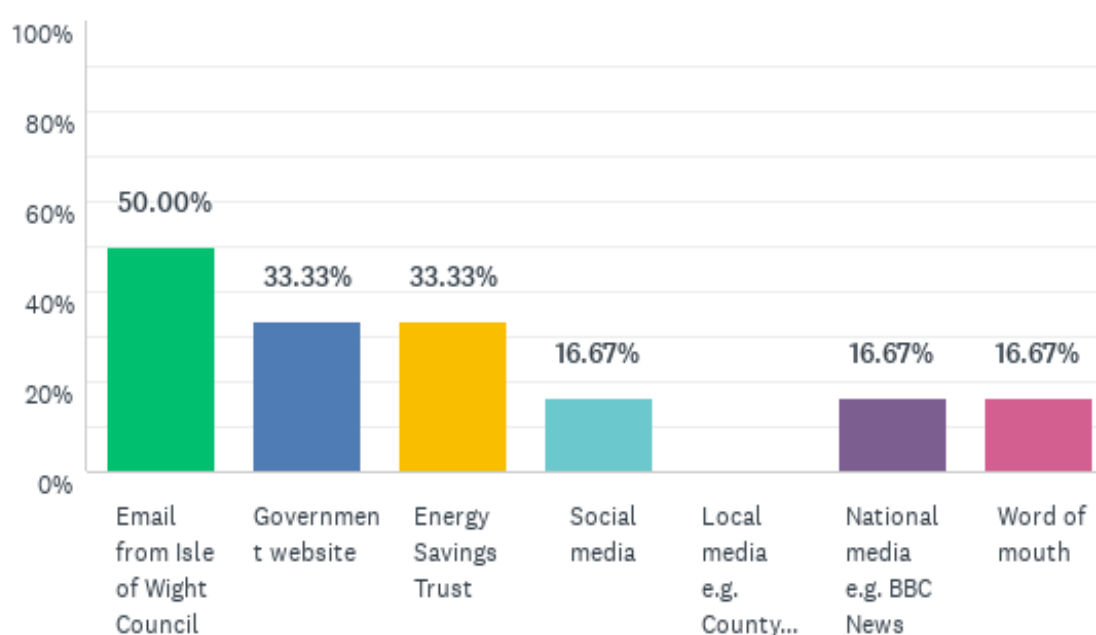


Chart 1: How did you hear about the Fix Your Bike Voucher Scheme?

Finally, the suppliers which took part in both schemes were asked to what extent they agree with a set of statements relating to the national scheme. These are the same statements which suppliers were asked about in relation to the local scheme earlier in the survey. This allowed suppliers' perception of each scheme to be compared. Other than regarding 'The volume of participants was manageable', the tables show the results across all questions were more supportive for the local scheme. Overall, 73% of responses selected very satisfied or satisfied for these statements in relation to the national scheme which is a percentage point decrease of 11% compared to the local

scheme. More specifically, 71% of responses relating to the national scheme's administrative process and 75% of responses relating to suppliers' perception of the national scheme's impact selected either very satisfied or satisfied. This reflects a percentage point decrease of 10% and 13%, respectively, compared to the local scheme. This shows suppliers felt the local scheme's administrative process was more efficient and effective and it had greater impact compared to the national scheme.

Table 5: cycle supplier experience of Fix Your Bike Voucher Scheme

Statement	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Registering as a participating cycle supplier was quick and straightforward	50% (3)	16.67% (1)	33.33% (2)	0% (0)	0% (0)
Administering the voucher scheme was quick and straightforward	33.33% (2)	33.33% (2)	33.33% (2)	0% (0)	0% (0)
The invoicing process was quick and straightforward	33.33% (2)	16.67% (1)	33.33% (2)	16.67% (1)	0% (0)
The volume of participants was manageable	66.67% (4)	33.33% (2)	0% (0)	0% (0)	0% (0)
The products and services I delivered will inspire more cycling	50% (3)	16.67% (1)	33.33% (2)	0% (0)	0% (0)
I expect the new customers generated through the scheme will return to my shop in the future	33.33% (2)	66.67% (4)	0% (0)	0% (0)	0% (0)
Customers that came into my shop understood how the scheme worked	33.33% (2)	33.33% (2)	16.67% (1)	16.67% (1)	0% (0)
Customers that came into my shop knew what they wanted to spend their voucher on	50% (3)	16.67% (1)	33.33% (2)	0% (0)	0% (0)

Bike loan scheme:

As previously mentioned, the Island's two largest bike hire operators: Wight Cycle Hire and RouteFifty7, partnered with the Council to deliver the bike loan scheme, with TAV Cycles joining later. These operators usually cater to the tourist market which meant a large loss of business and a large stock of unused bikes as a result of the lockdown. Participating in the scheme enabled both businesses to continue operating during a difficult period and feedback showed that they were very pleased to be involved with the scheme. Claire Compton of RouteFifty7 stated:

- *"We were delighted to be involved with the Key Worker Cycle Scheme throughout 2020. Not only were we proud to support key workers cycle to work*

safely via a green transport mode, the scheme allowed our business to stay open at a time when the tourism market didn't exist for large periods."

The bike hire operators had a more engaged role than the cycle suppliers participating in the voucher scheme. This was because applicants were required to contact the bike hire operators directly to apply, whilst voucher scheme applicants applied via the Survey Monkey application form which was administered by IWC staff. As a result of being the *data controller* in the GDPR relationship, the bike hire operators were also required to distribute the follow up surveys to their participants.

Whilst the voucher scheme was superseded by the government's Fix Your Bike Voucher Scheme, the bike loan scheme was continued in a reduced form for the rest of 2020 and relaunched with the addition of a limited number of free e-bikes at the start of 2021. The success and longevity of this scheme can be attributed to the hard work of the bike hire companies and the strong relationship they have with the IWC's Connect2Work programme.

5. Results and Impact

In total, 681 key workers applied for a £50 voucher to purchase cycle repairs and essential accessories which facilitate cycling. From these, 508 applicants received a voucher and 393 applicants redeemed their voucher at a participating cycle supplier. On the other side of the scheme, 163 key workers applied for and received bike loans which ranged from 1-3 months to help them start, or restart, cycling to work.

Two follow-up surveys were designed on Survey Monkey for the two parts of the scheme (Appendices 5-6). All participants were invited to complete a follow-up survey a few weeks after they returned their bike loan or redeemed their voucher. The purpose of this survey was to understand participant demographics, overall user experience and the extent to which the scheme enabled travel behaviour change. Six months later, participants which completed a follow-up survey were invited to complete a shorter survey to see if their positive travel behaviour changed had been maintained (Appendices 7-8). This section will largely focus on the initial follow-up survey, whilst incorporating key data from the six-month survey.

Prize draws offering £100 Decathlon vouchers were used to incentivise high response rates for the follow-up surveys. The voucher survey experienced a 55% response rate with 218 participants completing the survey from the total 393 participants which redeemed their voucher. Conversely, the bike loan survey received a 29% response rate with 48 of the 163 participants completing the survey.

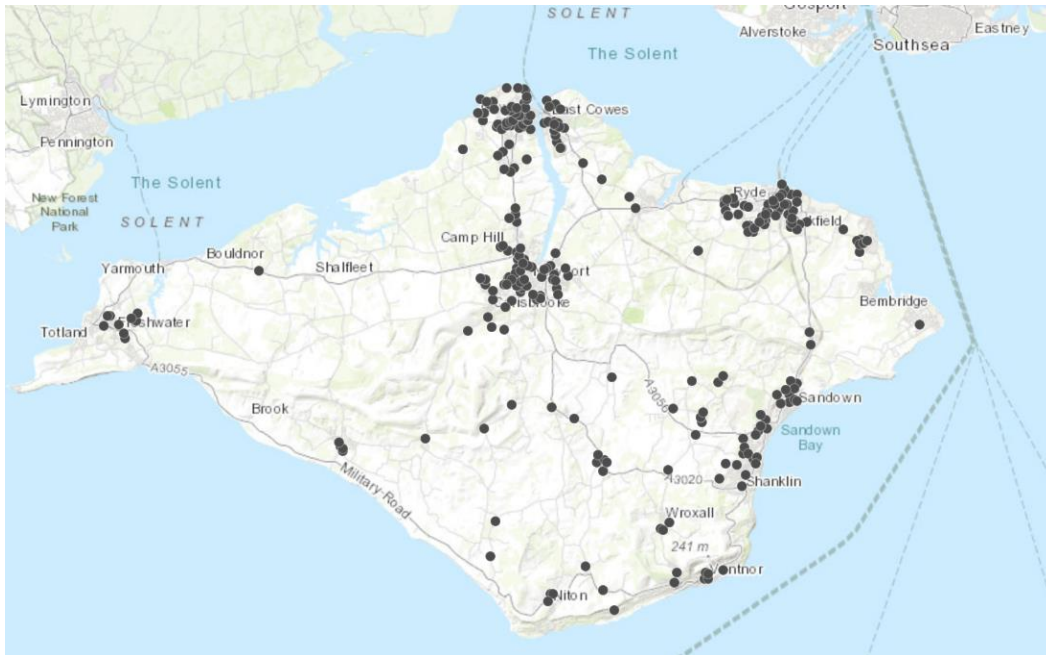
The reason for the lower response rate for this survey is likely due to the bike hire operators being the *data controller* for the bike loan participants. This created a reliance on the bike hire operators to distribute the survey effectively. Whereas, the distribution of the voucher survey could be controlled by IWC and sent directly to participants with the ability to prompt participants who were slow to complete the survey. In the end, Wight Cycle Hire and TAV Cycles received significantly fewer survey responses than RouteFifty7 (see Chart 8). The reliability of all results from the bike loan survey are impacted by this lower response rate.

Demographics: home location and workplace

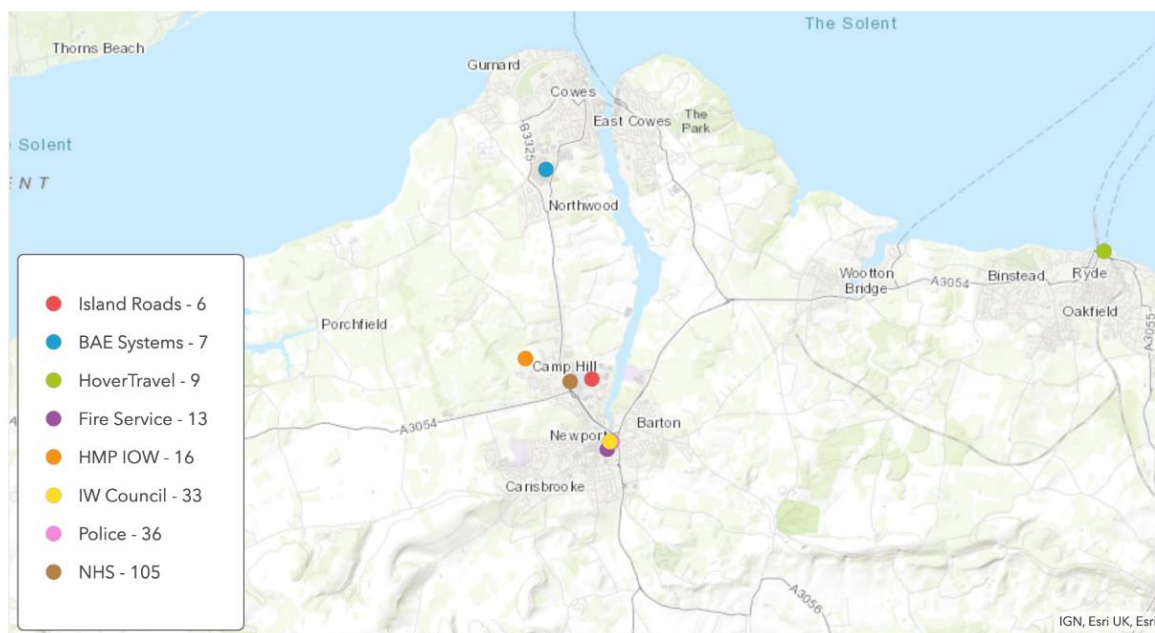
Voucher applicants were required to submit their home address so their voucher could be posted to them. Using this anonymised data, Map E was created to show the home postcode of all voucher recipients. Map E shows that most voucher recipients live in the Island's three largest towns Newport, Cowes and Ryde. However, there are also clusters of voucher recipients from Sandown and Shanklin in the south east, Freshwater in the west, and in the Island's rural areas. It was not possible to produce this data for the bike loan participants, due to the bike hire operators being the *data controller*.

In total, 77 employers had employees which redeemed a voucher. Again, most of these employers are in the Island's three largest towns. Map F shows the locations of the eight employers with the highest number of voucher recipients. Five of these are public sector employers and three are private sector employers. The Isle of Wight NHS

Trust, which is the Island's largest employer with almost 3000 employees, was the scheme's most engaged workplace with 163 employees receiving a £50 voucher.



Map E: redeemed voucher recipients' home location



Map F: Isle of Wight employers with most redeemed vouchers

Demographics: gender and age

The bike loan responses experienced an unbalanced gender split with 71% female respondents and 29% male respondents. Conversely, the voucher responses show a reasonably balanced gender split with 54% male respondents and 46% female

respondents. Despite this, the overall percentage of female respondents across both surveys was higher than is generally seen nationally. In the UK, utility cycling is more common among men than women to the point that, women's cycling levels are less than half that of men's⁵. However, this does not make Britain unusual compared to other culturally similar countries. Typically, in car-oriented English-speaking cities with low cycling levels, women are less likely to cycle for urban transport than men; most cyclists are young to middle-aged men⁶⁷.

Chart 2: bike loan gender split

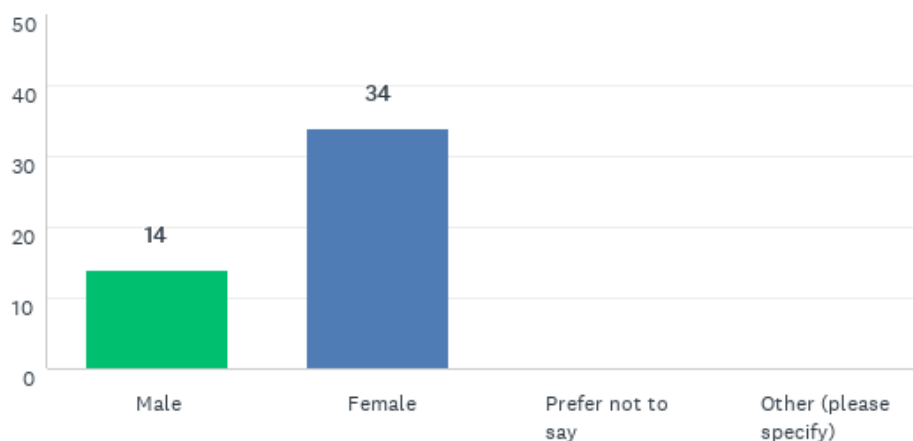
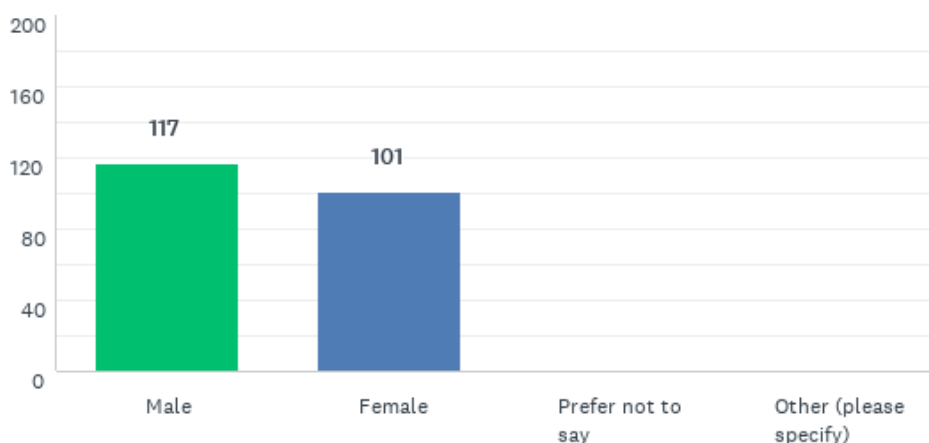


Chart 3: voucher gender split



⁵ Melia, S. (2015). *Urban Transport without the hot air: volume 1 Sustainable Solutions for UK cities*. 1st edition. UIT: Cambridge.

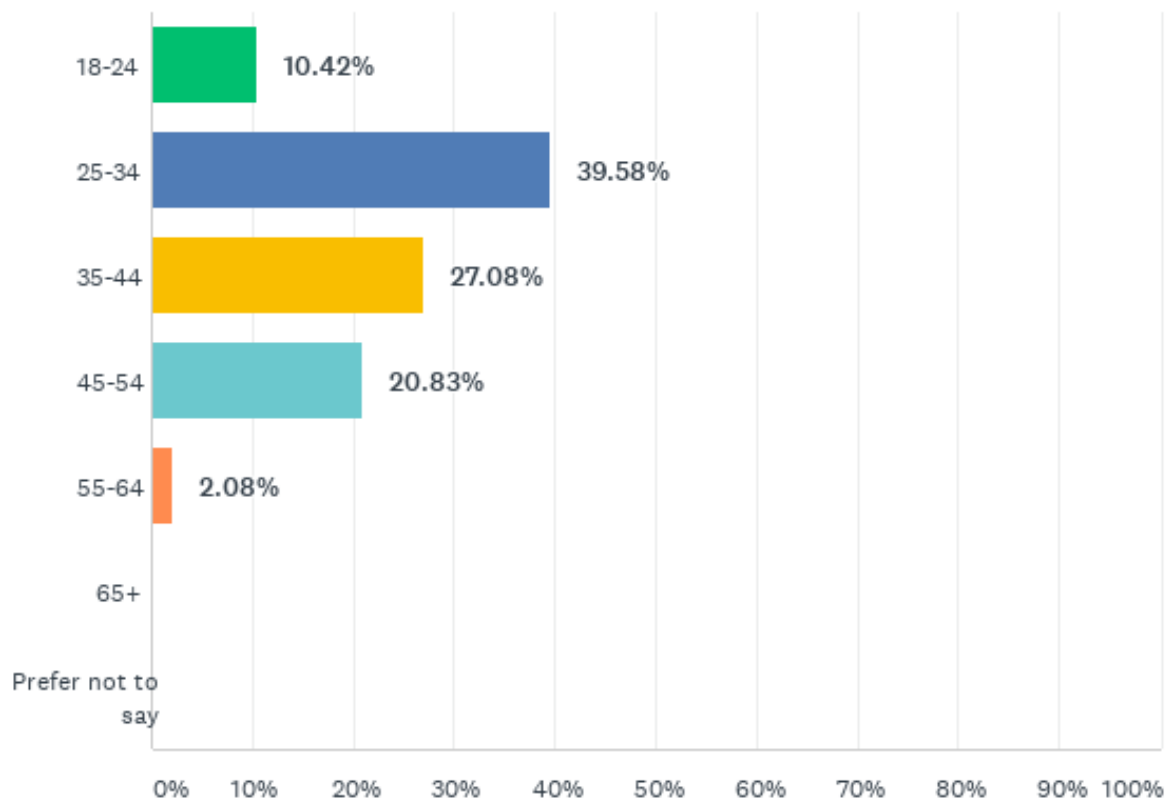
⁶ Emond, C, Tang, W and Handy, S. (2009). Explaining gender difference in bicycling behavior. *Transportation Research Record: Journal of the Transportation Research Board*, 2125, 16–25.

⁷ Garrard, J, Handy, S, and Dill, J. (2012). Women and Cycling. In: Pucher, J and Buehler, R. *City Cycling*. London: MIT Press. 211-234.

In terms of age, the bike loan respondents were younger than the voucher respondents. The two most populous bike loan respondent age categories were those aged 25-34 (40%), followed by those aged 35-44 (27%). Whereas, the most populous age categories amongst the voucher respondents were those aged 45-54 (34.4%), followed by those aged 35-44 (28%).

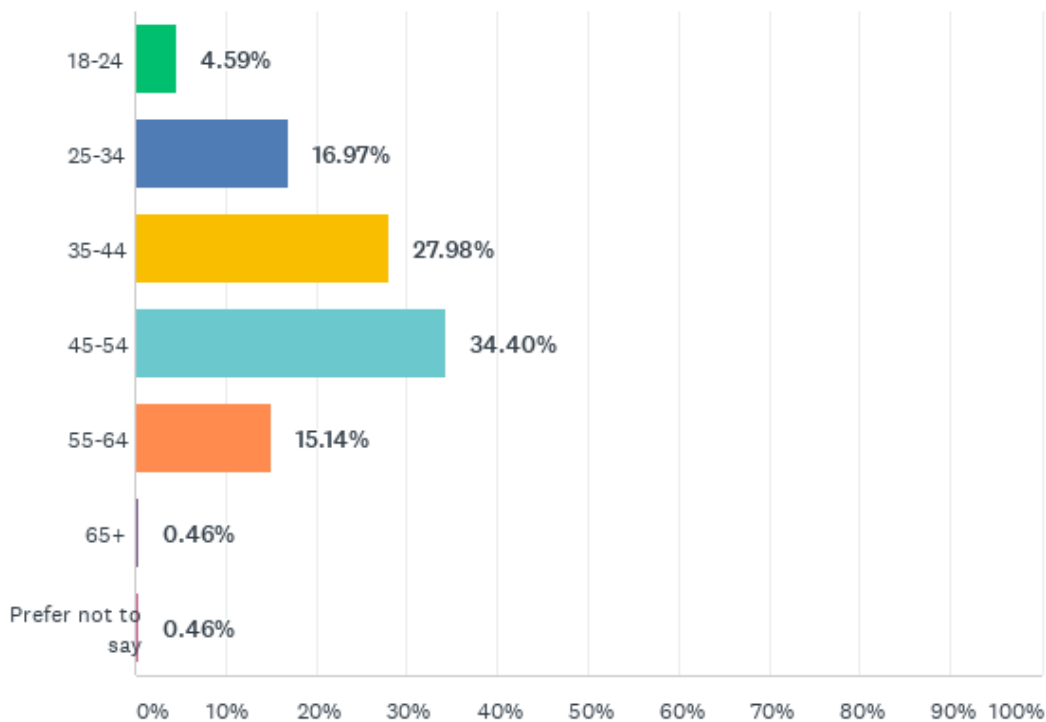
These results suggest that younger participants were less likely to already own a bike which could be repaired and, therefore, were more likely to be attracted to the bike loan offer. This reflects average UK adult bike ownership statistics which show those aged 40-59 were 35% more likely to own a bike than those aged 21-39 between 2016-2018 ⁸. There were also significantly more respondents aged 18-24 and fewer respondents aged 55-64 from the bike loan survey compared to the voucher survey which also reflects the UK averages.

Chart 4: bike loan scheme age split



⁸ Statista Research Department, 2020: www.statista.com/statistics/376140/ownership-of-bicycles-in-england-uk-by-age/

Chart 5: voucher scheme age split



User experience:

Participants heard about the scheme in a variety of different ways. Word of mouth, combined by friends/family and work colleagues, were the most common mechanisms from both surveys. Beyond this, more voucher respondents heard about the scheme directly through their employer, whilst more bike loan respondents heard about the scheme through social media. This would be expected due to this group being younger. Another factor affecting this could be the proactive approach the bike hire companies took in promoting the scheme on social media.

Chart 6: bike loan scheme marketing channels

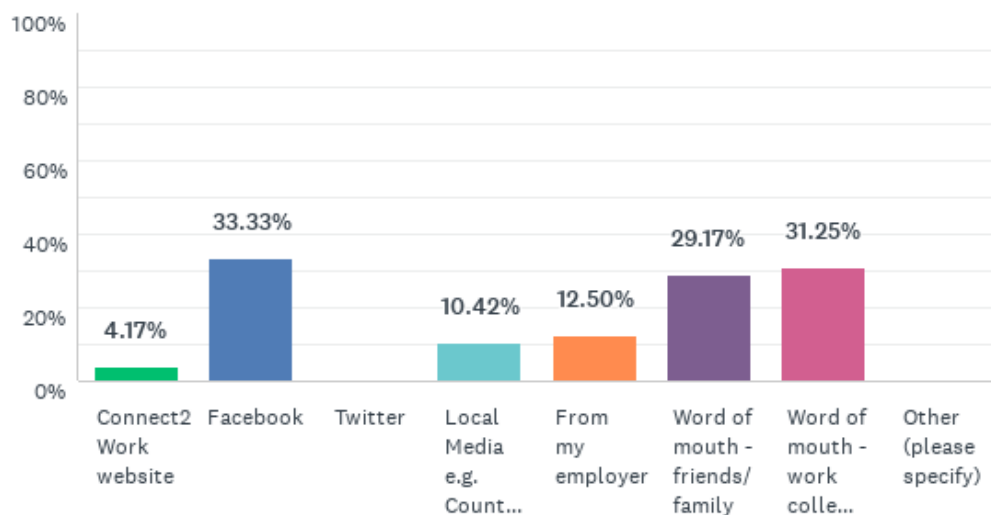
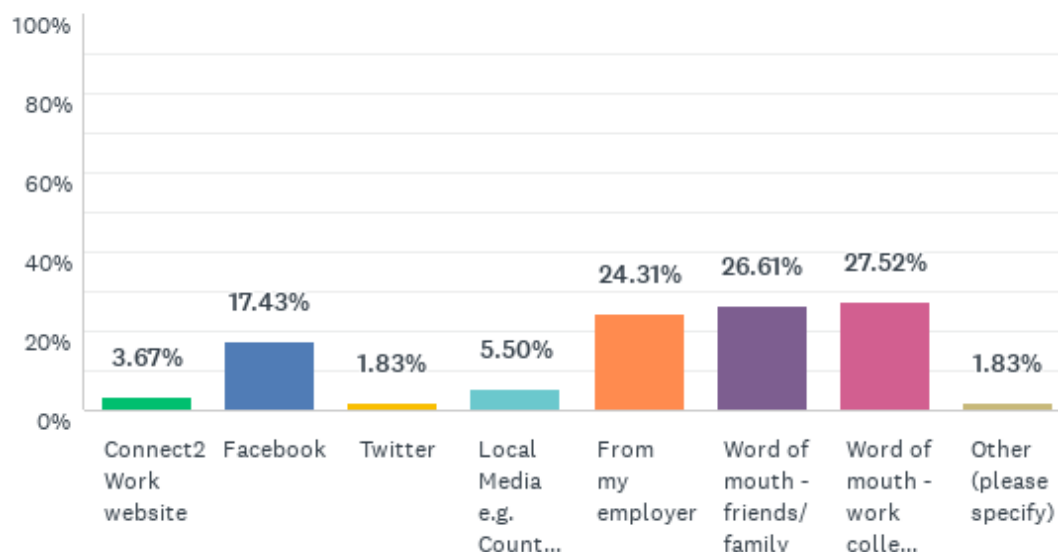


Chart 7: voucher scheme marketing channels



Two thirds of respondents from the bike loan survey received their bike loan from RouteFifty7. However, the low response rates from Wight Cycle Hire and TAV Cycles respondents contribute to this. Most voucher survey respondents redeemed their vouchers at TAV Cycles, Ryde, or at Wight Mountain, Newport. This was expected as these are the Island's two most populous towns. Although they redeemed nine vouchers, Wight Bike Eco Solutions did not feature in any survey results for this question. This is because they were slow to submit their invoices which were not received until after the survey's closing date. Consequently, none of their nine participants completed a survey.

The voucher participants were asked an additional question about whether they redeemed their voucher to purchase cycle repairs, cycle accessories, or both. 48% of respondents used their voucher to receive cycle repairs, 58% purchased cycle accessories, and 6% of respondents used their voucher to purchase both. Participants were also asked how much money they spent if they exceeded the value of the voucher. Most respondents spent higher than the value of £50 when they redeemed their voucher.

Chart 8: bike loan survey response share between operators

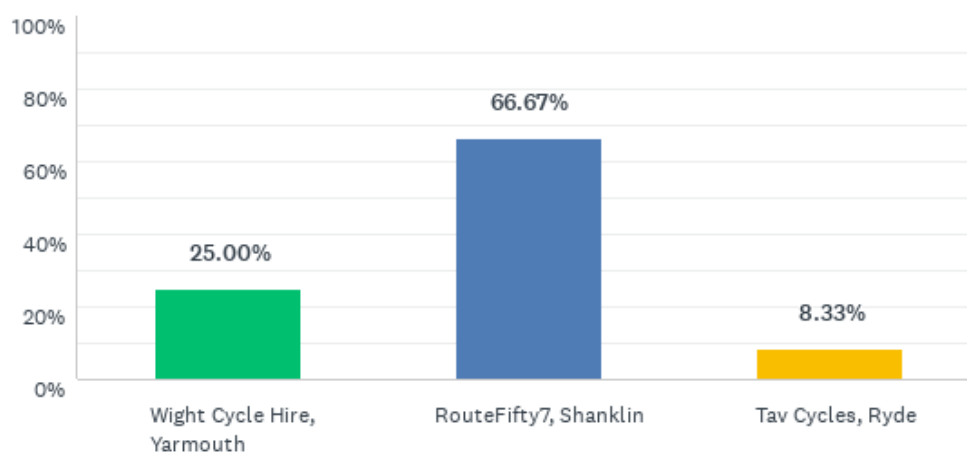
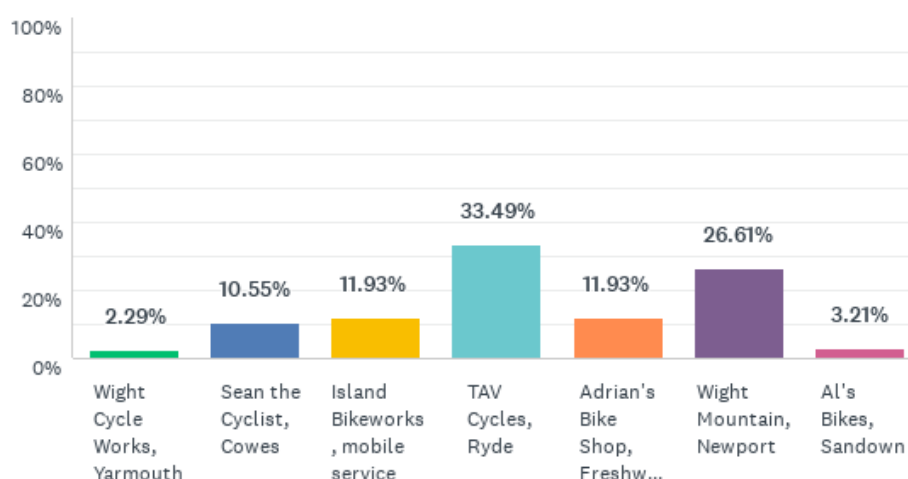


Chart 9: redeemed voucher survey response share between operators



The final user experience question asked participants how satisfied they were with the level of service they received from their bike hire operator or cycle supplier. 96% of respondents from the bike loan survey were very satisfied and 4% were satisfied. Qualitative feedback gained from this question focused on the high level of service, friendly and helpful staff and quick and flexible delivery of the bike. Some examples of this include:

- *"I am totally satisfied. When the bike was first delivered to me, I felt uncomfortable with the saddle and I informed them about it. They looked into the problem and changed the saddle for me and now it is perfect."*
- *"Really friendly and informative process. Team were flexible with delivery in line with my work schedule and even helped with suggested routes."*
- *"Delivered quickly, bike and accessories in perfect condition!"*

Almost all voucher respondents were also happy with the level of service they received.

88% of respondents were very satisfied, 11% were satisfied, and the remaining 1% were either neither satisfied or dissatisfied, dissatisfied or very dissatisfied. The areas with which respondents expressed their satisfaction in the comments section for this question are presented in the table below.

Table 6: qualitative coding reflecting voucher participant feedback

Area of satisfaction related to level of service	Number of respondents expressing this opinion
Helpful staff	15
Excellent service	11
Knowledgeable staff	8
Friendly staff	4
Professional staff	3
Fast service/delivery	2

Some examples of these satisfied comments include:

- *“Great shop with knowledgeable staff, a pleasure to deal with.”*
- *“TAVs are incredible, great service and really friendly.”*
- *“Very fast service with social distancing drop off and collect.”*
- *“Brilliant service to my door, I will be using Island Bikeworks for ongoing service.”*
- *“So helpful with fantastic advice! Couldn’t have been happier with the service.”*

Behaviour change

The remaining questions in both follow-up surveys asked respondents about their travel behaviour before and after participating in the scheme to help understand the extent to which the scheme enabled participants to cycle more. Firstly, the surveys sought to understand participants’ weekly travel patterns prior to registering for the scheme.

In 2019, 68% of all journeys in England were five miles or less, which is generally considered an achievable commuting distance for most people to cycle⁹. However, the survey results show a disparity in commuting distances between the voucher respondents and the bike loan respondents. On average, the bike loan respondents had a shorter daily commute to their main workplace, with 81% of respondents travelling five miles or less on their commute. No respondents for this survey travelled 10+ miles for their commute and the remaining 19% travel 5-10 miles for their commute. Conversely, 49.5% of voucher respondents travel five miles or less on their commute, with 35% travelling 5-10 miles and 15% travelling 10+ miles. This suggests the bike loan respondents were better placed to start cycling to work than the voucher respondents.

Participants were also asked how many days they commute between their home and their workplace during a typical week. The answers available were one day, two days, three days, four days or five or more days. For the voucher survey, the results for this question were evenly balanced, with between 17-23% representation for each of the available answers. Whereas, the bike loan responses were more weighted towards full time working hours with a third of respondents commuting five or more days per week and 45% commuting between three and four days per week. This could show that voucher respondents were more likely to work part time or that they were more likely to have office-based jobs which compliment homeworking.

There was a significant contrast in cycling experience between the two groups, see Charts 10 and 11. All participants were asked what type of cyclist they were before they signed up to the scheme. 59% of voucher respondents associated as being either a regular cyclist which cycles more than once a week or a semi-regular cyclist which cycles more than once a month. By contrast, only 10% of bike loan respondents selected these categories. There was a similar pattern at the other end of the scale with 34% of bike loan respondents selecting themselves as either a new cyclist which

⁹ Department for Transport (2020). National Travel Survey: England 2020.

had never cycled before or a novice cyclist which had not cycled much, whilst only 17% of voucher respondents selected these categories. This contrast in cycling experience between the two groups is understandable as the voucher participants already owned a bike before the scheme began, whilst the bike loan participants needed to borrow a bike to try cycling to work.

Concerns about using public transport during the pandemic, the lower level of vehicular traffic on the roads and health and wellbeing becoming a higher priority for people contributed to the unique circumstances set out previously in this report. Whilst these factors helped shape the Key Worker Cycle Scheme, the scheme also contributed towards the IWC Access Fund's wider goals. These focus on reducing private car journeys on the Island, whilst increasing active travel, and the associated benefits this brings, including improved health and wellbeing, reduced congestion and improved air quality. Consequently, participants were asked to rate a series of factors in terms of how important they were in encouraging them to apply for the scheme, see Charts 13 and 14. These factors either related to these unique circumstances or to a wider Access Fund goal.

Chart 10: bike loan – type of cyclist prior to scheme

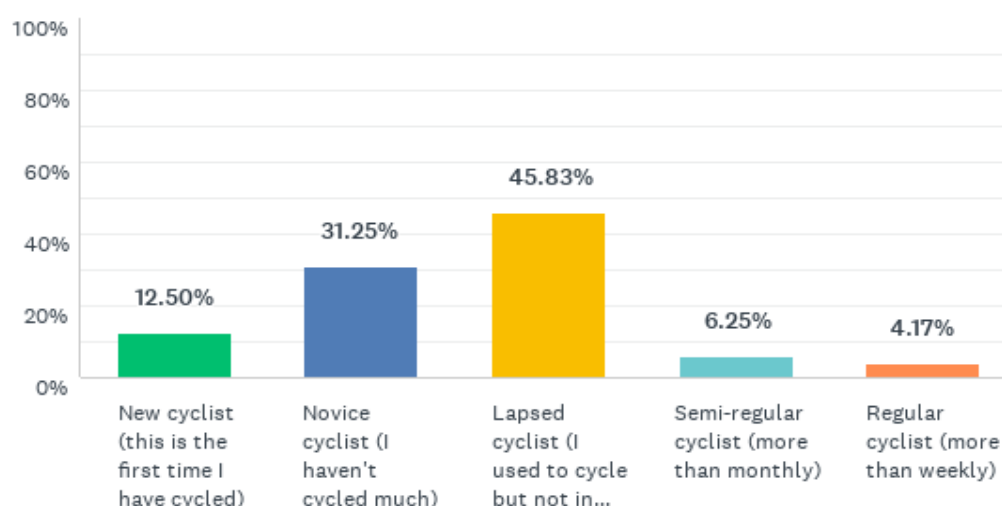
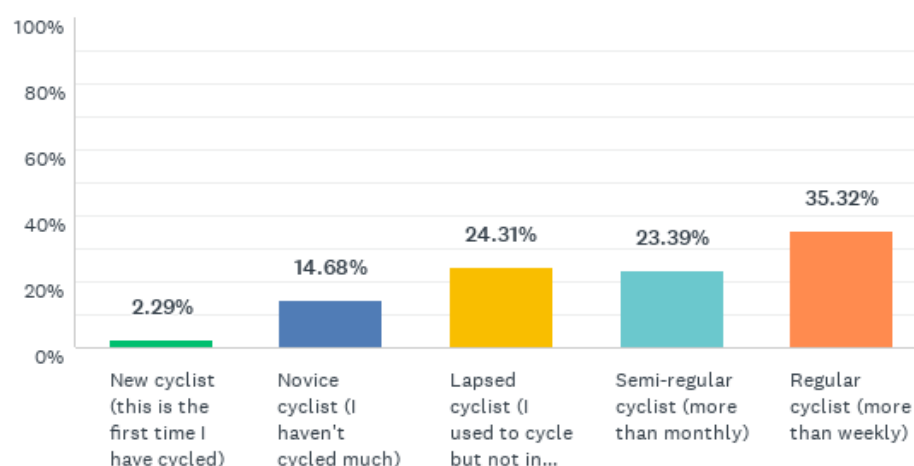


Chart 11: voucher – type of cyclist prior to scheme



This question produced similar results across both surveys. Health and wellbeing emerged as the most important factor for all respondents, with 89% of voucher respondents and 92% bike loan respondents labelling this as either very important or important. Following this, improved air quality, lower commuting costs, and less vehicular traffic on the roads emerged as the next most important factors. These all scored between 60-68% very important or important amongst respondents from both surveys.

Despite being a key factor for shaping the scheme, concerns about using public transport was only selected as very important or important by 35% of voucher respondents and 43% of bike loan respondents. However, when examining respondents which also selected public transport as their main mode of transport for commuting before participating in the scheme (see Charts 19-20), 100% selected concerns about using public transport as very important or important. Similarly, all respondents which selected very unimportant in relation to concerns about using public transport also selected walking, cycling or car as their main form of transport for commuting before participating in the scheme. Naturally, they would be less concerned about using public transport as they do not rely on it.

Finally, reduced journey times and no access to a car emerged as the least significant factors for respondents choosing to apply to the scheme across both surveys. However, no access to a car was slightly more important to bike loan respondents than voucher respondents.

Chart 13: factors motivating bike loan participants to apply

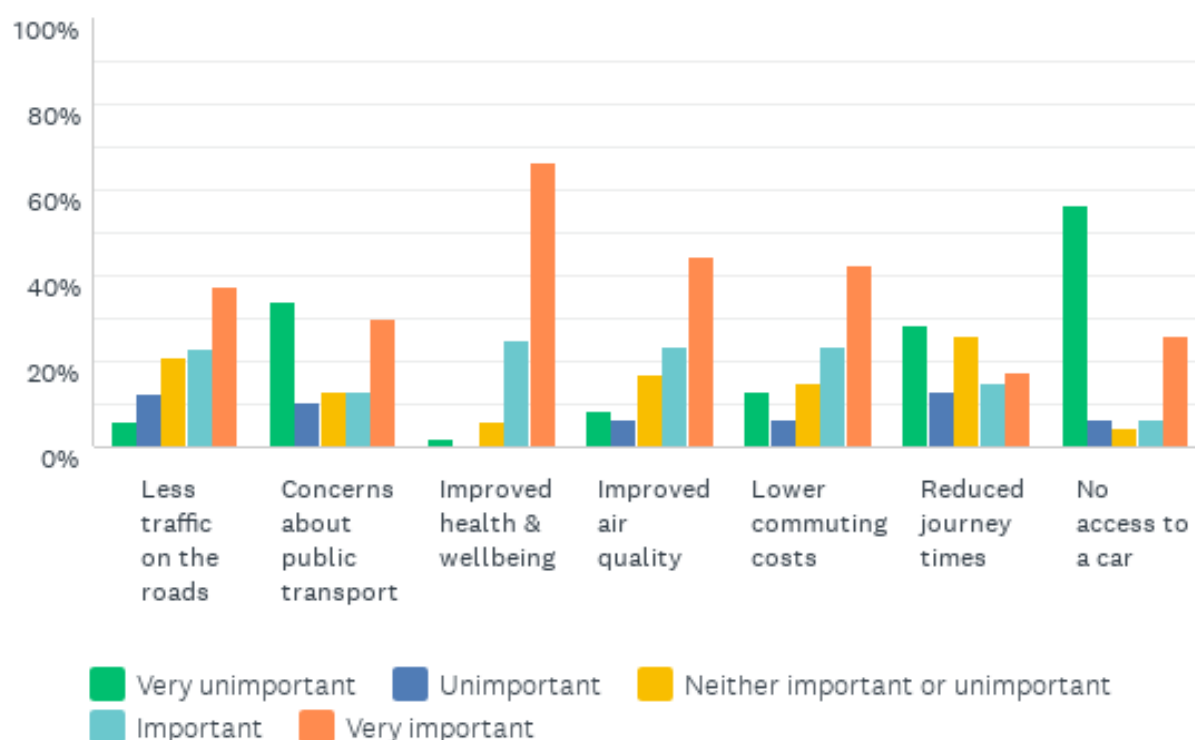
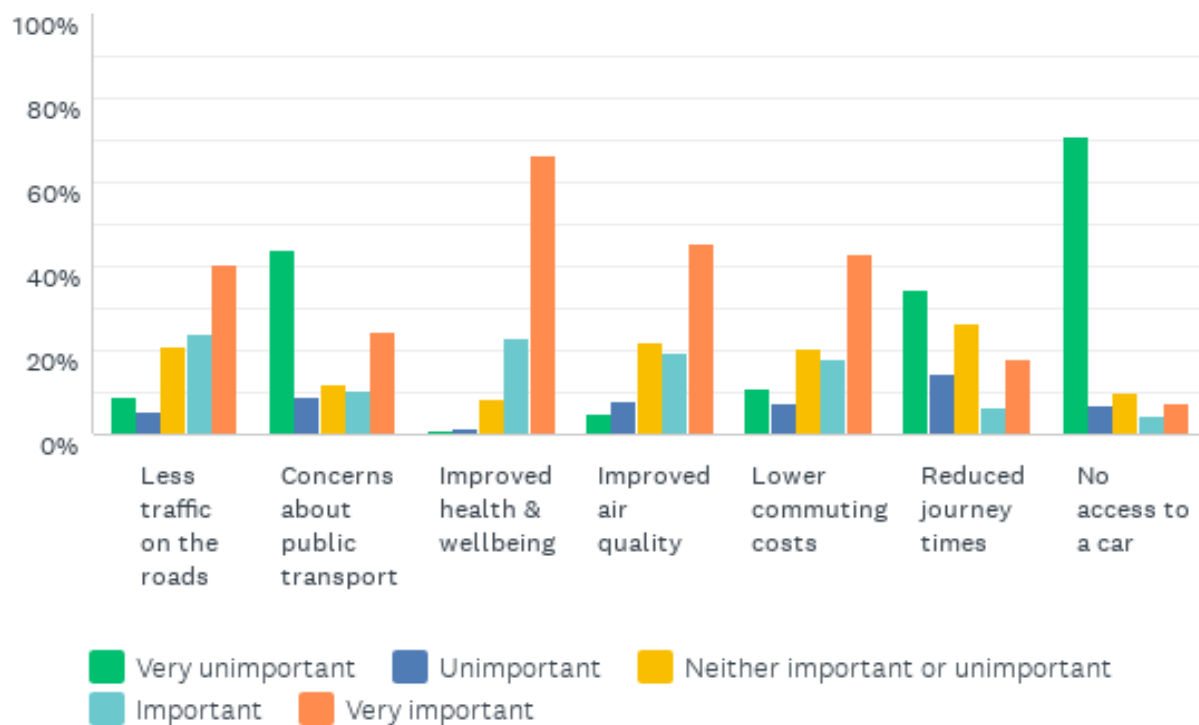


Chart 14: factors motivating voucher participants to apply



As just referenced, participants were also asked to select their main transport mode for commuting between their home and their main workplace before applying to the scheme (see Charts 19-20). For this question, 19% of voucher respondents selected cycling as their main transport mode, compared to only 1% of bike loan respondents. Again, this contrast is not a surprise given the disparity in cycling experience between the two groups, as well as the fact that bike loan participants were expected to not own a bike before applying to the scheme. 25% of bike loan respondents, compared to 11% of voucher respondents, selecting walking as their main transport mode before applying to the scheme also supports this notion. This also demonstrates the scheme's role in providing key workers the opportunity to start cycling to work which otherwise may not have had the means to do so. All these factors suggest the bike loan scheme had more potential to enable real change in terms of encouraging higher levels of cycling to work amongst key workers.

Single occupancy car drivers made up 58% of respondents across both groups. Although this far outweighs all other modes, it is consistent with the average number of single occupancy car drivers documented in the IWC Access Fund reporting from 2018-2019¹⁰.

Perhaps more surprising is the low numbers of respondents across both sides of the scheme which selected public transport, whether it be train, bus/coach or ferry, as their main transport mode for commuting before applying for a bike loan or a voucher. This was surprising because one of the scheme's overall targets was to provide a COVID-

¹⁰ Access Fund Programme Evaluation 2018/2019 (2019). Transforming Travel on the Isle of Wight: Transition to Transformation.

secure transport alternative for key workers who would usually use public transport to get to work but no longer felt safe to do so. Therefore, it was surprising that only 8% of bike loan respondents and 2% of voucher respondents selected bus or train travel as their main transport mode before applying to the scheme. However, this is only slightly lower than IWC Access Fund reporting which saw an increase from 7.9% to 10.5% of employees from engaged workplaces selecting the bus as their main form of transport for commuting between 2018-2019.

To measure the scheme's impact in enabling travel behaviour change, participants were asked the number of cycle trips they had taken in the last week prior to completing the survey, see charts 15-16 below. Circumstances varied, but 'in the last week' was typically towards the end of a participant's bike loan or around two to four weeks after they redeemed their voucher. The results were promising; the average total number of journeys in the last week per participant were 5.4 amongst the voucher respondents and 6.3 amongst the bike loan respondents. Once broken down by journey type, voucher respondents averaged 2.5 cycling to work journeys, 2.2 cycling for leisure/exercise journeys, and 0.7 cycling for other essential journeys. The bike loan respondents cycled slightly more; averaging 2.8 cycling to work journeys, 2.5 cycling for leisure/exercise journeys, and 1 cycling for other essential journeys.

Chart 15: bike loan – number of cycle trips in the last week

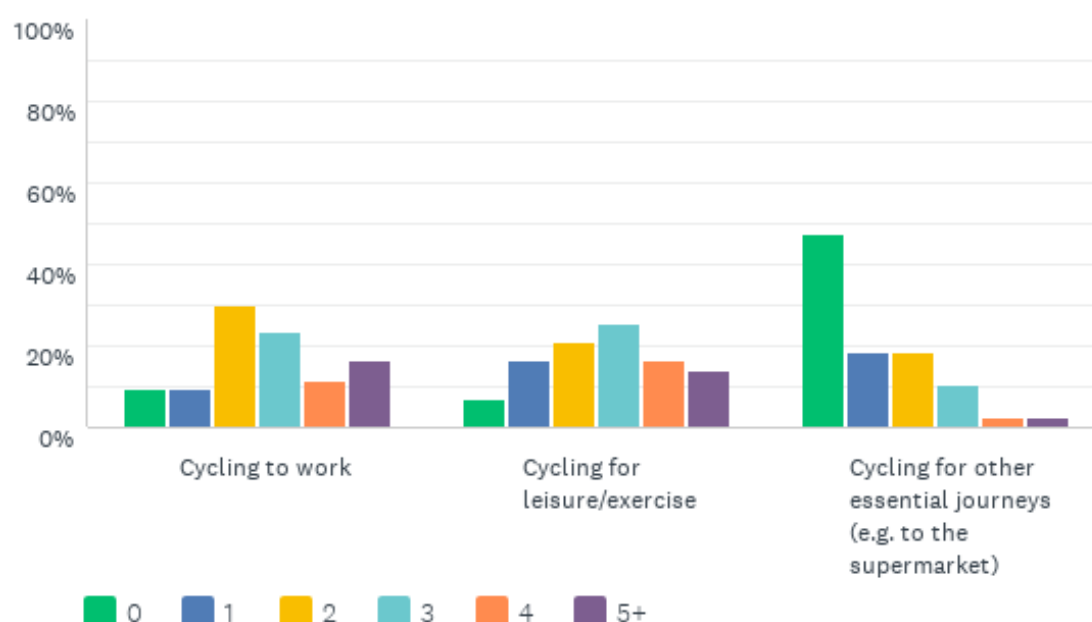
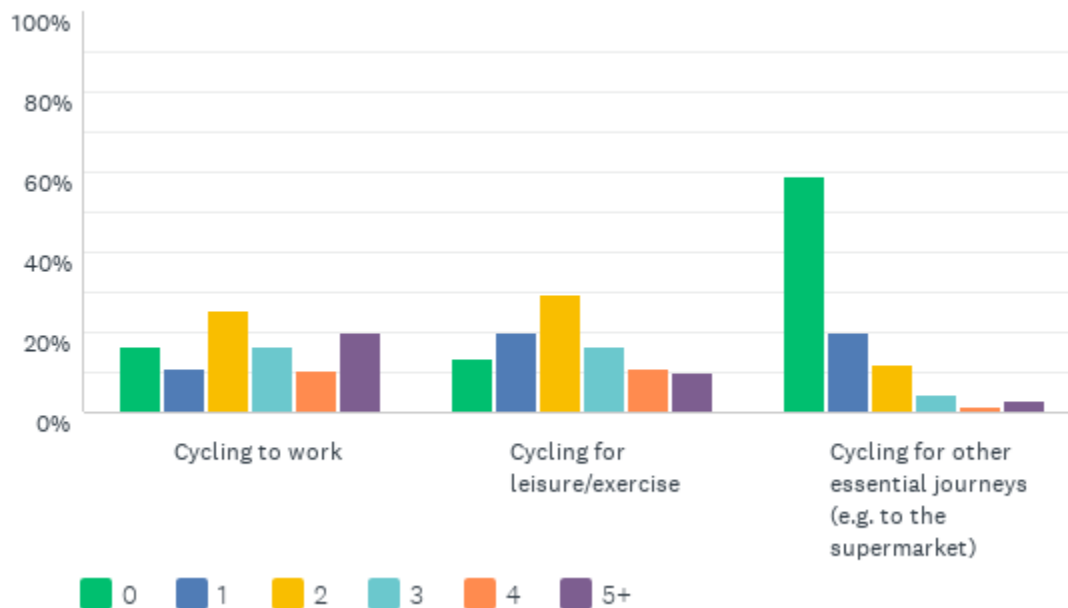
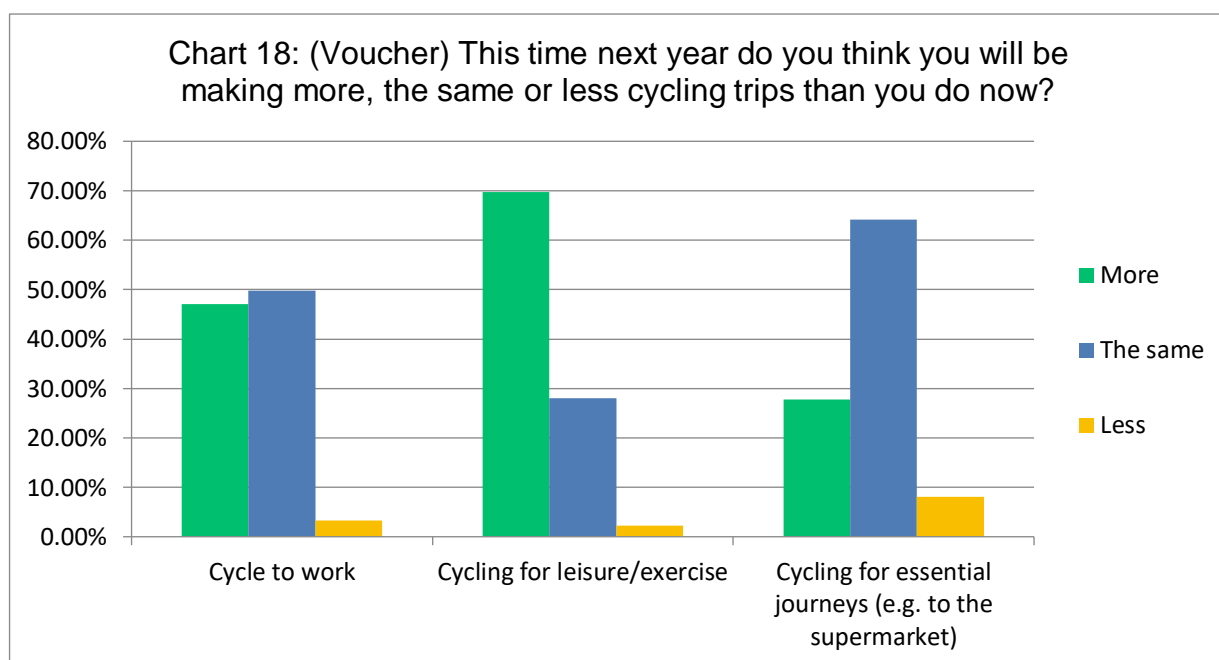
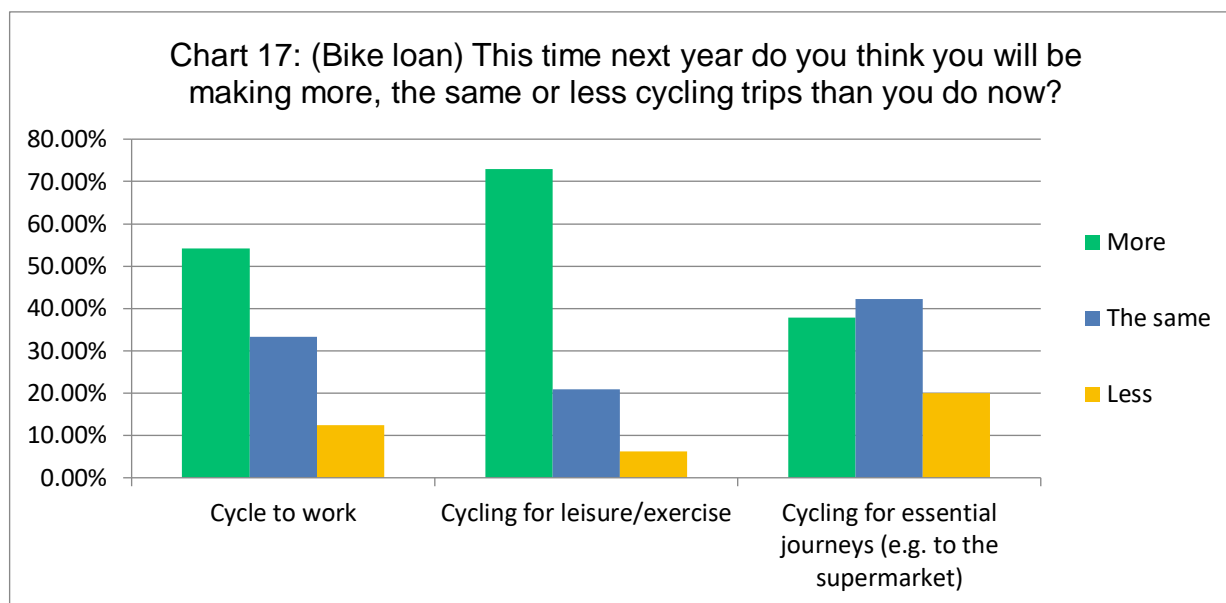


Chart 16: voucher– number of cycle trips in the last week



The final question of the follow-up survey asked participants whether they think they will be making more, the same, or less cycling trips in a year's time, see charts 17-18 below. 97% of voucher respondents thought they would be cycling to work and cycling for leisure/exercise the same or more in a year's time, whilst 92% thought they would be cycling the same or more for other essential journeys. Amongst bike loan respondents, 88% thought they would be cycling to work the same or more in a year's time, 94% thought they would be cycling for leisure/exercise the same or more, whilst 80% felt the same way for cycling for other essential journeys.

This underlines the positive experience that participants had in both sides of the programme and the positive impact the measures had in encouraging key workers to start, or restart, cycling to work during the spring lockdown. As the results of this final question show, almost all respondents intend to either maintain or increase the number of cycle trips they were making at the end of the scheme. The next section analyses the results from the six-month survey to understand to what extent participants are on track to fulfil this commitment to cycle more.



Six-month follow-up survey

The purpose of the six-month survey was to understand the extent to which participants were maintaining the travel behaviour change they had made whilst participating in the scheme. The six-month surveys resulted in 150 voucher responses and 27 bike loan responses. This equates to 69% of all voucher follow-up survey responses and 56% of all bike loan follow-up survey responses. Again, and to a larger degree, the voucher responses provided a solid dataset, whilst the bike loan responses offered less reliable data. This was due to a smaller proportion of participants responding and fewer response overall.

Firstly, participants were asked their current main transport mode for commuting to work, see charts 21-22 below. The responses this question produced were then compared against those from the same question in the follow-up survey which asked participants' main transport mode for commuting to work prior to registering for the scheme. The proportion of voucher respondents which were now regularly cycling to work doubled; increasing from 19% in the follow-up survey to 38% in the six-month survey. Most of this shift was taken from a reduction in single occupancy vehicle car driving which reduced from 58% to 41%, as well as a 4% decrease in walking. Amongst bike loan respondents, there was a 275% increase in cycling to work, increasing from 2% to 7.5% of respondents.

Following this, participants were asked how many journeys they had made for cycling to work, cycling for leisure and cycling for other essential journeys in a typical week each month since the scheme ended. As with the equivalent question in the follow-up survey, participants were required to score this on a scale from zero through to five or more journeys. The results from September and December were then compared against those collected in the follow-up survey at the end of the scheme to see if participants had continued cycling. September and December were chosen as they fall three months and six months after participants received their voucher or returned their loan bike. September, which experienced warm and dry weather, offered a useful direct comparison to the follow-up survey responses, most of which were completed in June. Whilst offering a useful comparison six-months after the scheme ended, a drop in cycling levels in December was expected to some extent due to the less favourable cycling conditions at this time of year.

The September voucher responses exceeded expectation with the average weekly number of trips per participant increasing from 5.4 to 6.3 for voucher responses between June and September. More specifically, this increased from 2.5 to 2.8 cycling to work trips and from 2.2 to 2.8 cycling for leisure trips, whilst cycling for other essential journeys remained at 0.7. As expected, this decreased in December, however, respondents still completed an average of 3.5 weekly cycle trips. This was broken down by 1.6 cycling to work trips, 1.4 cycle for leisure trips and 0.5 cycling for other essential journeys. Sadly, the bike loan responses were too limited to produce meaningful results as 52% of the 27 respondents stated that they no longer had access to a bike. This resulted in only 13 respondents being able to complete this question which equates to only 8% of the total number of bike loan participants.

Although the six-month bike loan survey responses were unable to offer meaningful results for this question, they did demonstrate a 275% increase in respondents choosing cycling as their main transport mode for commuting. Conversely, the six-month voucher survey responses were able to show positive behaviour change with strong data to back it up. Not only did the percentage of participants cycling as their main transport mode for commuting almost double, but the average number of weekly cycle trips increased from 5.4 at the end of the scheme to 6.3 three months afterwards. Furthermore, participants were still averaging 3.5 weekly cycling trips well into the depths of winter six months after the end of the scheme.

Chart 19: bike loan respondents - main mode of transport prior to registration

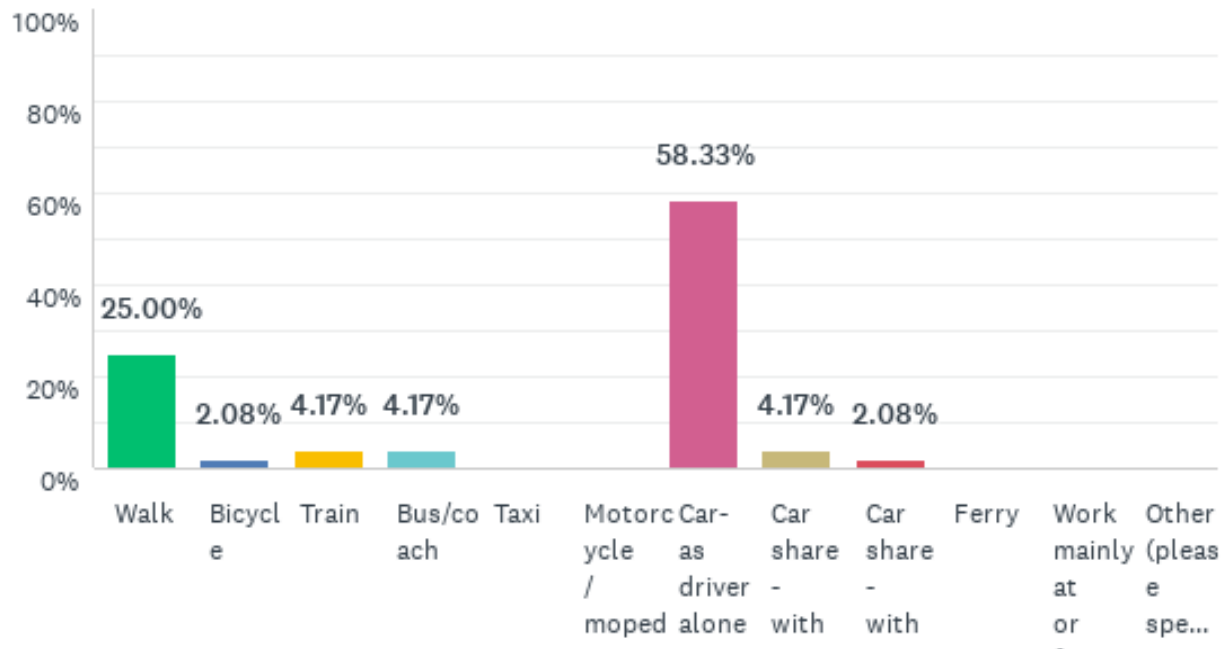


Chart 20: bike loan respondents - main mode of transport after six months

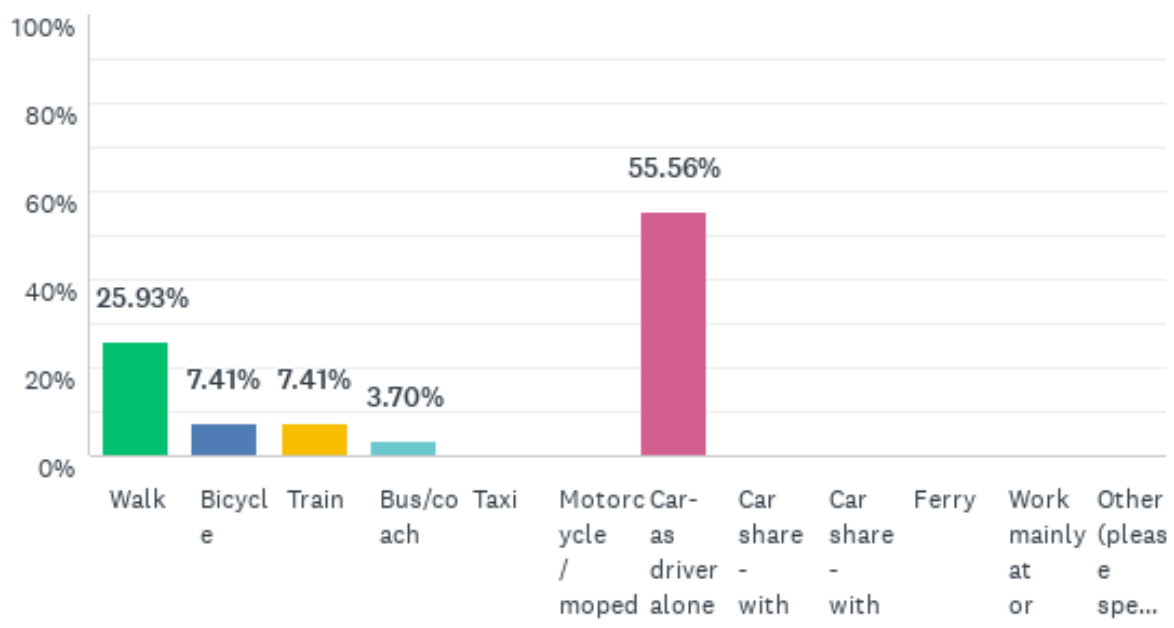


Chart 21: voucher respondents - main mode of transport prior to registration

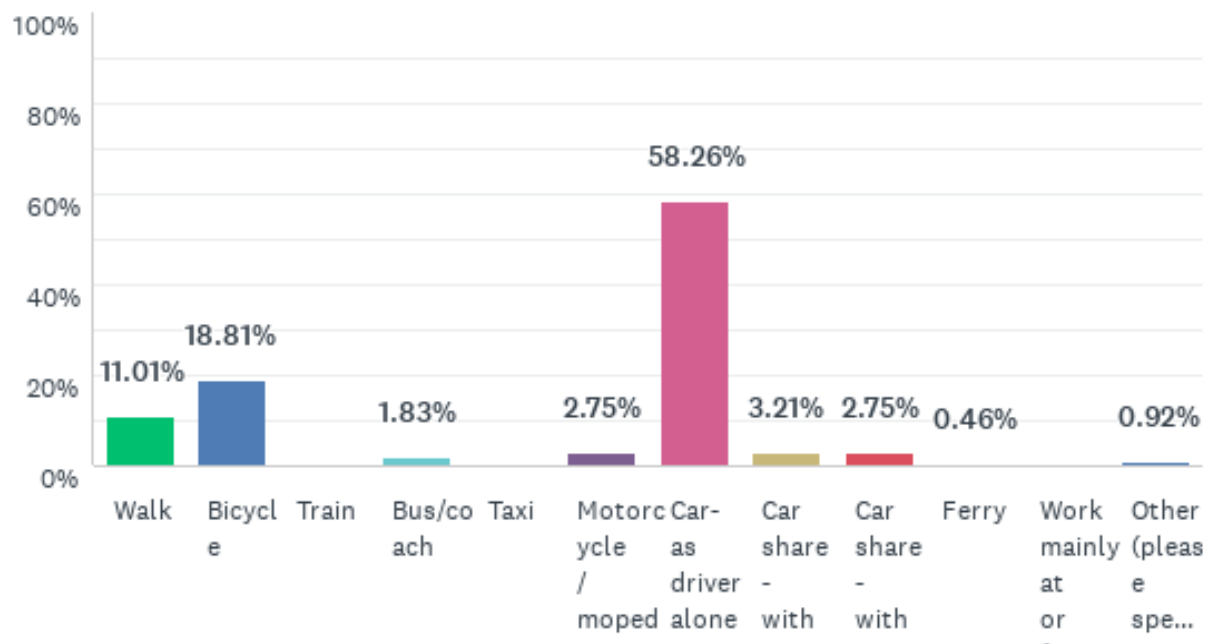
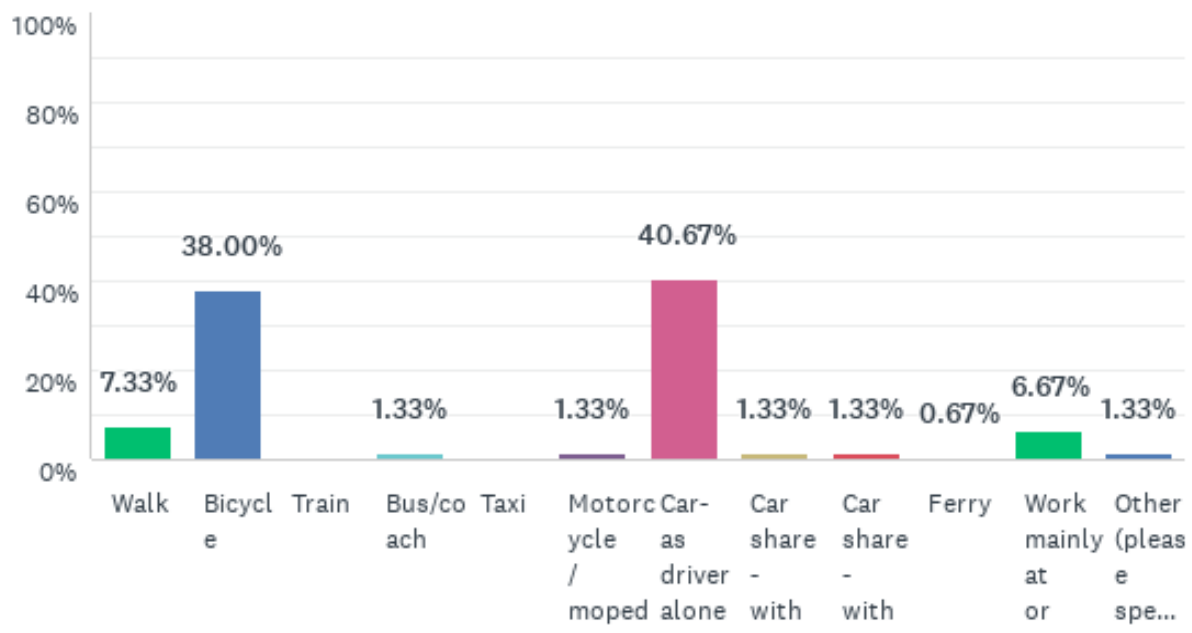


Chart 22: voucher respondents - main mode of transport after six-months



6. Conclusions

The Key Worker Cycle Scheme was primarily aimed to support key workers cycle to work during the first Covid-19 lockdown, offering a safe and sustainable method of getting to work which supports a healthy lifestyle. However, it also presented the opportunity to test the potential for growth in cycle commuting under a unique set of circumstances. Firstly, public transport became an unattractive option for many and was required to run at a significantly reduced capacity to enable social distancing. Secondly, cycling provided a popular alternative which complies with social distancing guidelines and promotes good physical and mental health, factors that had become especially important to people during the pandemic. Furthermore, this first lockdown saw a prolonged period of dry and warm weather which is ideal for cycling, especially for beginners. Finally, with most of the population either working from home or placed on furlough, and therefore no longer commuting, the roads became much quieter and more appealing for new, or lapsed, cyclist wanting to try cycling to work.

The results from both follow-up surveys support the notion that these unique circumstances were significant in encouraging participants to register for the scheme, so they could try cycling to work. Indeed, 92% of bike loan respondents and 89% of voucher respondents from the follow-up survey stated that improving their health and wellbeing was very important or important in encouraging them to register for the scheme. To a lesser extent but still a significant factor; 60% of bike loan respondents and 65% of voucher respondents felt that less vehicular traffic on the road was very important or important in encouraging them to register. Therefore, it was slightly surprising that only 8% of bike loan respondents and 2% of voucher respondents selected public transport as their main transport mode before applying to the scheme. Although these levels are in fact only slightly below those of engaged Access Fund workplaces, and 100% of these respondents attested that concerns about using public transport was either very important or important in encouraging them to register. These follow-up results reinforce this notion that the scheme took place under a unique set of circumstances which are favourable for cycling.

However, the Key Worker Cycle Scheme did not exist in isolation. Alongside these unique circumstances was an expectation that giving participants the opportunity to try cycling to work could enable them to permanently integrate cycling into their daily travel patterns. The data from the six-month follow up survey supports this notion as it showed the number of respondents cycling as their main transport mode for commuting doubled amongst voucher respondents and more than tripled amongst bike loan respondents. Not only are participants regularly cycling to work six months on in the middle of winter, but they are also cycling regularly for other essential journeys such as cycling to the shops or running errands. This highlights the Key Worker Cycle Scheme's ability to utilise a unique set of circumstances to create permanent behaviour change in enabling key workers on the Isle of Wight to integrate cycling into their daily travel patterns.

7. Appendices

Appendix 1: Vendor request form



The Isle of Wight Council's Purchasing and Payment Process can be viewed online [here](#)

Vendor Request - Data Capture Form

Vendor's Details

Vendor Name		
Accounts Office Address (including postcode)		
Telephone (including extension, if applicable)		
Accounts Office Email		
Sales Office Email (if different to accounts office email)		
Vendor Bank/Building Society Name		
Bank/Building Society Address (including postcode)		
Account Name		
Sort Code		
Account Number		
Building Society Roll/Ref Number		
Value and description of the goods or services to be provided		
Is the company an SME?	Yes (If Yes – Micro/Small/Medium)	
	No	
Is the vendor a:	Company	
	Partnership	
	Sole Trader	
	Charity	
Is the vendor VAT registered?	No (provide the reason why?)	
	Yes	
Company's Unique Taxpayer Reference		
Company Registration Number OR Charity Number		
VAT Registration		
Is the vendor charging us for a product or a service?	Product	
	Service	
Is the Sales Office address different to the Accounts Office address?	Yes (please provide address)	
	No	
Does the Vendor work in the construction industry?	Yes	
	No	

Please provide copies of Public Liability Insurance (£10million) or Professional Indemnity Insurance (£2million). Insurance documents must be provided, please check they are current and cover is sufficient. Failure to do so will result in a delay in setting up the vendor.

Appendix 2: RouteFifty7 bike loan scheme booking form



KEY WORKER CYCLE SCHEME BOOKING FORM

You may need to download Acrobat Acrobat Reader from the App Store to complete this pdf.

Tell us your name?

And where do you live?

Postcode:

Can you put your email address here?

Mobile:

Where do you work?

What great work do you do?

Where does this fantasticness happen?:

Postcode:

What's your Line Manager's email?:

Do you have their telephone number?:

Finally do you have some Key Worker ID?:

ie NHS Card Number, Blue Light Card Number, NHS Care Identity Number, HM Prison Service Card Number etc.

If you don't have any ID can you give us your Passport or Driving licence number?

**PLEASE ATTACH A PICTURE OF YOUR
ID WITH YOUR EMAIL**

Hire Period:

Start Date:

Return Date:

Type of bike required:

Road ☐ Hybrid ☐ Trail ☐

If it is not possible to give you the bike required we will endeavour to give you the best option.

How tall are you?:

We are very tall so feet and inches would be great if you can.

Obviously we cannot meet you to give you your bike. What we will do though is leave the bike somewhere of your choice and we will lock it up for you to collect. Don't worry we will send you the lock code in good time.

For RouteFifty7 use only -
ID Seen Verified:

Appendix 3: Voucher scheme application form

Key Worker Cycle Scheme Application Form

Complete this form to apply for your £50 Cycle Repair and Key Accessories Voucher

By filling in this application form you are giving consent to record your personal information with the Isle of Wight Council (the Data Processor) and our delivery partner, A-To-There Solutions Ltd, which has been appointed by Isle of Wight Council to manage the Access Fund programme.

The information we want to record is your name, your email address, your address, and your line manager's name and email address. This information is required so that we can verify your application and then arrange and send your £50 voucher to you. In addition, the information may be used for evaluation purposes (anonymised) of those which have participated in the Connect2Work Programme.

We will keep your personal data for 6 months.

For more information on how we collect data please view our Website & Privacy Policy:

<https://www.connect2work.info/website-privacy-notice>

1. Full name

2. Email address

3. Address

Address

Address 2

City/Town

State/Province

ZIP/Postal Code

* 4. Who is your employer?

* 5. What is your job title?

6. What is your line manager's name?

7. What is your line manager's email address?

* 8. This information will be used to contact you about your application, and for a follow-up survey if you consent

☐ OK

9. Any other comments?

Appendix 4: Cycle supplier follow-up survey



Key Worker Cycle Scheme - Cycle Supplier Follow Up Survey

Thank you for participating as a cycle supplier in the Connect2Work Key Worker Cycle Scheme.

Now the scheme has ended, we would like to ask you a few questions about your experience.

The scheme forms part of the Isle of Wight Council's Access Fund programme which is funded by the Department for Transport. The programme seeks to encourage more use of active and sustainable transport on the Island for journeys associated with employment and education.

* 1. Please select your business from the list below

* 2. How satisfied were you with your experience as a participating cycle supplier in the Isle of Wight Key Worker Cycle Scheme?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Dissatisfied |
| <input type="radio"/> Satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

* 3. To what extent do you agree or disagree with the following statements relating to your experience as a participating cycle supplier on the Isle of Wight Key Worker Cycle Scheme?

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Registering as a participating cycle supplier was quick and straight forward.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administering the voucher scheme was quick and straightforward.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The invoicing process was quick and straight forward.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volume of participants was manageable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The products and services I delivered will inspire more cycling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I expect the new customers generated through the scheme will return to my shop in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customers that came into my shop understood how the scheme worked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customers that came into my shop knew what they wanted to spend their voucher on.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

* 4. Please can you tell us about your experience of participating in the Isle of Wight Key Worker Scheme and to what extent it has benefited your business?

* 5. Did you apply for the national Fix Your Bike Voucher Scheme?

- ☐ Yes
- ☐ No

Key Worker Cycle Scheme - Cycle Supplier Follow Up Survey

* 6. How did you hear about the national scheme? (you may select more than one answer)

- | | |
|---|--|
| <input type="checkbox"/> Email from Isle of Wight Council | <input type="checkbox"/> Local media e.g. County Press |
| <input type="checkbox"/> Government website | <input type="checkbox"/> National media e.g. BBC News |
| <input type="checkbox"/> Energy Savings Trust | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Social media | |

* 7. Did participating in the Isle of Wight Key Worker Cycle Scheme influence your decision to take part in the national Fix Your Bike Voucher Scheme?

- ☐ Yes
- ☐ No

8. If yes, how did participating the Isle of Wight Key Worker Cycle Scheme influence your decision to take part in the national Fix Your Bike Voucher Scheme?

* 9. To what extent do you agree or disagree with the following statements relating to your experience as a participating cycle supplier on the national Fix Your Bike Voucher Scheme?

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree
Registering as a participating cycle supplier was quick and straight forward.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administering the voucher scheme was quick and straightforward.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The invoicing process was quick and straight forward.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volume of participants was manageable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The products and services I delivered will inspire more cycling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I expect the new customers generated through the scheme will return to my shop in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customers that came into my shop understood how the scheme worked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customers that came into my shop knew what they wanted to spend their voucher on.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Appendix 5: Bike loan scheme follow-up survey



Key Worker Cycle Scheme - Bike Loan Follow Up Survey

Thank you for participating in the Connect2Work Key Worker Cycle Scheme.

Now you have received your bike loan, we would like to ask you a few questions.

The scheme forms part of the Isle of Wight Council's Access Fund programme which is funded by the Department for Transport. The programme seeks to encourage more use of active and sustainable transport on the Island for journeys associated with employment and education.

* 1. By filling in this survey you are giving consent to record your personal information with the Isle of Wight Council (the Data Processor) and our delivery partner, A-To-There Solutions Ltd, which has been appointed by Isle of Wight Council to manage the Access Fund programme.

The only personal information we want to record is your name. This information is required so that we can cross reference your survey answers to your initial application to the scheme.

We may also contact you again in a few months time to ask you some questions about your travel behaviour so we can see how this changes as the lockdown restrictions are eased. In addition, the information may be used for evaluation purposes (anonymised) of those which have participated in the Connect2Work Programme.

We will keep your personal data for 6 months.

For more information on how we collect data please view our Website & Privacy Policy [here](#).

☐ Yes

* 2. What is your full name?

* 3. How would you describe your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Other (please specify)

* 4. How old are you?

☐ 18-24

☐ 25-34

☐ 35-44

☐ 45-54

☐ 55-64

☐ 65+

☐ Prefer not to say

* 5. How did you hear about the Key Worker Cycle Scheme? (you may select more than one answer)

☐ Connect2Work website

☐ Facebook

☐ Twitter

☐ Local Media e.g. County Press

☐ Other (please specify)

☐ From my employer

☐ Word of mouth - friends/family

☐ Word of mouth - work colleagues

* 6. From which Island bike hire operator did you receive your bike loan?

☐ Wight Cycle Hire, Yarmouth

☐ RouteFifty7, Shanklin

☐ Tav Cycles, Ryde

* 7. How satisfied were you with the level of service provided by the cycle supplier?

☐ Very satisfied

☐ Satisfied

☐ Neither satisfied nor dissatisfied

☐ Dissatisfied

☐ Very dissatisfied

Additional comments

* 8. On average, how many days per week do you commute between your home and your workplace?

☐ Once a week

☐ Two days a week

☐ Three days a week

☐ Four days a week

☐ Five or more days a week

* 9. What is the distance between your home and your main workplace?

☐ Less than 1 mile

☐ 1 mile - less than 2 miles

☐ 2 miles - less than 5 miles

☐ 5 miles - less than 10 miles

☐ 10+ miles

* 10. Before signing up to the scheme, what type of cyclist were you?

- ☐ New cyclist (this is the first time I have cycled)
 ☐ Semi-regular cyclist (more than monthly)
 ☐ Novice cyclist (I haven't cycled much)
 ☐ Regular cyclist (more than weekly)
 ☐ Lapsed cyclist (I used to cycle but not in the last year)

* 11. Before signing up to the scheme, what was the main mode of transport that you used to commute between your home and your main workplace?

- ☐ Walk
 ☐ Car- as driver alone
 ☐ Bicycle
 ☐ Car share - with someone from same workplace
 ☐ Train
 ☐ Car share - with someone not from same workplace
 ☐ Bus/coach
 ☐ Ferry
 ☐ Taxi
 ☐ Work mainly at or from home
 ☐ Motorcycle / moped
 ☐ Other (please specify)

* 12. On a scale of 1-5, where 1 is least important and 5 is most important, to what extent did the following factors motivate you to sign up to the scheme so that you could start, or restart, cycling to work?

	1	2	3	4	5
Less vehicular traffic on the roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerns about using public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved health and well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved air quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lower commuting costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced journey times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No access to a car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

13. Please can you tell us about your experience of cycling during the lock down and how the scheme has benefited you?

* 14. How many cycling trips did you make in the last week?

	0	1	2	3	4	5+
Cycling to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for leisure/exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for other essential journeys (e.g. to the supermarket)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 15. How do you intend to continue cycling once you no longer have access to a loan bike through the scheme?

- ☐ I have already bought my own bike
 ☐ I do not intend to buy my own bike
☐ I intend to buy my own bike
 ☐ I do not intend to cycle after the scheme finishes
☐ I intend to buy my own bike but I need help to do so
☐ Other (please specify)

* 16. Does your employer have a Cycle to Work Scheme and a Workplace Travel Plan?

	Yes	No	Don't know
Cycle to Work Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace Travel Plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. This time next year do you think you will be making more, the same or less cycling trips than you do now?

	More	The same	Less
Cycle to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for leisure/exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for essential journeys (e.g. to the supermarket)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 18. On a scale of 1-5, where 1 is disagree strongly and 5 is strongly agree, to what extent do you agree or disagree with the following statements relating to cycling to work over the next 6 months?

	1	2	3	4	5
I intend to cycle to work as much as possible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A car will always be my preferred mode of transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned about increased vehicular traffic on the roads.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need support to help me plan the safest cycle routes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Current cycle infrastructure on the Island is sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport will be unattractive for some time to come.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Any other comments?

Have you heard of Cycle Wight? They are the advocacy group that seeks better cycle provision on the Island. The group encourages more people of all ages to learn of the joys and benefits of cycling. They can also give you guidance to help you in your future cycling.

If you would like to find out more about Cycle Wight and how to get involved with their mission, more information can be found on their [website](#).

Thanks for taking the time to complete the survey. Please scroll down and hit 'CLICK HERE TO FINISH' to submit your survey.

Appendix 6: Voucher scheme follow-up survey



Key Worker Cycle Scheme - £50 Voucher Follow Up Survey

Thank you for participating in the Connect2Work Key Worker Cycle Scheme.

Now you have redeemed your £50 voucher, we would like to ask you a few questions.

Surveys completed before 24th July 2020 will be entered into a prize draw for a £100 Decathlon voucher.

The scheme forms part of the Isle of Wight Council's Access Fund programme which is funded by the Department for Transport. The programme seeks to encourage more use of active and sustainable transport on the Island for journeys associated with employment and education.

*** 1. By filling in this survey you are giving consent to record your personal information with the Isle of Wight Council (the Data Processor) and our delivery partner, A-To-There Solutions Ltd, which has been appointed by Isle of Wight Council to manage the Access Fund programme.**

The only personal information we want to record is your name. This information is required so that we can cross reference your survey answers to your initial application to the scheme.

We may also contact you again in a few months time to ask you some questions about your travel behaviour so we can see how this changes as the lockdown restrictions are eased. In addition, the information may be used for evaluation purposes (anonymised) of those which have participated in the Connect2Work Programme.

We will keep your personal data for 6 months.

For more information on how we collect data please view our Website & Privacy Policy [here](#).

☐ Yes

*** 2. How would you describe your gender?**

☐ Male

☐ Female

☐ Prefer not to say

☐ Other (please specify)

* 3. How old are you?

- | | |
|-----------------------------|---|
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65+ |
| <input type="radio"/> 35-44 | <input type="radio"/> Prefer not to say |
| <input type="radio"/> 45-54 | |

* 4. How did you hear about the Key Worker Cycle Scheme? (you may select more than one answer)

- | | |
|--|--|
| <input type="checkbox"/> Connect2Work website | <input type="checkbox"/> From my employer |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Word of mouth - friends/family |
| <input type="checkbox"/> Twitter | <input type="checkbox"/> Word of mouth - work colleagues |
| <input type="checkbox"/> Local Media e.g. County Press | |
| <input type="checkbox"/> Other (please specify) | |

* 5. At which Island Cycle supplier did you redeem your voucher?

- | | |
|---|--|
| <input type="radio"/> Wight Cycle Works, Yarmouth | <input type="radio"/> Adrian's Bike Shop, Freshwater |
| <input type="radio"/> Sean the Cyclist, Cowes | <input type="radio"/> Wight Mountain, Newport |
| <input type="radio"/> Island Bikeworks, mobile/delivery service | <input type="radio"/> Al's Bikes, Sandown |
| <input type="radio"/> TAV Cycles, Ryde | |

* 6. What kinds of products and services did you receive when you redeemed your voucher with the cycle supplier?

- ☐ Cycle repairs
- ☐ Cycle Accessories

Please specify which cycle repairs and/or cycle accessories you received.

7. If the value of the repairs and/or accessories exceeded the value of the £50 voucher, what was the total value of the transaction?

* 8. How satisfied were you with the level of service provided by the cycle supplier?

- | | |
|--|---|
| <input type="radio"/> Very satisfied | <input type="radio"/> Dissatisfied |
| <input type="radio"/> Satisfied | <input type="radio"/> Very dissatisfied |
| <input type="radio"/> Neither satisfied nor dissatisfied | |

Additional comments

* 9. On average, how many days per week do you commute between your home and your workplace?

- | | |
|---|--|
| <input type="radio"/> Once a week | <input type="radio"/> Four days a week |
| <input type="radio"/> Two days a week | <input type="radio"/> Five or more days a week |
| <input type="radio"/> Three days a week | |

* 10. What is the distance between your home and your main workplace?

- | | |
|---|--|
| <input type="radio"/> Less than 1 mile | <input type="radio"/> 5 miles - less than 10 miles |
| <input type="radio"/> 1 mile - less than 2 miles | <input type="radio"/> 10+ miles |
| <input type="radio"/> 2 miles - less than 5 miles | |

* 11. Before signing up to the scheme, what type of cyclist were you?

- | | |
|---|--|
| <input type="radio"/> New cyclist (this was the first time I have cycled and I haven't cycled since the scheme ended) | <input type="radio"/> Semi-regular cyclist (more than monthly) |
| <input type="radio"/> Novice cyclist (I haven't cycled much) | <input type="radio"/> Regular cyclist (more than weekly) |
| <input type="radio"/> Lapsed cyclist (I used to cycle but not in the last year) | |

* 12. Before signing up to the scheme, what was the main mode of transport that you used to commute between your home and your main workplace?

- | | |
|--|--|
| <input type="radio"/> Walk | <input type="radio"/> Car- as driver alone |
| <input type="radio"/> Bicycle | <input type="radio"/> Car share - with someone from same workplace |
| <input type="radio"/> Train | <input type="radio"/> Car share - with someone not from same workplace |
| <input type="radio"/> Bus/coach | <input type="radio"/> Ferry |
| <input type="radio"/> Taxi | <input type="radio"/> Work mainly at or from home |
| <input type="radio"/> Motorcycle / moped | |
| <input type="radio"/> Other (please specify) | |

* 13. On a scale of 1-5, where 1 is least important and 5 is most important, to what extent did the following factors motivate you to sign up to the scheme so that you could start, or restart, cycling to work?

	1	2	3	4	5
Less vehicular traffic on the roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerns about using public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved health and well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved air quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lower commuting costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced journey times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No access to a car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

14. Please can you tell us about your experience of cycling during the lock down and how the scheme has benefited you?

* 15. How many cycling trips did you make in the last week?

	0	1	2	3	4	5+
Cycling to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for leisure/exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for other essential journeys (e.g. to the supermarket)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 16. This time next year do you think you will be making more, the same or less cycling trips than you do now?

	More	The same	Less
Cycle to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for leisure/exercise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling for essential journeys (e.g. to the supermarket)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. On a scale of 1-5, where 1 is disagree strongly and 5 is strongly agree, to what extent do you agree or disagree with the following statements relating to cycling to work over the next 6 months?

	1	2	3	4	5
I intend to cycle to work as much as possible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A car will always be my preferred mode of transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned about increased vehicular traffic on the roads.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need support to help me plan the safest cycle routes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Current cycle infrastructure on the Island is sufficient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport will be unattractive for some time to come.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Any other comments?

Thanks for taking the time to complete the survey. We may contact you again in a few months time with some questions about your travel behaviour so we can see how this changes as the lockdown restrictions are eased. Please scroll down and hit 'CLICK HERE TO FINISH' to submit your survey.

Appendix 7: Bike loan scheme six-month follow-up survey



Key Worker Cycle Scheme - Bike Loan Six Month Follow-Up Survey

Thank you for participating in the Connect2Work Key Worker Cycle Scheme during spring/summer 2020.

When you completed the initial follow-up survey, we mentioned that we may wish to contact you again after six months to ask you some more questions about your travel behaviour since you took part in the scheme. It is now six months since you completed the initial follow-up survey. We would be grateful if you could take five minutes to complete this short survey.

The scheme forms part of the Isle of Wight Council's Access Fund programme which is funded by the Department for Transport. The programme seeks to encourage more use of active and sustainable transport on the Island for journeys associated with employment and education.

* 1. By filling in this survey you are giving consent to record your personal information with the Isle of Wight Council (the Data Processor).

The only personal information we want to record is your name. This information is required so that we can cross reference your survey answers to your initial follow up survey to the scheme.

The information may be used for evaluation purposes (anonymised) of those which have participated in the Connect2Work Programme.

We will keep your personal data for 6 months. For more information on how we collect data please view our Website & Privacy Policy [here](#).

☐ Yes

* 2. What is your full name?

* 3. What is your main mode of transport that you use to commute between your home and your main workplace?

- | | |
|--|--|
| <input type="radio"/> Walk | <input type="radio"/> Car- as driver alone |
| <input type="radio"/> Bicycle | <input type="radio"/> Car share - with someone from same workplace |
| <input type="radio"/> Train | <input type="radio"/> Car share - with someone not from same workplace |
| <input type="radio"/> Bus/coach | <input type="radio"/> Ferry |
| <input type="radio"/> Taxi | <input type="radio"/> Work mainly at or from home |
| <input type="radio"/> Motorcycle / moped | |
| <input type="radio"/> Other (please specify) | |

4. Since participating in the scheme, have you had access to a bicycle?

- ☐ Yes
- ☐ No

Key Worker Cycle Scheme - Bike Loan Six Month Follow-Up Survey

5. How have you accessed a bicycle?

- ☐ I bought my own bike
 ☐ I hire a bike
☐ I have participated in my employers cycle to work scheme
 ☐ I repaired a bike I already owned
☐ I borrow a bike from someone else when I need one
☐ Other (please specify)

6. Roughly how many each way cycling journeys have you undertaken in typical week during each of the six months since you participated in the scheme?

	Cycling to work	Cycling for leisure	Cycling for other essential journeys (e.g. to the supermarket)
July	<input type="text"/>	<input type="text"/>	<input type="text"/>
August	<input type="text"/>	<input type="text"/>	<input type="text"/>
September	<input type="text"/>	<input type="text"/>	<input type="text"/>
October	<input type="text"/>	<input type="text"/>	<input type="text"/>
November	<input type="text"/>	<input type="text"/>	<input type="text"/>
December	<input type="text"/>	<input type="text"/>	<input type="text"/>

7. Is there anything you wish your employer would do to enable staff to travel more sustainably? Please select how much you agree or disagree that you would like your employer to offer the following services for your workplace.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	My employer already offers this service
Register for the Cycle to Work Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Install showers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Install a drying room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adopt a workplace travel plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Install sheltered cycling parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Register for Dr Bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Install an e-scooter parking bay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer electric vehicle charging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

8. Any other comments?

Thanks for taking the time to complete the survey. Please scroll down and hit 'CLICK HERE TO FINISH' to submit your survey.

Appendix 8: Voucher scheme six-month follow-up survey



Key Worker Cycle Scheme - £50 Voucher Six Month Follow-Up Survey

Thank you for participating in the Connect2Work Key Worker Cycle Scheme during spring/summer 2020.

When you completed the initial follow-up survey, we mentioned that we may wish to contact you again after six months to ask you some more questions about your travel behaviour since you took part in the scheme. It is now six months since you completed the initial follow-up survey. We would be grateful if you could take five minutes to complete this short survey.

The scheme forms part of the Isle of Wight Council's Access Fund programme which is funded by the Department for Transport. The programme seeks to encourage more use of active and sustainable transport on the Island for journeys associated with employment and education.

* 1. By filling in this survey you are giving consent to record your personal information with the Isle of Wight Council (the Data Processor).

The only personal information we want to record is your name. This information is required so that we can cross reference your survey answers to your initial follow up survey to the scheme.

The information may be used for evaluation purposes (anonymised) of those which have participated in the Connect2Work Programme.

We will keep your personal data for 6 months. For more information on how we collect data please view our Website & Privacy Policy [here](#).

☐ Yes

* 2. What is your full name?

* 3. What is your main mode of transport that you use to commute between your home and your main workplace?

- | | |
|--|--|
| <input type="radio"/> Walk | <input type="radio"/> Car- as driver alone |
| <input type="radio"/> Bicycle | <input type="radio"/> Car share - with someone from same workplace |
| <input type="radio"/> Train | <input type="radio"/> Car share - with someone not from same workplace |
| <input type="radio"/> Bus/coach | <input type="radio"/> Ferry |
| <input type="radio"/> Taxi | <input type="radio"/> Work mainly at or from home |
| <input type="radio"/> Motorcycle / moped | |
| <input type="radio"/> Other (please specify) | |

* 4. Roughly how many each way cycling journeys have you undertaken in typical week during each of the six months since you participated in the scheme?

	Cycling to work	Cycling for leisure	Cycling for other essential journeys (e.g. to the supermarket)
July	<input type="text"/>	<input type="text"/>	<input type="text"/>
August	<input type="text"/>	<input type="text"/>	<input type="text"/>
September	<input type="text"/>	<input type="text"/>	<input type="text"/>
October	<input type="text"/>	<input type="text"/>	<input type="text"/>
November	<input type="text"/>	<input type="text"/>	<input type="text"/>
December	<input type="text"/>	<input type="text"/>	<input type="text"/>

5. Is there anything you wish your employer would do to enable staff to travel more sustainably? Please select how much you agree or disagree that you would like your employer to offer the following services for your workplace.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	My employer already offers this service
Register for the Cycle to Work Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Install showers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Install a drying room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adopt a workplace travel plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Install sheltered cycling parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Register for Dr Bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Install an e-scooter parking bay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offer electric vehicle charging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

6. Any other comments?

Thanks for taking the time to complete the survey. Please scroll down and hit 'CLICK HERE TO FINISH' to submit your survey.