

CoMoUK Annual Shared Micromobility Report

UK

2025



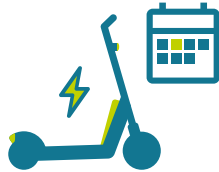
Key findings 2025

SHARED MICROMOBILITY SERVES USERS' DAY-TO-DAY TRAVEL NEEDS



60%

of active users use bike share at least once a week



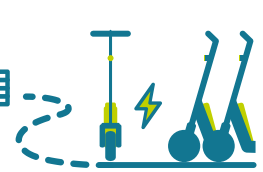
47%

of active users use shared e-scooters at least once a week



54%

of active users said that their most common reason for a bike share trip in the last 12 months was to travel to work or school



46%

of active users said that their most common reason for a shared e-scooter trip in the last 12 months was to travel to work or school

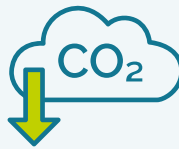
SHARED MICROMOBILITY INCENTIVISES ACTIVE TRAVEL



61%

of all active micromobility users cycle more often or much more often since starting to use shared bikes and/or e-scooters; this includes 20% of exclusive shared e-scooter users who have not used bike share in the last 12 months but still say that they cycle more since using shared e-scooters

SHARED MICROMOBILITY MAKES TRIPS FASTER AND GREENER



65.7kg

of CO₂e are reduced, on average, by every active shared micromobility user, thanks to car miles that are replaced by shared bikes and e-scooters



80%

of users say that bike share makes their trip quicker



73%

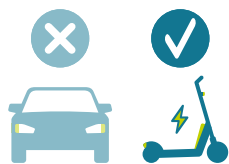
of shared e-scooter users say that the e-scooters make their trips quicker

SHARED MICROMOBILITY HELPS REDUCE CAR TRAFFIC



19%

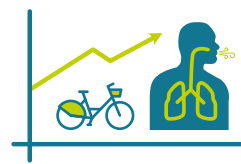
of all bike share trips by active users replace trips that would otherwise have been made by car



26%

of all shared e-scooter trips by active users replace trips that would otherwise have been made by car

SHARED MICROMOBILITY PROVIDES USERS WITH HEALTH BENEFITS



53%

of bike share users confirm that bike share provides them with exercise



27%

of shared e-scooter users say that shared e-scooter usage provides them with mental health benefits

Contents

Introduction	4
Methodology.....	5
Demographics of survey respondents.....	6
Age and gender	7
Regional distribution.....	8
Income	9
Ethnicity.....	10
Disability.....	11
Shared micromobility use: frequency and trip purpose	12
Use frequency.....	13
Trip purpose	14
The impact of shared micromobility on travel behaviour	15
Increase in active travel.....	16
Reduced car use through shared micromobility.....	17
Carbon reduction due to shared micromobility use.....	20
Individual and collective benefits of shared micromobility use.....	22
Physical and mental health benefits.....	23
Inclusivity and benefits for users with disabilities.....	25
Boosting efficiency of transport systems.....	27
Collectivising the costs and risks of active travel.....	29
Shared micromobility and public transport.....	30
Shared micromobility and multimodal trips.....	31
Integrating shared micromobility and public transport.....	33
The complementary nature of shared micromobility and other sustainable transport modes.....	35
User satisfaction.....	36
Conclusion and next steps	37



Front cover image: Voi

Introduction

Welcome to the 2025 CoMoUK Shared Micromobility Report. This is the second time that we have published a comprehensive analysis of shared micromobility in the United Kingdom. It displays the current state of the UK bike share and shared e-scooter sector by combining our annual user research with key operational data from across micromobility schemes.

We publish this report at a time when a regulatory framework for shared micromobility in England is on the horizon. We are working with stakeholders towards the Government's stated goal of "wanting more shared cycle schemes across the country"¹ and the aim of Better Connected, the government's strategy for integrated transport, to "expand access, improve integration and raise awareness so more people can use shared mobility as an affordable, healthy and lower-emission travel choice."² We will be continuing to focus on best practice to grow the public benefits of bike share and shared e-scooters, including via regulations and guidance to add detail to the recently enacted English Devolution and Community Empowerment Act. We equally look forward to working with the new governments in Scotland and Wales and with the Northern Ireland Executive to support shared micromobility in all parts of the UK.

In 2025, we recorded 2.7 million active bike share users.³ This is more than quadruple the number of active user numbers from 2019, when we recorded just over 600,000 active users. However, the number of active users of bike share schemes was 12% lower than in 2024. Meanwhile, the number of active users of shared e-scooters has continued to rise rapidly. Since 2020, shared e-scooter trial schemes in England have attracted over 3.5 million users and generated close to 72 million trips. In 2025 alone, shared e-scooters were used by 1.5 million active users who made 16.7 million trips between October 2024 and September 2025. This represents a year-on-year increase in the number of active users of 55%.

This report zooms into the multifaceted benefits that many of these users experience thanks to their use of shared bikes and e-scooters. 53% of bike share users, for example, say that bike share provides them with exercise. This finding becomes even more significant against the backdrop that 60% of users travel with shared bikes at least once a week. Another result that stands out is users on lower incomes using shared e-scooters more frequently than users on higher incomes, suggesting that shared e-scooters provide essential mobility services particularly to those on a tight travel budget.

CoMoUK is excited to continue working with all stakeholders to further maximise the environmental, social and economic benefits of shared micromobility and to boost its growth in a rapidly evolving policy environment.



Santander Cycles TfL, London (Serco)

Photo credit: [Waqar](#)

1 [House of Lords Hansard: English Devolution and Community Empowerment Bill.](#)

2 [Better Connected: a strategy for integrated transport.](#)

3 Number of active users between 1 October 2024 and 30 September 2025.

Methodology

The data for this report was collected in two ways. Firstly, we conducted an online survey with shared micromobility users between 18 November and 31 December 2025. The survey was distributed to users by CoMoUK-accredited micromobility operators¹ and selected local partners via email and in-app notifications. As an incentive to complete the survey, respondents could win one out of five £50 shopping vouchers. Additionally, some operators provided discounts for users of their schemes when they completed the survey.

Overall, the survey received 3,287 valid responses. Among these were 3,068 active shared micromobility users; this means that these respondents used a shared bike and/or a shared e-scooter in the 12 months before completing the survey. This report will only focus on the 3,068 active shared micromobility users. Among the active shared micromobility users who completed our survey, 2,602 (85% of all active users) had used a shared bike in the 12 months before completing the survey and 1,543 (50%) had used a shared e-scooter. 1,077 (35%) active users in our sample had used both shared bikes and e-scooters in the last 12 months. Respondents who said that they did not know how often they had used a shared bike or e-scooter were excluded from the respective sample. The distribution of all active shared micromobility users in our sample across modes is shown in the figure

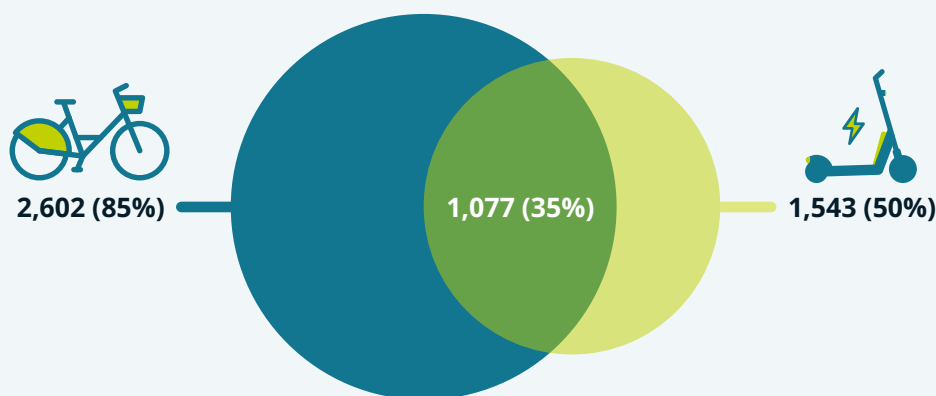
below. Compared to 2024, the distribution reflects a greater proportion of shared e-scooter users when compared to bike share users. However, opportunities to ride shared e-scooters continue to be limited by the fact that legal use can only take place in locations where DfT trial schemes are active.

The second data source for this report is metrics data that shared micromobility operators provided to CoMoUK. This includes user numbers, fleet details and information on micromobility trips. This data reflects the state of shared micromobility on 30 September 2025. When referring to data provided by operators, this is made explicit throughout this report.

The findings in this report have been reviewed and verified by Youxin Lin from the School of Civil Engineering at the University of Leeds.

The percentages presented in this report are all rounded to the nearest integer. Hence the sum of percentages in some statistics might not amount to 100. Blank responses have been discounted before calculating percentages, either because people chose not to answer, or because they were excluded from certain sections. For example, respondents who said they had not used bike share in the previous 12 months skipped the subsequent questions on bike share.

Distribution of active shared micromobility users across modes (n = 3,068; 100%)



1 Tier-Dott, Beryl, Lime, Voi, Forest and Thtenn.



Demographics of survey respondents

The demographic data of our survey respondents, to a large degree, resembles those of shared micromobility users overall. Hence, we assume that the survey data provides a representative sample of the overall population.¹



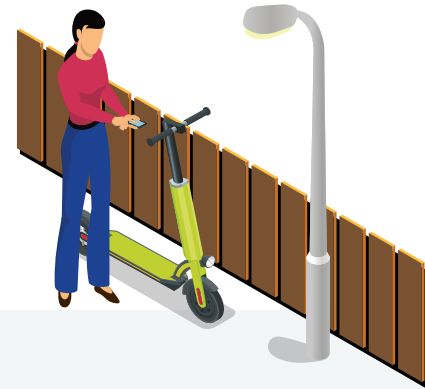
Image: Dott

¹ While surveys run exclusively online such as ours can create a selection bias, we assume that this does not limit the representativeness of this work. This is because shared micromobility use requires a degree of digital literacy to access shared micromobility vehicles through a smart phone app.

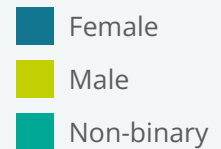
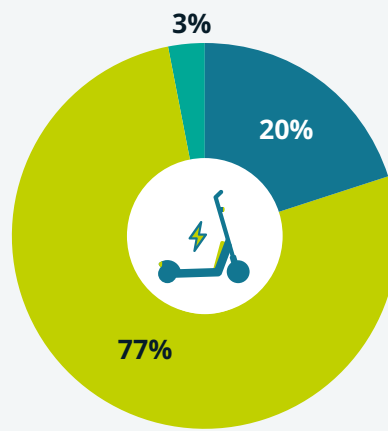
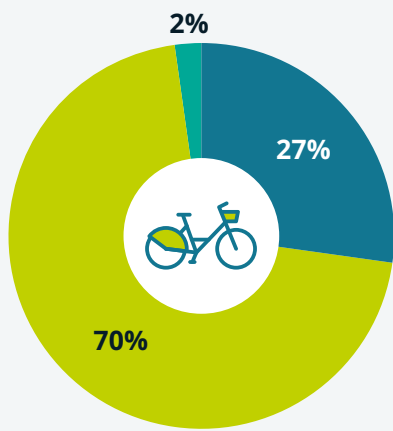
Age and gender

The distribution of age and gender shows similar patterns for bike share and shared e-scooter users. The largest share of users of both modes are male and under 35 years old. 77% of all active shared e-scooter users identify as male, compared to 70% of all active bike share users. For both modes, just over half of active users are under 35 (53% of shared e-scooter users and 51% of bike share users).

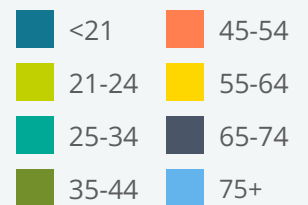
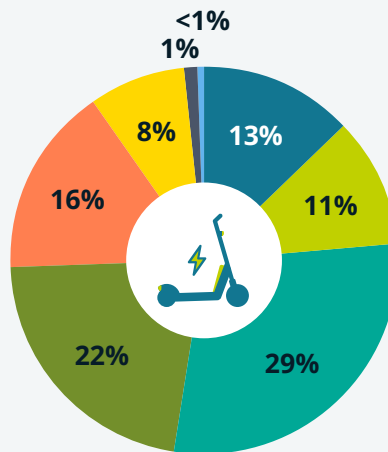
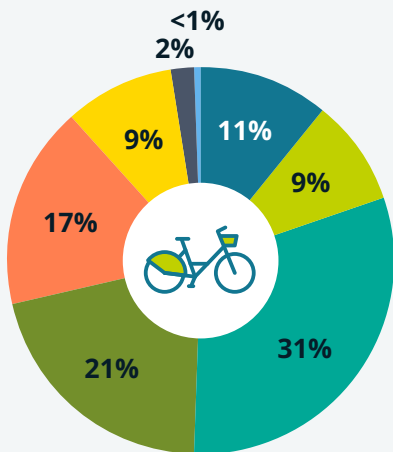
The gender gap in the uptake of cycling can also be observed beyond shared bikes. While men in England, on average, made 23 cycle trips in 2024, women only made 8. At the same time, the average number of annual cycle trips were almost evenly distributed across age groups for people aged 17 to 69.¹



Gender



Age



¹ NTS0601a: Average number of trips by sex, age and main mode.

Regional distribution

Shared micromobility can be successful in towns and cities of various sizes. However, shared micromobility schemes typically need a critical mass of potential users to operate successfully. As a result, 37% of the respondents to our survey said that they used shared micromobility most often in London, with the remainder of respondents being located across a large range of other locations. The table below shows the 10 locations where our survey received the most responses, with Bristol, Greater Manchester and Norwich seeing the greatest number of responses after London.

Despite the large share of survey responses received from London users, London is still underrepresented in our survey sample. Based on operator data, 55% of active shared micromobility users primarily use London-based schemes.

Locations	Responses	
London	37%	1,150
Bristol	12%	366
Greater Manchester	6%	181
Norwich	5%	161
Bournemouth	4%	120
Brighton	3%	85
Northamptonshire	2%	66
Cambridge	2%	65
Nottingham	2%	63
Edinburgh	2%	58
Other	25%	753



Income

Shared micromobility users can be found across all income bands. However, shared e-scooters attract a larger share of users in lower income bands than bike share. The benefits of shared e-scooter use for low income users are further discussed in the “Boosting efficiency of transport systems” section of this report.

Among active bike share users, 16% receive a gross personal income of less than £10,000 per annum; 11% receive £10,001 to £20,000; 16%, £20,001 to £30,000; 15% £30,001 to £40,000; and 11% £40,001 to £50,000. 32% of active bike share users have a gross annual income of £50,001 or more. The median gross personal income of a bike share user was £34,667.

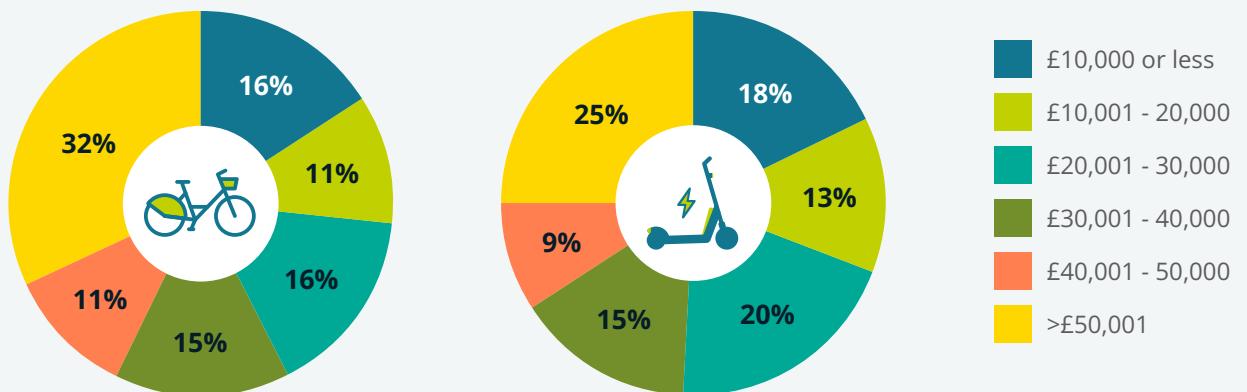
Among active shared e-scooter users, 18% receive a gross personal income of less than £10,000 per annum; 13% receive £10,001 to £20,000; 20%, £20,001 to £30,000; 15%, £30,001 to £40,000; and 9% £40,001 to £50,000. 25% of active bike share users have a gross annual income of £50,001 or more. The median gross personal income of a shared e-scooter user was £29,500.

The median gross annual earnings for full-time employees in the UK were £39,039 in April 2025.¹



Hi-Bike

Gross personal income p.a.



¹ [Employee earnings in the UK: 2025.](#)

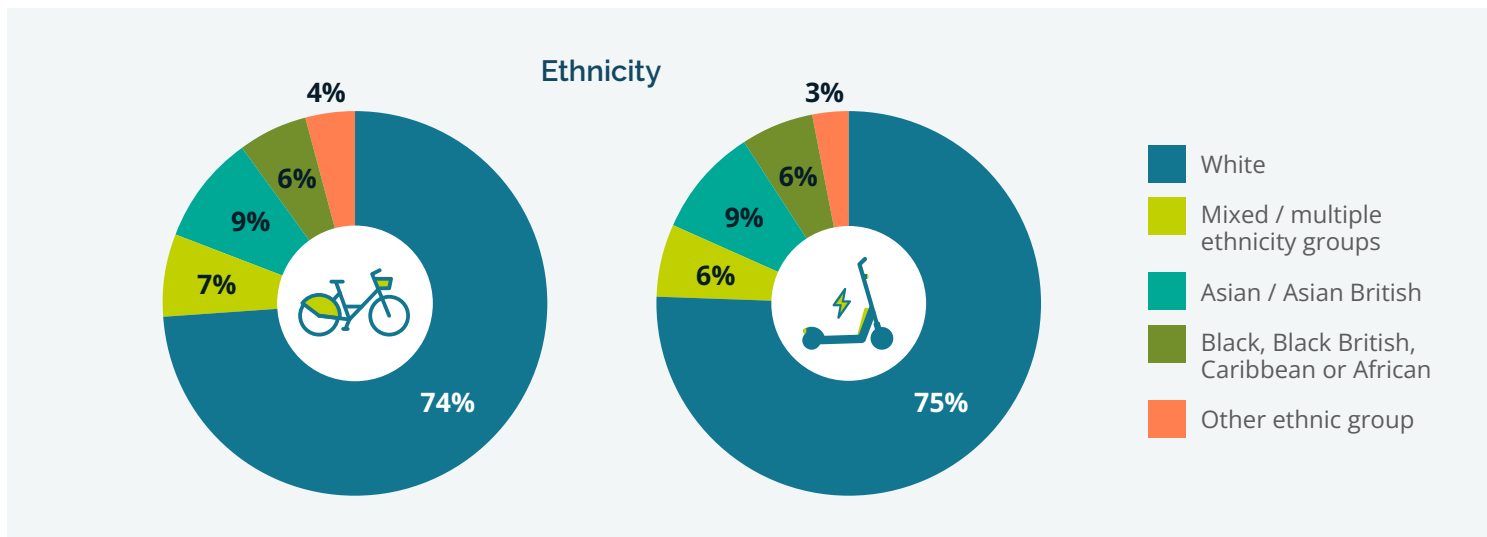
Ethnicity

The ethnic composition of our survey sample shows that shared micromobility users come from all ethnic backgrounds. Among bike share users, 74% identify as white, 9% as Asian or Asian British, 7% as mixed or multiple ethnic groups, 6% as Black, Black British, Caribbean or African, and 4% as another ethnic group. Among e-scooter users, 75% identify as white, 9% as Asian or Asian British, 6% as Black, Black British, Caribbean or African, 6% as mixed or multiple ethnic groups, and 3% as another ethnic group.

According to the 2021 Census, among the population of England and Wales, 82% identified as white, 9% as Asian, Asian British or Asian Welsh, 4% as Black, Black British, Black Welsh, Caribbean or African, 3% as mixed or multiple ethnic groups and 2% as other ethnic group.¹



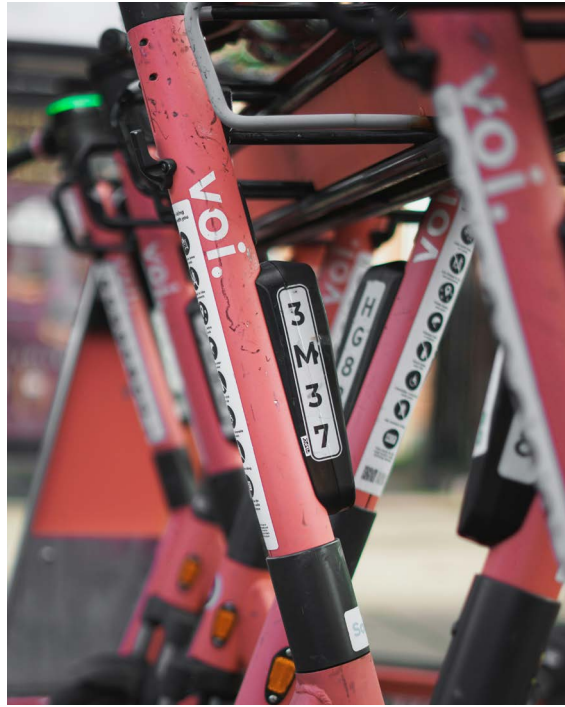
Forest



¹ [Ethnic group, England and Wales - Office for National Statistics.](#)

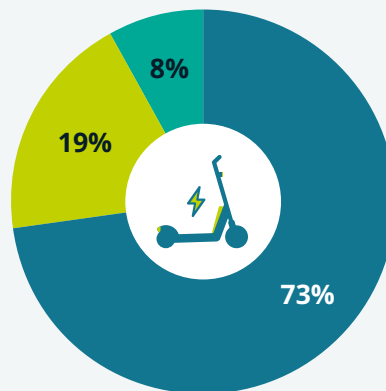
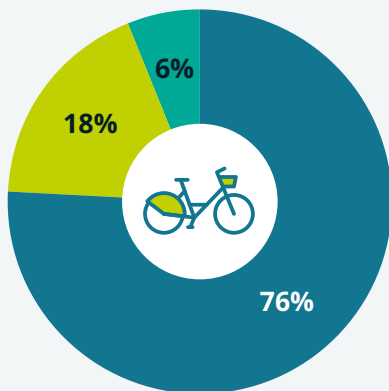
Disability

Shared micromobility is also used by individuals with disabilities. Among active bike share users, 6% of respondents say that they have health conditions lasting or expected to last more than 12 months that reduces their ability to carry out day-to-day activities. 18% say that they have a lasting health condition that does not reduce their ability to carry out day-to-day activities. 76% of respondents stated that they did not have a lasting health condition. Among active shared e-scooter users, 8% have a health condition that reduces their ability to carry out day-to-day activities, 19% have health conditions that do not reduce their ability to carry out day-to-day activities, and 73% say that they have no lasting health condition. Our entire sample of active shared micromobility users includes 189 users (7%) with a disability.¹ Among the overall population of England and Wales, 18% had a disability according to the 2021 Census.²



Voi

Respondents with health conditions lasting or expected to last more than 12 months



- None
- Condition that does not reduce ability to carry out day-to-day activities
- Condition that does reduce ability to carry out day-to-day activities

1 The Equality Act 2010 defines anyone with “a physical or mental impairment that has a ‘substantial’ or ‘long-term’ negative effect on your ability to do normal daily activities” as disabled.

2 [Disability, England and Wales: Census 2021.](#)



Shared micromobility use: frequency and trip purpose

Many users make trips on shared micromobility as part of their weekly routines. 60% of active bike share users and 47% of active shared e-scooter users use the respective services at least once per week. Around half of the users of each shared micromobility mode stated that their most common reason for a shared micromobility trip was to go to work or school. These patterns of user behaviour show that shared micromobility has become an integral part of transport systems throughout the UK.

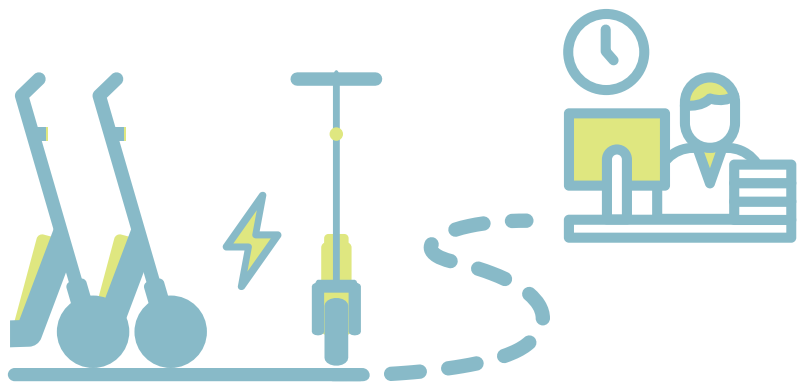


Image: Beryl

Use frequency

For the overwhelming majority of active users, shared micromobility is a regular mode of transport. 86% of active bike share users use shared bikes at least once a month. Among those are 60% who use bike share at least once per week, and 36% who even use it 3 times per week or more. Only 14% say that they have used bike share less than once per month but at least once in the 12 months before completing the survey.

"I use shared bikes to enable me to easily continue a journey to work, having walked my children to school. I can't take my own bike on this part of the journey, so it works brilliantly for me to be able to pick up a shared bike from near the school and cycle to work."

Female user from Worcester, 35-44

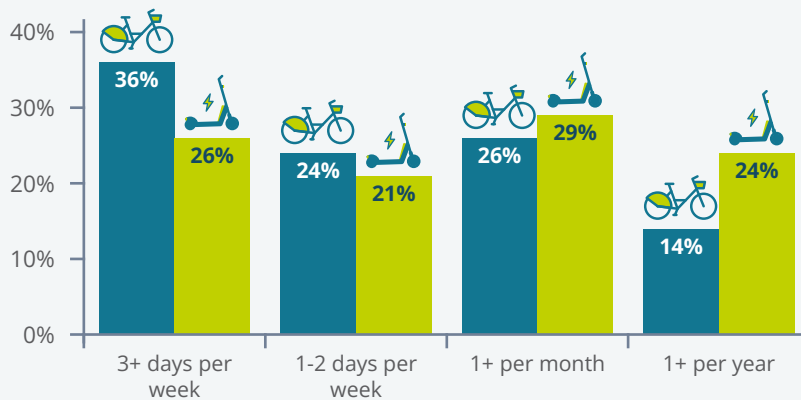
"I use a shared bike to get to a weekly medical appointment which would otherwise take me twice as long by bus."

Female user from London, 35-44

Less frequent users were not classified as active users, and were excluded from the analysis.

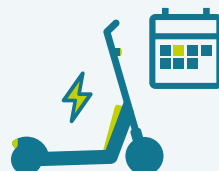
Among active shared e-scooter users, 76% stated that they use shared e-scooters at least once a month. This includes 47% of users who use shared e-scooters at least once per week, and 26% of users who use them 3 times per week or more. 24% of active e-scooter users said that they used shared e-scooters less frequently than once a month but at least once in the 12 months before completing the survey. Less frequent users were, again, excluded from the analysis.

Use frequency by active users of each shared micromobility mode



60%

of active users use bike share at least once a week



47%

of active users use shared e-scooters at least once a week

Trip purpose

Shared micromobility, for most users, is a means to carry out key functional trips. Bike sharers, and, separately e-scooter users, were asked about the most common reason for using the mode in the last 12 months. Around half of active users said that their most common reason for a shared micromobility trip in the last 12 months was to travel to work or school. This was true for 54% of bike share users and for 46% of shared e-scooter users. A substantially smaller share, 10% of bike share users and 13% of shared e-scooter users, answered that their most common reason for a shared micromobility trip was to get exercise or pleasure from the ride.

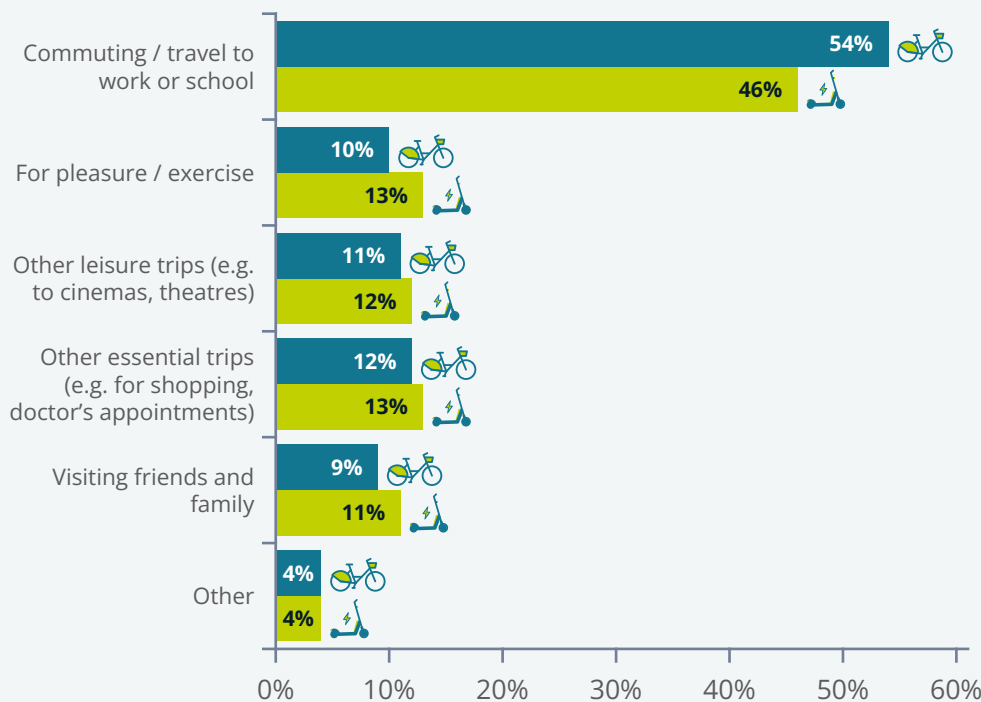
A similar share of users said that their most common reason for hiring a shared bike (11%) or e-scooter (12%) was other leisure trips, such as going to the cinema or theatre.

12% of bike share users and 13% of shared e-scooter users stated that their most common trip purpose was essential trips other than work or school such as shopping, attending doctor's appointments or similar. Around 1 in 10 users (9% bike share; 11% shared e-scooters) said that the main reason for their shared micromobility trip was visiting friends and family. 4% of users of both modes stated another reason.

"[The bike and scooter rides] mostly replace my commute. My commute would be 30 minutes, and [now it] is less than 10. I get to see my family more often. Sometimes I can go home at lunch. This makes me happy."

Non-binary user from London, 45-54

Active users' most common reason to hire a shared micromobility vehicle



"I use [the bikes and scooters] to commute to the ferry terminal on the Isle of Wight. They save the problem of finding a space to park my car or the cost of parking in a public car park as I work on the mainland."

Male user from the Isle of Wight, 55-64

54%

of active users use bike share most commonly to go to work or school



46%

of active users use shared e-scooters most commonly to go to work or school



The impact of shared micromobility on travel behaviour

As the regularity and practicality of shared micromobility use for most respondents would suggest, shared micromobility has a substantial impact on how users travel and which modes they choose to travel with. Two aspects of behaviour change are particularly striking and consistently seen in our research. Firstly, shared micromobility users travel more actively; and secondly, shared micromobility users drive less.

This behaviour change results in measurable benefits for the environment and in a reduction of greenhouse gas emissions. Shared micromobility can thus play a crucial role in decarbonising a transport sector that accounts for over a quarter of UK total emissions,¹ in doing so making significant contributions to achieving Net Zero policy goals at the national, regional and local level.



¹ [Department for Transport](#): In 2023, domestic transport was responsible for 29% of the UK's total greenhouse gas emissions.

Image: Starling Bank Bikes (Beryl)

Increase in active travel

All active micromobility users were asked whether their travel behaviour had changed since they started using shared bikes and/or e-scooters. 61% of all active micromobility users reported that they cycle more often (28%) or much more often (32%) since they started using shared bikes and/or e-scooters. Only 7% of shared micromobility users said that they cycled less or much less often since using shared micromobility. 24% said that they cycle around the same amount of time as before and 8% said that they did not know or that the question was not applicable.

Even among those users who had not used bike share in the last 12 months but only used shared e-scooters, 20% said that they cycled more often or much more often than before using shared micromobility. This compares to 15% who said that they cycled less often or much less often. 30% of exclusive e-scooter users said that they cycled around the same amount of time. 35% said that they did not know or that the question was not applicable.

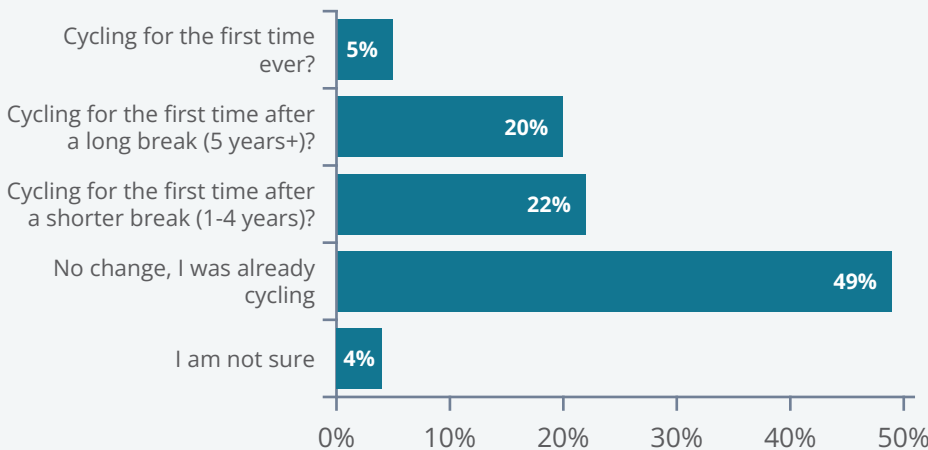
Shared micromobility does not only incentivise users to cycle more frequently. It also encourages people to start cycling either after long breaks or even for the first time

ever. Active users of bike share were asked about this. In response, 47% of all active bike share users stated that bike share had led them to cycle for the first time in at least a year or for the first time ever. Among those were 22% who said that they had not cycled in 1 to 4 years and 20% who said that they had not cycled in 5 years or more. 5% said that bike share had led them to cycle for the first time ever. 49% said that they were already cycling when they started using bike share, and 4% said that they were not sure. This finding is corroborated by a series of past survey results. Since 2020, CoMoUK research has consistently found a 50:50 split between bike share users whose use resulted in them coming back to cycling, and those who were cycling already.

"I really love the local bike/scooter share scheme. It's an efficient and affordable way to travel as well as benefiting my physical and mental health. I would not be cycling again if it wasn't for the scheme."

Female user from Bournemouth, 35-44

Effect of bike share on active users' cycling behaviour ("Did hiring a bike from a bike share scheme lead to you...")



"My own bike was stolen so I stopped riding to work. Then shared bikes came about so I started using them to avoid another bike being stolen."

Male user from London, 25-34



61%

of all active micromobility users cycle more often or much more often since starting to use shared bikes and/or e-scooters



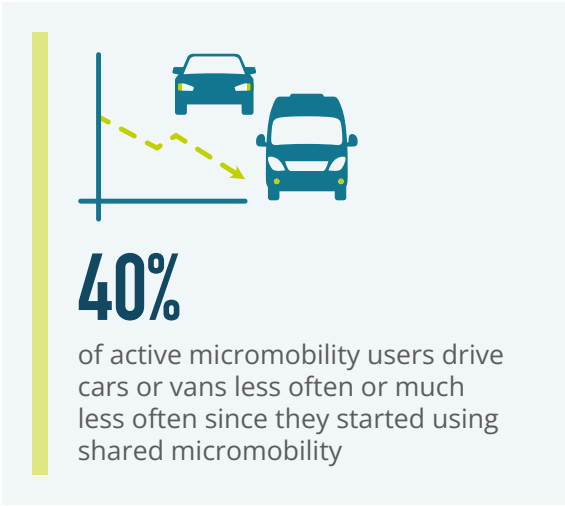
47%

of all active bike share users stated that bike share had led them to cycle for the first time in at least a year or for the first time ever

Reduced car use through shared micromobility

Shared micromobility users tend to drive less once they start using bike share and/or shared e-scooters. 40% of active micromobility users stated that they have driven a car or van either much less often (19%) or less often (21%) since starting to use bike share and/or shared e-scooters. 26% of respondents said that they now drive about the same amount of time, and only 5% report that they now drive much more or more often than before using bike or e-scooter share. 30% of active users said that they did not know or that the question did not apply to them.

Shared micromobility users are also less likely to own a car than the average person. Of the active shared micromobility users in our sample, only 41% said that they own a car, 11% said that they share or borrow a car, 5% are part of a car club, and 45% said that they do not have use of a car at all. This compares to 78% of households in England who had access to one or more cars or vans in 2024.¹

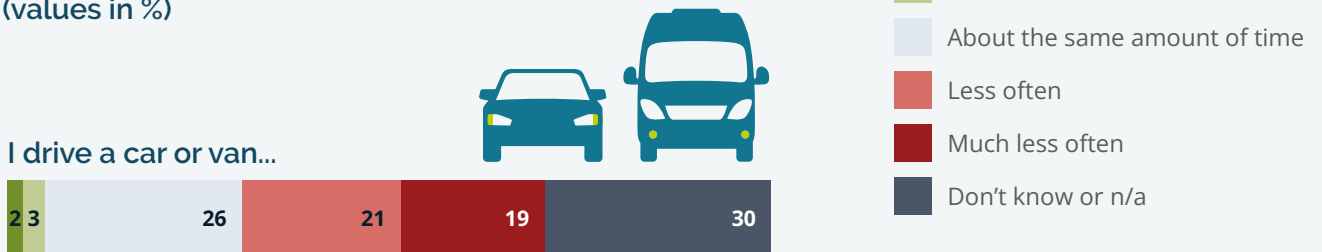


The previous statistics refer to general changes in micromobility users' travel behaviour since starting to use bike share/ shared e-scooters. In addition, our survey asked which mode of transport users would have used for their most common bike share trip, and, separately, their most common shared e-scooter trip if shared micromobility had not been available. Respondents were asked to select the mode that would have taken up the longest part of that particular journey.

"I sold my car because the e-scooter system is so good. This meant I could save money and get to work without the worry of traffic. I am much happier now not dealing with car maintenance and insurance etc."

Male user from Southampton, 25-34

Changes in active shared micromobility users' frequency of car use since starting to use shared bikes and/or e-scooters (values in %)



¹ [Driving licence holding and vehicle availability: NTS0205a.](#)

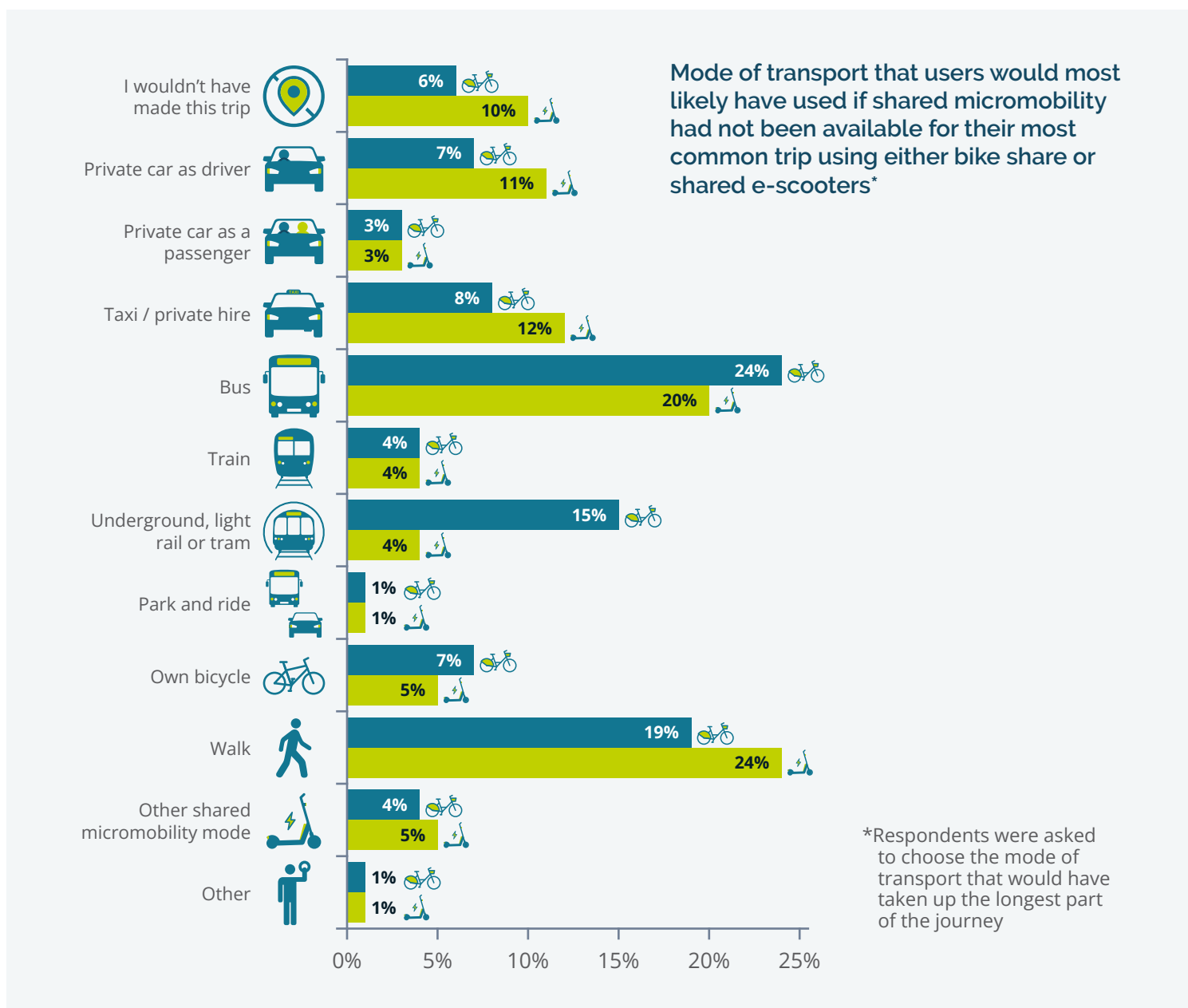
Among all active bike share users, 19% said that they would have used a car for their most common bike share journey if bike share had not been available. Of these respondents, 7% would have driven a car themselves, 8% would have taken a taxi or private hire car, and 3% would have used a car as a passenger.

Of the active shared e-scooter users, 26% would have used a car for their most common e-scooter journey if shared e-scooters had not been available. Of these, 11% would have driven a car, 12% would have used a taxi or private hire car, and 3% would have been car passengers.

Additionally, 24% of active bike share users said that they would have used a bus if bike share had not been available for their most

common bike share trip; 15% would have used underground, light rail or tram; 19% would have walked; 7% would have used their own bike; 4% would have used a train; 6% said that they would not have made the trip; 4% would have used a shared e-scooter; 1% said "Park and Ride" and 1% answered "other".

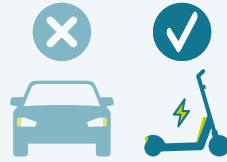
With regards to e-scooter trips, 24% of active shared e-scooter users said that they would have walked if a shared e-scooter had not been available for their most common trip; 20% would have taken a bus; 10% would not have made the trip; another 4% would have used underground light rail or tram; 5% would have used bike share; 5% their own bike; 4% a train; 1% said "park and ride" and 1% answered "other".





19%

of all bike share trips by active users replace trips that would otherwise have been made by car



26%

of all shared e-scooter trips by active users replace trips that would otherwise have been made by car



Voi

"I honestly am so grateful for having shared bikes in Richmond upon Thames. As a result I've sold my car!!"

Female user from London, 35-44

"I find e-scooters a good alternative to taxis and a time saver compared to walking within Bristol. For a cross town journey, public transport doesn't work."

Male user from Bristol, 25-34

Carbon reduction due to shared micromobility use

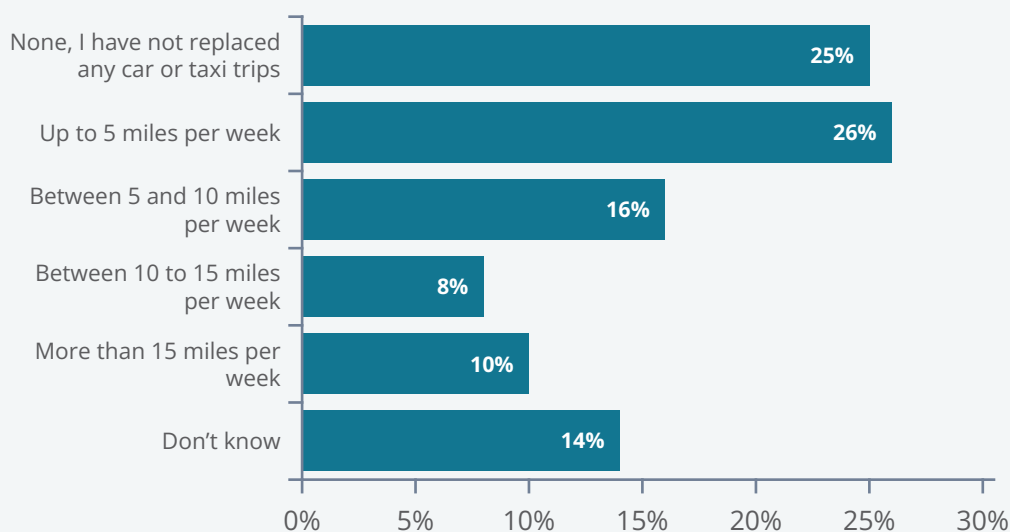
To estimate the environmental impact of shared micromobility-induced behaviour change, we asked survey respondents: "How many miles that you previously travelled by car or taxi do you now travel by bike share or e-scooter every week?" While 25% of respondents said that they had not replaced any car or taxi trips, and 14% said that they did not know, 61% of active micromobility users stated that they did replace car trips with shared micromobility.

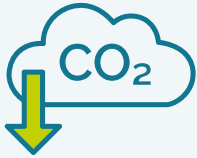
26% of active users said that they replaced up to 5 car or taxi miles per week with shared micromobility. 16% said that they replaced 5 to 10 miles per week. 8% reported replacing 10 to 15 car or taxi miles per week and 10% replaced more than 15 miles per week.

"I frequently use shared bikes and e-scooters for my daily commute and local short trips. They help me save time and minimise my carbon footprint. The convenience of picking up a bike or scooter near my home and dropping it off close to my destination makes it incredibly efficient, especially during peak traffic hours."

Male user from London, 35-44

Weekly distances previously travelled by car or taxi that active users now travel by shared micromobility





65.7kg

of CO₂e are reduced, on average, by every active shared micromobility user, thanks to car miles that are replaced by shared bikes and e-scooters



245 car miles

are replaced by shared micromobility trips per average active user every year



Based on these numbers, we estimate that each active shared micromobility user who replaced car trips with shared micromobility, reduced their car mileage by 7.7 miles per week on average. Across the sample as a whole, there is an average reduction of 4.7 car miles per week per active user.¹ This equates to a car mileage reduction of 245 miles per year and per shared micromobility user, or to a reduction in car mileage by 5.2%, given that, in 2024, the average person in England travelled 4,684 miles in a private car as driver or passenger or in a taxi or minicab.² Such a reduction in annual car mileage means a 65.7 kilogram reduction in CO₂e emissions per shared micromobility user per year or, when scaled up to all 3.1 million shared micromobility users in the UK, to a reduction of 200,898 tonnes of CO₂e emissions.³

Dott

- 1 We calculate this using the mid-points of each range and conservatively assuming that >15 miles may average 17.5 miles per week and that those specifying “don’t know” did not replace any car miles. An annual mileage is calculated by multiplying the weekly figure by 52, using the unrounded data, to give a figure, per active micromobility user, of 229.9 miles p.a.
- 2 Combined figure for car driver, passenger and taxi and minicab use. [National Travel Survey 2024: NTS0303c](#).
- 3 This is based on the assumption that an average car in the UK emitted 0.2686 kg CO₂e per mile (for a car of unknown fuel type, [gov.uk: Greenhouse gas reporting: conversion factors 2024](#)), and that shared micromobility have zero tailpipe emission. The estimate does not consider the lifecycle emissions of any vehicles.



Individual and collective benefits of shared micromobility use

Shared micromobility provides a range of benefits to both individual users and the wider public. Individual benefits include improved physical and mental health thanks to, among other things, spending more time outdoors when using shared micromobility. Collective benefits result from, for example, increased efficiency in local transportation systems.

Our survey provided shared micromobility users with a range of statements on bike sharing and shared e-scooters, respectively. Respondents were asked which, if any, of the statements applied to them. They could select more than one option.



Image: Lime

Physical and mental health benefits

More than half of active bike share users (53%) agreed that bike share provides them with exercise. In contrast, 17% of active e-scooter users said that e-scooters provide them with exercise.

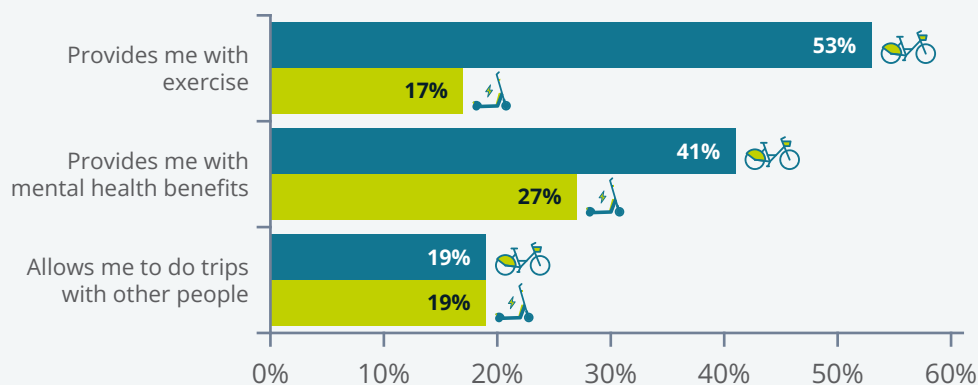
The gap between the two shared micromobility modes was smaller for mental health. 41% of bike share users indicated that bike share provides them with mental health benefits, as did 27% of shared e-scooter users.

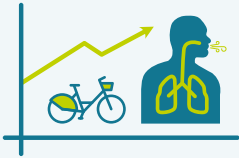
About 1 in 5 users (19%) of each mode also agreed with the statement that bike share and shared e-scooters allow them to do trips with other people.

These answers indicate that shared micromobility contributes to many users' physical, mental and social well-being. Shared micromobility can, hence, improve users' health on multiple dimensions and can help local authorities, employers and other stakeholders to support a comprehensive approach to health and well-being and to realise Health in All Policies (HiAP).



Health and well-being benefits of shared micromobility (share of users who report that each statement about bike share or shared e-scooters applies to them)





53%

of bike share users confirm that bike share provides them with exercise



27%

of shared e-scooter users say that shared e-scooter usage provides them with mental health benefits

"[Shared] e-scooters have saved me, I feel as if I'm free. It provides me with the opportunity to go to essential appointments, shopping, and to see family members... It's greatly improved my mental health."

Female user from Bristol, 25-34

"[Shared] bikes help me get out in the fresh air on Brighton's coast more which not only improves my physical health but also mental health. It makes the commute to work an enjoyable part of the day!"

Male user from Brighton, 25-34

"Recently I've been taking walks to improve my mental health. I found that I could walk further in one direction and experience more joy by keeping going and then getting a [shared] bike home again."

Female user from Cornwall, 45-54



Santander Cycles TfL, London (Serco)

Photo credit: Chris Kursikowski

Inclusivity and benefits for users with disabilities

The self-reported health benefits of shared micromobility use are even more pronounced among users with a disability.¹ Markedly more bike share and shared e-scooter users with a disability agree with the statement that shared micromobility use improves their mental health. The social well-being benefits of shared e-scooters are also significantly higher among disabled users than among non-disabled ones. Specifically, while 41% of users without a disability say that they receive mental health benefits from bike share use, 50% of disabled users say that this statement applies to them.

The difference between users with and without a disability is even more striking

concerning the mental health benefits of shared e-scooter use. While only 25% of non-disabled users claim mental health benefits from shared e-scooter use, 48% of users with a disability do so. Regarding the social benefits of shared e-scooter use, 18% of non-disabled users say that shared e-scooters allow them to do trips with other people, while 28% of disabled users confirm that this statement applies to them.

The differences between disabled and non-disabled users are less pronounced with regards to the physical health benefits of both shared micromobility modes and in relation to the social well-being benefits of shared bikes.

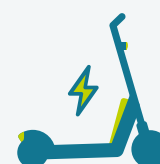
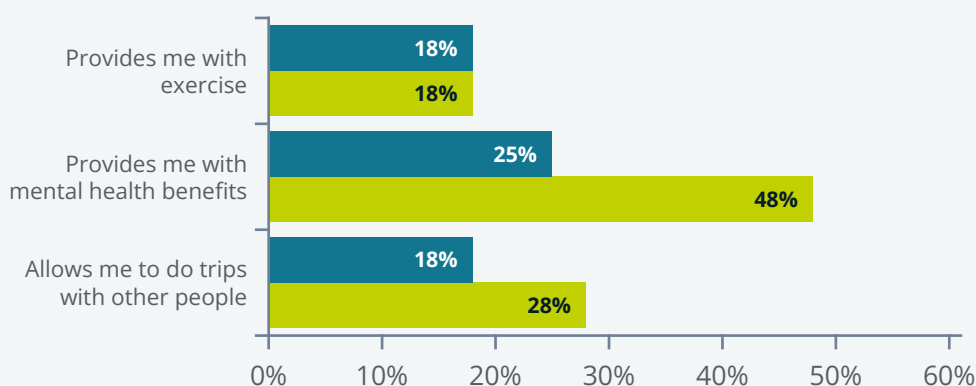
Health and well-being benefits of bike share for users with and without disability (share of users, by health status, who report that each statement about each mode applies to them)

■ No disability
■ With disability

Bike share...



E-scooters...



¹ Users who stated that they have health conditions lasting or expected to last more than 12 months that reduce their ability to carry out day-to-day activities, comprising 7% of the overall survey sample and 189 respondents. Of these, 139 were active bike share users and 120 were active e-scooter users.



50%

of bike share users with a disability say that bike share provides them with mental health benefits



28%

of shared e-scooter users with a disability say that e-scooters allow them to do trips with other people

The comparatively higher health benefits of shared micromobility use for people with disabilities is also a useful reminder that shared micromobility schemes should be made accessible and as easy as possible to use for those individuals who might require additional support. In 2025, CoMoUK worked on a project funded by the Motability Foundation to test a number of outreach and confidence building activities to support disabled people to use existing modes of shared micromobility. The project showed that targeted promotion and opportunities to try the modes in a safe and supported environment can lead to more disabled people independently enjoying the benefits of shared micromobility.¹

"I have long Covid so I've found the scooters [to be] a lifeline. I used to cycle everywhere on my own bike, but since having long Covid, I find cycling unnaturally exhausting and I have relied on the shared e-scooters instead."

Male user from Bristol, 25-34

"I have a heart condition and find walking difficult at times. Driving in the city is a nightmare. E-scooters and bikes have become an essential part of me getting around the city easily. I love them."

Female user from Bristol, 45-54

"I use e-scooters to commute to places like shops and work. It makes it so much easier as a person with panic disorder and frequent seizures. It means I can reduce my stress since e-scooters are a lot faster than buses etc."

Female user from Southampton, under 21



Image: Starling Bank Bikes (Beryl)

¹ [CoMoUK report: Increasing the use of shared micromobility by disabled people.](#)

Boosting efficiency of transport systems

The most selected answer regarding the benefits of shared micromobility, for both bike share and e-scooter trips, was that shared micromobility makes users' trips quicker. 80% of bike share users and 73% of shared e-scooter users agreed with this statement. In addition, 46% of bike share users and 42% of shared e-scooter users agreed with the statement that shared micromobility helps them avoid traffic congestion and/or parking difficulties.

Over a third of users also feel that there are financial benefits that come with shared micromobility use. 40% of bike share users and 34% of shared e-scooter users indicated that shared micromobility saves them money. A commitment from all involved stakeholders, including local authorities, is needed to make sure that the costs of shared micromobility are competitive for users and that the financial benefits of shared micromobility use can be maintained and expanded. The data also highlights the need for UK legislation on e-scooters. While shared e-scooters remain in a trial phase, the full scale of benefits is limited to some extent.

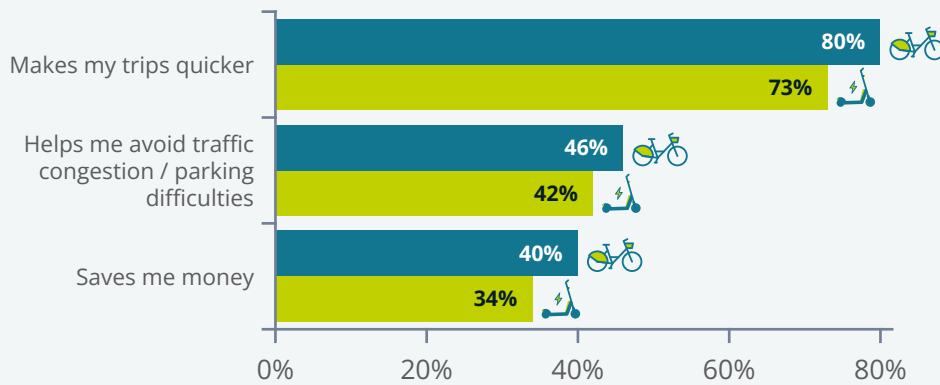
"The shared bikes have made my journey home from work a lot cheaper and safer! I finish work around 1/2am 3 days a week and cycling home means I save money that I would have spent on a taxi. And it is safer than walking home in the dark by myself."

Female user from Edinburgh, 21-24

"It's quicker and easier to get around without any other costs such as parking."

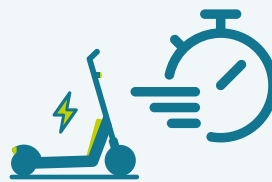
Male user from Brighton, 25-34

Benefits of shared micromobility for local transport systems (Share of users who report that each statement about bike share or shared e-scooters applies to them)



80%

of users say that bike share makes their trip quicker



73%

of users say that shared e-scooters make their trip quicker

Percentage of active users in each income group that use e-scooters on at least 1 day per week or more



Looking at all active shared e-scooters users by income group, it is also notable that shared e-scooters are particularly providing access to mobility for those on lower incomes. In the income brackets <£10,000, £10,001 to £20,000, and £20,001 to £30,000, between 57% and 63% of all active users are using shared e-scooters at least once a week. In the higher income groups, weekly e-scooter use is less common, with 45% using shared e-scooters at least weekly in the £30,001 to £40,000 income group; 48% in the £40,001 to £50,000 income group; and only 29% in the >£50,000 income group. In contrast, weekly use of shared bike schemes ranges from 55-64% of all income groups, with no clear pattern.

As these findings indicate, shared micromobility plays an essential role in increasing the efficiency of local transport systems by often making journeys quicker, and, for some people, helping them avoid congestion or parking problems and/or save money. In addition, shared micromobility can connect places that cannot be effectively reached by other means of transport in a time and cost-efficient way. At the same time, they provide a space-efficient alternative to cars that helps alleviate traffic congestion and shortages of car parking spaces.

Shared micromobility should therefore be part of sustainable transport mixes to help make towns and cities greener and to re-allocate space away from roads and car parking. Safe travel infrastructure for shared micromobility, such as high capacity cycle path networks, needs to be part of this restructuring of public space.



Collectivising the costs and risks of active travel

Fear of theft can be a major deterrent for investing in a cycle, particularly a more expensive model like an e-bike. Shared micromobility, and bike share in particular, collectivises the costs and risks of using one's own bike for travelling. If the use of privately owned e-scooters is allowed on UK roads, we can expect similar effects from shared e-scooters.

"I find them a very useful service as I can easily whip around the city without having to worry about parking or bicycle theft."

Male user from Bristol, 21-44

"[The shared bikes] help me get around without having to worry about either maintenance, theft, and best of all I don't need to adhere to bus times which often cause lateness."

Non-binary user from Bournemouth, 25-34

Currently, 47% of bike share users indicated that "bike share takes away the worry of theft". This statement had not been presented to e-scooter users, since privately owned e-scooters cannot currently be used legally on UK roads.

Similarly, 41% of users confirmed that bike share takes away concerns around bike maintenance and storage. Again, this option had not been presented to e-scooter users.



47%

of users confirm that bike share takes away the worry of theft



41%

of users confirm that bike share takes away concerns around bike maintenance and storage



Shared micromobility and public transport

Shared micromobility trips are frequently part of a longer journey that includes multiple modes of transport. Around half of all active users said that they combined their most common shared micromobility trip with another means of transport. 53% of all users said that they combined their most common bike share trip in the last 12 months with at least one other mode of transport. Similarly, 49% of all users said that this was true for their most common e-scooter trip.

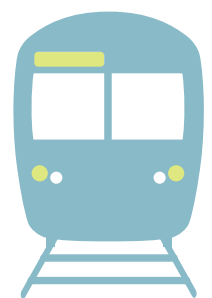


Image: Santander Cycles TFL, London (Serco)

Shared micromobility and multimodal trips

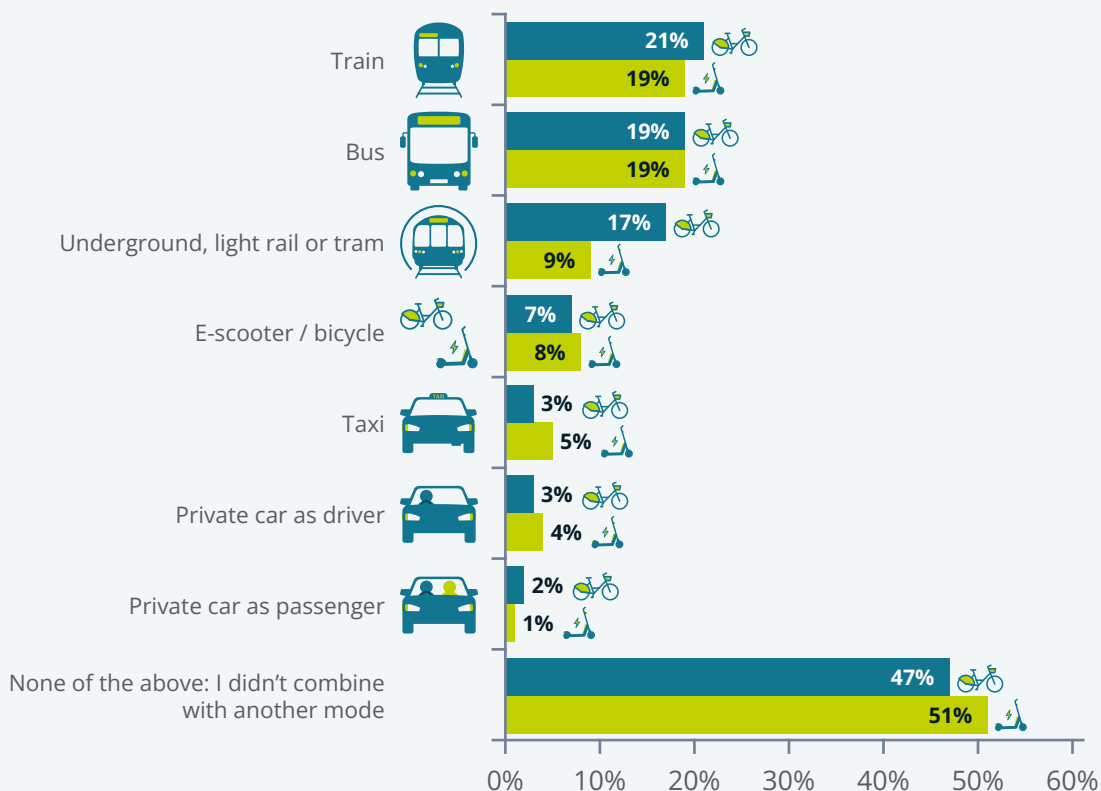
For combined trips, shared micromobility is mainly used in conjunction with public transport. In response to a question where respondents could pick more than one answer option, 21% of active users said that they combined their most common bike share trip with a train ride, 19% with using a bus and 17% with using underground, light rail or tram. Similarly, 19% of active e-scooter users responded that they used a train in combination with their most common e-scooter trip. 9% combined their most common e-scooter trip with a trip by underground, light rail or tram and 19% with a bus ride.

Only a small minority of active users combine their most common trip with a taxi ride (3% for bike share; 5% for shared e-scooters). These numbers are similar for private car trips as a driver (3% for bike share; 4% for shared e-scooters) and even lower for private car trips as a passenger (2% for bike share; 1% for shared e-scooters). Additionally, only 7% of active bike share users combine

their most common bike share trip with an e-scooter ride; and 8% of e-scooter users combine their most common shared e-scooter ride with a bicycle ride.



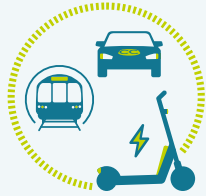
Share of users who combined their most common shared micromobility trip in the last 12 months with another mode of transport (multiple answers possible)





53%

of active users combine their most common bike share trip with using additional means of transport



49%

of active users combine their most common shared e-scooter trip with using additional means of transport

"I use shared e-bikes as a means to get to and from the train station that I commute into each working day. The walk would take me circa 20-25mins each way, and with an e-bike it's around 10mins. This means I have a realistic chance of seeing my children before bed on most days."

Male user from London, 35-44

"I find the scooters in Cheltenham really helpful getting to/from the station from my work. It is a 15 minute walk or around five minutes on a scooter. If I need to get between the two in a hurry it certainly helps."

Female user from Cheltenham, 35-44



Dott

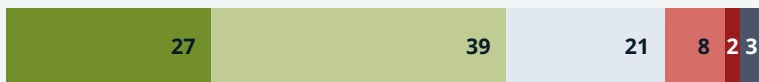
All shared micromobility users were also asked “When combining bike or scooter trips with another mode of transport, how do you find the switch between modes (e.g. picking up a bike after getting off a train or returning a scooter before getting on a bus)?”. Of those shared micromobility users who combined their most common trip with another mode of transport, 27% found switching between shared micromobility and the other mode(s) very easy and 39% found it easy. 21% of users found this neither easy nor difficult. 8% found it difficult and 2% very difficult.

8% of users found it difficult and 2% very difficult. 3% of users said that they did not know or “not applicable”.

“I use shared bikes to make one way trips to / from train stations for long journeys so I don't have to lock my own bike up.”

Male user from Greater Manchester, 45-54

Evaluation of switching between shared micromobility and other modes of transport as part of the same trip, by active users who combine their most common shared micromobility trip with another mode of transport



- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- Don't know or n/a



CoMoUK offers comprehensive guidance on best practice for integrating shared transport and public transport at mobility hubs. Our guidance includes our [report on mobility hubs at railway stations](#), on [The design process - mobility hubs realised](#) and our [Mobility hubs toolkit](#). Key points in our guidance are the emphasis on intuitive signage at mobility hubs, effective shared vehicle fleet management to ensure reliable provision of shared vehicles and ensuring inclusive and accessible hub design.



The complementary nature of shared micromobility and other sustainable transport modes

The high share of multimodal trips among shared micromobility rides indicates that shared micromobility can be complementary with public transport. One third, 32%, of all active micromobility users, said that, since starting to use shared micromobility, they were using public transport for about the same amount of time as before. 14% reported that they used public transport more frequently since using shared micromobility (9% more often, 5% much more often), whilst 51% said they were using it less frequently (33% less often, 17% much less often). At face value, this might indicate that micromobility is undercutting public transport. However, in comments, many respondents mentioned that they use shared micromobility to compensate for the shortcomings of public transport in their local area, to go to places that are not easily accessible by public transport or to travel at times when public transport services operate beyond their capacity or not at all.



39%

of users agree with the statement that bike share connects them to places not served by public transport

This was also demonstrated by responses to a specific question, where 39% of bike share users and 38% of shared e-scooter users indicated that shared micromobility connects them to places not served by public transport. In this way, micromobility may help users to sustain car free lives, and thereby indirectly support public transport.

"The e-scooters come in handy in the early morning or late at night when the buses are not running."

Male user from Chelmsford, 45-54



38%

of users agree with the statement that shared e-scooters connect them to places not served by public transport

Shared micromobility is also an addition to private bicycle use and ownership, providing more sustainable and active travel options for a wider range of trip purposes. In response to a question with multiple possible answer options, the majority of active micromobility users, 66% indicated that they own some sort of cycle, including 53% who said that they own a pedal bike, 14% said that they own an e-bike, 4% owned a cargo bike and 2% an adapted bike. 34% said that they did not own a bike.

When asked if active shared micromobility users would consider buying an e-scooter if their use was legal on UK roads, 50% responded yes and 50% said no.

"I use them to do short journeys that I couldn't do by public transport as the coverage isn't yet there. I got a bike stolen in Bristol and since we got an e-cargo bike for transporting our kids around, I haven't had my own bike. So I use it to "fill in" journeys where there is no public transport. Often I find at night when bus service is less frequent back from town, it's a better option too."

Male user from Bristol, 35-44

"They are very useful when staying out late as often buses stop early. I often get an e-bike when travelling back from a friend's house late at night or early in the morning."

Female user from Plymouth, 25-34

User satisfaction

In addition to the multiple individual and collective benefits that shared micromobility can have, the current provisions of shared bikes and e-scooters in the UK are also rated predominantly positive by their users. For bike share, 30% of users said that they were very satisfied and 48% of users said that they were satisfied with the service that they had used most often in the 12 months before completing the survey. For shared e-scooter users, 31% were very satisfied and 41% were satisfied. 15% of bike share users and 19% of e-scooter users were rated the service neutrally. 5% of bike share and 6% of e-scooter users were dissatisfied; only 2% of users for both modes were very dissatisfied with the service that they had used.



User satisfaction of bike share and shared e-scooter users (values in %)



Bike share



E-scooters



- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied



78%

of bike share users are satisfied or very satisfied with the bike share service that they used in the last 12 months



72%

of shared e-scooter users are satisfied or very satisfied with the e-scooter service that they used in the last 12 months

Conclusion and next steps

This report has outlined the numerous benefits of shared micromobility for its users, for the environment, for local transport systems and for society overall.

As awareness for shared micromobility is growing in the UK parliament and regional authorities in England will be vested with powers to shape the direction of shared micromobility's development, CoMoUK is hopeful that these benefits will continue to grow and will affect all parts of the UK.

Please do not hesitate to contact us on info@como.org.uk if you have any questions about this piece of research, if you would like to discuss latest insights into shared transport or for any enquiries about our consultancy services.



Get in touch

If you would like to know more about car clubs or any other aspect of our work, please get in touch and we will be happy to help you.

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