

USEmobility specific questionnaire

Example Valleilijn



S1. Means of Transport Used on the Way to Work

Screeners

1. Which means of transport do you usually use on your way to work?

Not applicable

	Always	Frequently	Occasionally	Rarely	Never
Passenger car / motorcycle	<input type="checkbox"/>				
The Valleilijn	<input type="checkbox"/>				
Other public transportation	<input type="checkbox"/>				
Bicycle / walking	<input type="checkbox"/>				

2. Consider the last five years. Has your use of this means of transport changed in these years compared to today?

Today, I use ... **on the way to work** ... compared to before

	Much more frequently	More frequently	Slight change / no change	Less frequently	Much less frequently
Passenger car / motorcycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Valleilijn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle / walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



S2. Means of Transport Used when Shopping / Running Errands

1. Which means of transport do you usually use when shopping and running errands?

Not applicable

	Always	Frequently	Occasionally	Rarely	Never
Passenger car / motorcycle	<input type="checkbox"/>				
The Valleilijn	<input type="checkbox"/>				
Other public transportation	<input type="checkbox"/>				
Bicycle / walking	<input type="checkbox"/>				

2. Consider the last five years. Has your use of this means of transport changed in these years compared to today?

Today, I use ... **when shopping / running errands** ... compared to before

	Much more frequently	More frequently	Slight change / no change	Less frequently	Much less frequently
Passenger car / motorcycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Valleilijn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle / walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



S3. Means of Transport Used for Leisure Activities

1. Which means of transport do you usually use for your leisure activities?

Not applicable

	Always	Frequently	Occasionally	Rarely	Never
Passenger car / motorcycle	<input type="checkbox"/>				
The Valleilijn	<input type="checkbox"/>				
Other public transportation	<input type="checkbox"/>				
Bicycle / walking	<input type="checkbox"/>				

2. Consider the last five years. Has your use of this means of transport changed in these years compared to today?

Today, I use ... **for leisure activities** ... compared to before

	Much more frequently	More frequently	Slight change / no change	Less frequently	Much less frequently
Passenger car / motorcycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Valleilijn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other public transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle / walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



Main survey Valleilijn

Main questionnaire

Filter: Questions 1 - 15 refer to the purpose of the journey

A. Current means of transport, mobility behaviour

The following questions refer to the purpose of the journey [Journey]

1. Which means of transport, apart from the Valleilijn do you use in particular? (multiple selections possible)

Filter: only users of public transport

- Bus
- Tram / subway
- City railway / local rail services (up to 100 km)
- Long-distance rail services (more than 100 km)

Filter: only users of cars/motorcycles

- Private car
- Company car
- Motorcycle

Filter: only users of bicycles/pedestrians

- on foot
- bicycle

Filter: users of cars/motorcycles and users of public transport

- Other

USEmobility specific questionnaire

Example Valleilijn



Filter: Use of more than one means of transport incl. other means of transport (bicycle) from screener

2. You use the following means of transport on the way to/from work. Which of these means of transport do you combine together?

Filter: show only means of transport used

Example:

- The Valleilijn
- Tram / subway
- Private car
- Bicycle

- no combination of a number of means of transport

Filter: only users of public transport

3. What kind(s) of tickets do you use mostly at present for journeys with the Valleilijn? (multiple selections possible)

- Single tickets / day tickets
- Weekly tickets/monthly tickets
- Season ticket/private annual ticket
- Season ticket/annual ticket from employer/university/school

- Other

Filter: only users of cars/motorcycles

4. You currently use a car or motorcycle. Do you drive yourself or are you a passenger?

- Passenger only
- Passenger usually
- Driver and passenger to the same degree
- Driver usually
- Driver only

USEmobility specific questionnaire

Example Valleilijn



Filter: only users of cars/motorcycles

5. Do you have a fixed, reserved parking space at your residence or place of work or education? (multiple selections possible)

- no
- yes, at my residence
- yes, at my place of work/education
- yes, somewhere else

B. Type of change

6. Your use of transport has changed in the last five years. How did the change in your transport behaviour take place?

- overnight
- step-by-step/gradually

C. Perceived freedom of choice

7. In choosing or changing your means of transport did you decide freely or was it determined by certain conditions/situations?

- no other option
- some freedom of decision
- complete freedom of decision

USEmobility specific questionnaire

Example Valleilijn



D. Information behaviour and influence

Filter: only respondents with changes to public transport

8a. Who informed you about/motivated you to use the Valleilijn (more often)? (multiple answers possible)

- Family/friends/acquaintances/work colleagues
- Company, authorities, university/school
- Transport company/systems
- Media (TV, newspaper, radio, internet, ...)
- Observance of other people and their behaviour
- Public personalities (politicians, celebrities, athletes, ...)

Rotation of the items

- Own experience with public means of transport
- Other

Filter: only respondents who chose 'Media' in question x.

8b. From which media did you get the relevant information? (multiple answers possible)

- TV
- Radio
- Newspapers
- Magazines
- Internet

- Other

USEmobility specific questionnaire

Example Valleilijn

E. Changes in the personal/private situation

9a. Has anything changed in your personal/private situation in the last five years?

- | | | |
|--|------------------------------|-----------------------------|
| - Change of job/work location | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Relocation within the same city/town | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Relocation to another city/town | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Receipt of driving licence | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Completion of schooling/training/degree | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Purchase of a car or more access to a car | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Access to a car no longer available | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Birth of one or more children | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Children began/changed school or nursery school | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Retirement/loss of occupation | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Changes in recreational activities (new hobbies, new club) | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| - Health restrictions | <input type="checkbox"/> yes | <input type="checkbox"/> no |

Filter: only areas in which a change has taken place

Example for proceeding

9b. How strong an influence did the change in your personal situation exercise on your use of the Valleilijn?

Change of job

- no influence
- moderate influence
- decisive influence

Birth of one or more children

- no influence
- moderate influence
- decisive influence

USEmobility specific questionnaire

Example Valleilijn



F. Reasons for the change in behaviour that are due to the attractiveness/advantages or the dissatisfaction/disadvantages of the means of transport.

Four survey models

I. Valleilijn use has increased

II. Valleilijn use has decreased

III. Use of individual motorised transport has increased

IV. Use of individual motorised transport has decreased

USEmobility specific questionnaire

Example Valleilijn



I. Valleilijn use has increased

Primary factors of influence

Filter: Respondents among whom the use of public transport has increased.

You now use the Valleilijn more often.

10a. Which characteristics of the Valleilijn convinced you to use it?

Part 1

Part 2

Question 10a

How strong was the influence of the characteristic?

	none	low	medium	strong	decisive
- Length of journey time (complete journey)	<input type="checkbox"/>				
- Costs	<input type="checkbox"/>				
- Reliability/punctuality	<input type="checkbox"/>				
- Safety from accidents/crime	<input type="checkbox"/>				
- Reachability of bus stops, stations, destinations	<input type="checkbox"/>				
- Journey (no/few transfers, short waiting times, information on the	<input type="checkbox"/>				
- Simplicity in planning, availability of information, ticket purchase	<input type="checkbox"/>				
- Travel comfort (quiet journey, seat, luggage, embarkation)	<input type="checkbox"/>				
- Flexibility of use	<input type="checkbox"/>				
- Atmosphere (temperature, cleanliness, design)	<input type="checkbox"/>				
- Good staff	<input type="checkbox"/>				
- Social contact (other passengers)	<input type="checkbox"/>				
- Accessibility (lifts, ramps, embarkation aids)	<input type="checkbox"/>				
- Frequency of connections	<input type="checkbox"/>				
- Well equipped bus stops/railway stations	<input type="checkbox"/>				
- Environmental friendliness	<input type="checkbox"/>				

Rotation of characteristics

USEmobility specific questionnaire

Example Valleilijn

Secondary characteristics: (> Breakdown of the primary factors of influence)

Filter: all areas for which moderate, strong or decisive influence was indicated.

10b_1. Which characteristics of [Reliability/punctuality] have convinced you to use the Valleilijn (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Punctual departures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Punctual arrivals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Independence from weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Technical reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Reliability of the connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10b_2. Which characteristics of [Safety] have convinced you to use the Valleilijn (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Large degree of safety from accidents compared to the car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Increased safety from crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10b_3. Which characteristics of [Reachability] have convinced you to use the Valleilijn (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Good connection at place of residence, short distances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Good connection at destination, short distances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- General possibility of reaching destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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10b_4. Which characteristics of [Journey] have convinced you to use the Valleilijn (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- direct connection without transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Few transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Little effort to transfer / short distances on foot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Short waiting times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10b_5. Which characteristics of [Simplicity of planning, ticket purchase] have convinced you to use the Valleilijn (more often)?

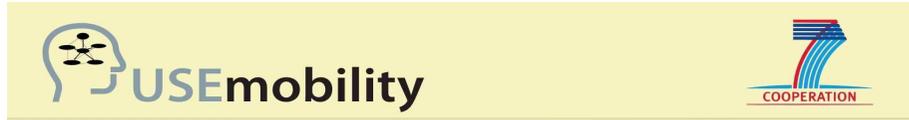
	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Little planning effort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Simple access to information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Uncomplicated purchase of tickets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Only one ticket necessary (through-ticket)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10b_6. Which characteristics of [Journey comfort] have convinced you to use the Valleilijn (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Gentle, comfortable driving style	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Few disturbing noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Secure driving feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Availability of seats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Comfort of seats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Sufficient space, available room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Comfortable embarkation/disembarkation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Simple luggage transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Possibility of carrying out activities (e.g. working, reading, ...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Possibility to relax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Example Valleilijn



10b_7. Which characteristics of [Flexibility of use] have convinced you to use the Valleilijn (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Extended times of operation (from early to late)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Intervals, frequency of departures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Good connection to other means of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Flexibility due to the use of network/season tickets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Flexibility of travelling in groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Possibility to take other people along	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Transferability of the ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10b_8. Which characteristics of [Atmosphere] have convinced you to use the Valleilijn (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Pleasant temperature and air conditioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Pleasant smell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Clear and attractive design of the interior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Colours of the interior/lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Attractive exterior design / colours of the vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10b_9. Which characteristics of [Staff] have convinced you to use the Valleilijn (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Commitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn

10b_10. Which characteristics of [Bus stops/stations] have convinced you to use the Valleilijn (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Well-equipped bus stops/ stations (shelter, toilets, ...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Park & Ride, bicycle stands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Cleanliness at the bus stops/stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Safe bus stops/stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Attractive design of the bus stops/stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Area surrounding the station (shopping possibilities, restaurants)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10c. Has anything changed for you since you started using the Valleilijn?

Rotation of characteristics

	deteriorated	remained the same	improved	cannot judge
- Length of journey time (complete journey)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Reliability/punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Safety from accidents/crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Reachability of bus stops, stations, destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Journey (no/few transfers, short waiting times, information on the	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Simplicity in planning, availability of information, ticket purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Travel comfort (quiet journey, seat, luggage, embarkation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Flexibility of use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Atmosphere (temperature, cleanliness, design)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Good staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Social contact (other passengers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Accessibility (lifts, ramps, embarkation aids)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Frequency of connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Well equipped bus stops/railway stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Environmental friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



II. Valleilijn use has decreased

Primary factors of influence

Filter: Respondents among whom the use of public transport has decreased.

You now use the Valleilijn less frequently.

11a. Which characteristics have caused you to use the Valleilijn less frequently?

Question 11a

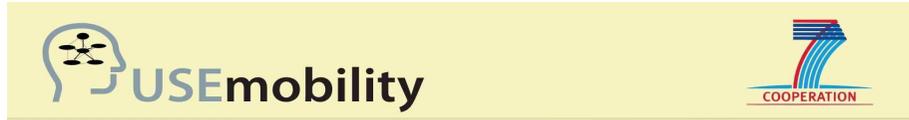
How strong was the influence of the characteristic?

	none	low	medium	strong	decisive
- Length of journey time (complete journey)	<input type="checkbox"/>				
- Costs	<input type="checkbox"/>				
- Lack of reliability/punctuality	<input type="checkbox"/>				
- Lack of safety from accidents/crime	<input type="checkbox"/>				
- Poor reachability of bus stops, stations, destinations	<input type="checkbox"/>				
- Complicated journey (transfers, waiting times, lack of information)	<input type="checkbox"/>				
- Complicated planning, lack of information, difficult purchase of tickets	<input type="checkbox"/>				
- Little journey comfort (quiet journey, seat, luggage, embarkation)	<input type="checkbox"/>				
- Lack of flexibility of use	<input type="checkbox"/>				
- Bad atmosphere (temperature, cleanliness, design)	<input type="checkbox"/>				
- Poor staff	<input type="checkbox"/>				
- Lack of privacy, disturbance from other passengers	<input type="checkbox"/>				
- Lack of accessibility, difficult access (no lifts, ramps, embarkation area)	<input type="checkbox"/>				
- Too few connections	<input type="checkbox"/>				
- Poorly-equipped bus stops/stations	<input type="checkbox"/>				
- Low environmental friendliness	<input type="checkbox"/>				

Rotation of the characteristics

USEmobility specific questionnaire

Example Valleilijn



Secondary characteristics: (> Breakdown of the primary factors of influence)

Filter: all areas for which moderate, strong or decisive influence was indicated.

11b_1. Which characteristics of [Reliability/punctuality] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Unpunctual departure times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unpunctual arrival times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Technical unreliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unreliable connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11b_2. Which characteristics of [Safety] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Lack of safety from accidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of safety from crime/harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11b_3. Which characteristics of [Reachability] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Poor connections at place of residence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Poor connections at the destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of possibilities to reach the destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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11b_4. Which characteristics of [journey] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Effort of transferring / long distances on foot	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Waiting times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11b_5. Which characteristics of [Planning/ticket purchase] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Large amount of planning effort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Complicated access to information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Difficult ticket purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Different tickets are necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11b_6. Which characteristics of [Journey comfort] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Jerky, rough driving style	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Disturbing noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Insecure driving feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of seat availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Poor seat comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Insufficient space, availability of room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Uncomfortable embarkation/disembarkation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Difficult transport of luggage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of possibility for activities (working, reading, ...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Difficult transport of children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of possibility to relax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



11b_7. Which characteristics of [Flexibility of use] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Restricted times of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Poor intervals, frequency of departures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Poor connection to other means of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- No possibility to take other people along	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- No transferability of the ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11b_8. Which characteristics of [Atmosphere] have caused you to stop using the Valleilijn, or to use it less frequently?

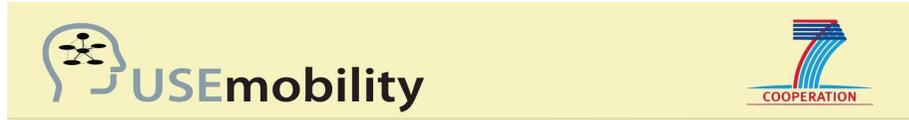
	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Unpleasant temperature and air conditioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unpleasant smell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unclear and unattractive design of the interior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unpleasant colours of the interior/lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unattractive exterior design / colours of the vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11b_9. Which characteristics of [Staff] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Unfriendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of commitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Poor appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- too few / no staff available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



11b_10. Which characteristics of [Privacy, co-passengers] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Unpleasant co-passengers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of a privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Crowding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11b_11. Which characteristics of [Bus stops/stations] have caused you to stop using the Valleilijn, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Poorly-equipped bus stops/stations (shelter, toilets, ...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of Park & Ride possibilities and bicycle stands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of cleanliness at bus stops/stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unsafe bus stops/stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unattractive surroundings of stations (shopping possibilities, restat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unattractive design of the bus stops/stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unsafe bus stops/stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



11c. Prior to the changes, did anything change for you with regard to the Valleilijn?

	deteriorated	remained the same	improved	cannot judge
- Length of journey time (complete journey)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Reliability/punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Safety from accidents/crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Reachability of bus stops, stations, destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Journey (no/few transfers, short waiting times, information on the	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Simplicity in planning, availability of information, ticket purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Travel comfort (quiet journey, seat, luggage, embarkation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Flexibility of use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Atmosphere (temperature, cleanliness, design)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Good staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Social contact (other passengers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Accessibility (lifts, ramps, embarkation aids)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Frequency of connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Well equipped bus stops/railway stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Environmental friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rotation of characteristics

USEmobility specific questionnaire

Example Valleilijn



III. Use of individual motorised transport has increased

Primary factors of influence

Filter: Respondents among whom the use of the Valleilijn has decreased and use of individual motorised transport has increased.

You now use the car/motorcycle more often.

12a. Which characteristics have convinced you to use the car/motorcycle (more often)?

Question 12a

How strong was the influence of the characteristic?

	none	low	medium	strong	decisive
- Length of journey time (complete journey)	<input type="checkbox"/>				
- Costs	<input type="checkbox"/>				
- Reliability/punctuality	<input type="checkbox"/>				
- Safety from accidents/crime	<input type="checkbox"/>				
- Reachability of destinations and places	<input type="checkbox"/>				
- Simplicity of planning, access to information	<input type="checkbox"/>				
- High degree of journey comfort	<input type="checkbox"/>				
- Flexibility of use	<input type="checkbox"/>				
- Own control of the journey and the characteristics of the journey	<input type="checkbox"/>				
- Privacy and freedom	<input type="checkbox"/>				
- The joy of driving	<input type="checkbox"/>				

Rotation of the characteristics

USEmobility specific questionnaire

Example Valleilijn



Secondary characteristics: (> Breakdown of the primary factors of influence)

Filter: all areas for which moderate, strong or decisive influence was indicated.

12b_1. Which characteristics of [Reliability/punctuality] have convinced you to use the car/motorcycle (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Ability to plan and determine arrival times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Independence from weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Technical reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12b_2. Which characteristics of [Safety] have convinced you to use the car/motorcycle (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Safety from accidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Safety from crime/harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12b_3. Which characteristics of [Reachability, parking space availability] have convinced you to use the car/motorcycle (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Good reachability of destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Availability of parking spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Short distance to parking space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12b_4. Which characteristics of [Simplicity of planning, access to information] have convinced you to use the car/motorcycle (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- No/hardly any planning necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Little additional information necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



12b_5. Which characteristics of [Journey comfort] have convinced you to use the car/motorcycle (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Seating comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Quiet, undisturbed journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Safe driving feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Simple, comfortable use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Transport of luggage/groceries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Sufficient space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Relaxing journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Simple transport of children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Simple transport of other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12b_6. Which characteristics of [Flexibility] have convinced you to use the car/motorcycle (more often)?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Self-determined journey/departure times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Self-determined route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Independence from others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- No organisation of the journey necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



12c. Has anything changed for you in the last few years in using the car/motorcycle?

	deteriorated	remained the same	improved	cannot judge
- Length of journey time (complete journey)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Reliability/punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Safety from accidents/crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Reachability of destinations and places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Simplicity of planning, access to information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- High degree of journey comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Flexibility of use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Privacy and freedom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The joy of driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Rotation of characteristics

USEmobility specific questionnaire

Example Valleilijn



IV. Use of individual motorised transport has decreased

Primary factors of influence

Filter: Respondents among whom the use of the Valleilijn has increased and the use of individual motorised transport has decreased.

You now use the car/motorcycle less frequently.

13a. Which characteristics of cars/motorcycles have convinced you not to continue using these quite as often?

Question 13a

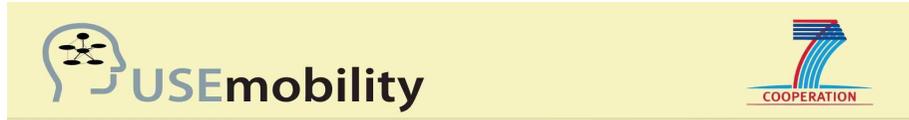
How strong was the influence of the characteristic?

	none	low	medium	strong	decisive
- Journey times	<input type="checkbox"/>				
- Costs	<input type="checkbox"/>				
- Unreliability/unpunctuality	<input type="checkbox"/>				
- Worries about safety (accidents, damage)	<input type="checkbox"/>				
- Poor reachability of destinations/availability of parking space	<input type="checkbox"/>				
- Complicated planning/preparation	<input type="checkbox"/>				
- Little journey comfort	<input type="checkbox"/>				
- Low flexibility of use	<input type="checkbox"/>				
- No joy in driving	<input type="checkbox"/>				
- Bad environmental compatibility	<input type="checkbox"/>				

Rotation of the characteristics

USEmobility specific questionnaire

Example Valleilijn



Secondary characteristics

Filter: all areas for which moderate, strong or decisive influence was indicated.

13b_1. Which characteristics of [Costs] have caused you to no longer use the car/motorcycle, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Fuel prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Tax / insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Price of acquisition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Maintenance and repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13b_2. Which characteristics of [Unreliability/unpunctuality] have caused you to no longer use the car/motorcycle, or to use it less frequently?

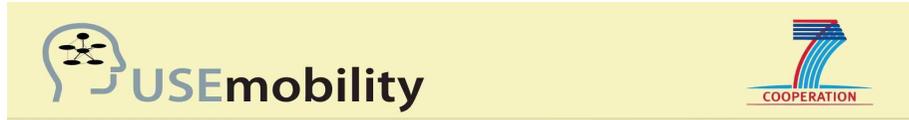
	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Arrival times cannot be planned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Dependence on weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Technical susceptibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13b_3. Which characteristics of [Safety] have caused you to no longer use the car/motorcycle, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Lack of safety from accidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of safety from damage/theft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



13b_4. Which characteristics of [Reachability] have caused you to no longer use the car/motorcycle, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Poor reachability of destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Difficult search for parking spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Long distance to parking space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13b_5. Which characteristics of [Planning/preparation] have caused you to no longer use the car/motorcycle, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Complicated planning necessary (route, traffic situation, ...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Keeping the vehicle operational (customer service, oil, MOT, ...)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13b_6. Which characteristics of [Journey comfort] have caused you to no longer use the car/motorcycle, or to use it less frequently?

	absolutely no influence	little influence	moderate influence	strong influence	decisive influence
- Stop-and-go traffic, congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unpleasant and stressful journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Negative behaviour of other drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of freedom of movement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of possibility to carry out activities during the journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Lack of possibility to relax during the journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



13c Has anything changed for you in the last few years in using the car/motorcycle?

	deteriorated	remained the same	improved	cannot judge
- Journey times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Unreliability/unpunctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Worries about safety (accidents, damage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Poor reachability of destinations/availability of parking space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Complicated planning/preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Little journey comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Low flexibility of use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- No joy in driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Bad environmental compatibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Rotation of the characteristics</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USEmobility specific questionnaire

Example Valleilijn



F_S. Special aspects of the Valleilijn

FS_1. Some changes have been made to the Valleilijn in the last few years. Which of these changes have you noticed?

- Combined rail and bus connection, adapted to each other
- Camera surveillance in the trains
- Security personnel in the stations
- Conductors
- Passenger information at the bus stops (arrival, departure, delays)
- Food and drink dispensers in the trains
- Internet and wireless connection in the train
- Screens in the compartments
- Quiet compartment "Stiltecoupe"
- New stations
- New design of the stations with benches and plants
- Lockable bicycle boxes at the stations
- Party compartment "Dance Vallej"
- Campaigns, cooperations with local providers

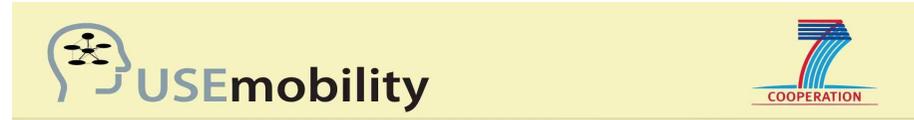
Rotation of the characteristics

USEmobility specific questionnaire

Example Valleilijn

Filter: only changes that have been noticed

FS_2. How important are these changes for your personal use of the Valleilijn?

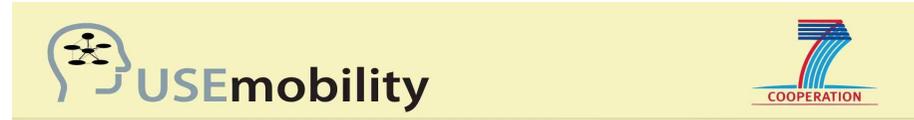


	completely unimportant					very important
Combined rail and bus connection, adapted to each other	<input type="checkbox"/>					
Camera surveillance in the trains	<input type="checkbox"/>					
Security personnel in the stations	<input type="checkbox"/>					
Conductors	<input type="checkbox"/>					
Passenger information at the bus stops (arrival, departure, delays)	<input type="checkbox"/>					
Food and drink dispensers in the trains	<input type="checkbox"/>					
Internet and wireless connection in the train	<input type="checkbox"/>					
Screens in the compartments	<input type="checkbox"/>					
Quiet compartment "Stiltecoupe"	<input type="checkbox"/>					
New stations	<input type="checkbox"/>					
New design of the stations with benches and plants	<input type="checkbox"/>					
Lockable bicycle boxes at the stations	<input type="checkbox"/>					
Party compartment "Dance Vallei"	<input type="checkbox"/>					
Campaigns, cooperations with local providers	<input type="checkbox"/>					

Rotation of the characteristics

USEmobility specific questionnaire

Example Valleilijn



Filter: only changes that have been noticed

FS_3. How satisfied are you with the implementation of these measures?

	completely dissatisfied					completely satisfied		cannot judge
Combined rail and bus connection, adapted to each other	<input type="checkbox"/>							
Camera surveillance in the trains	<input type="checkbox"/>							
Security personnel in the stations	<input type="checkbox"/>							
Conductors	<input type="checkbox"/>							
Passenger information at the bus stops (arrival, departure, delays)	<input type="checkbox"/>							
Food and drink dispensers in the trains	<input type="checkbox"/>							
Internet and wireless connection in the train	<input type="checkbox"/>							
Screens in the compartments	<input type="checkbox"/>							
Quiet compartment "Stiltecoupe"	<input type="checkbox"/>							
New stations	<input type="checkbox"/>							
New design of the stations with benches and plants	<input type="checkbox"/>							
Lockable bicycle boxes at the stations	<input type="checkbox"/>							
Party compartment "Dance Vallei"	<input type="checkbox"/>							
Campaigns, cooperations with local providers	<input type="checkbox"/>							

Rotation of the characteristics

G. Main reasons for the current choice of means of transport

14. What had the greatest influence on your current choice in favour of the Valleilijn. Please distribute a total of 100 points among the following categories:

- Change in personal/private situation _____
- Attractiveness of the means of transport now more frequently used _____
- Dissatisfaction with the means of transport now less frequently or no longer used _____

100

USEmobility specific questionnaire

Example Valleilijn



H. Evaluation of public transport

Evaluation of the primary factors of influence

Filter: only respondents who use public transport

Valleilijn

15. How do you rate the Valleilijn?

	very negative					very positive		cannot judge
- Length of journey time (complete journey)	<input type="checkbox"/>							
- Costs	<input type="checkbox"/>							
- Reliability/punctuality	<input type="checkbox"/>							
- Safety from accidents/crime	<input type="checkbox"/>							
- Reachability of bus stops, stations, destinations	<input type="checkbox"/>							
- Journey (transfers, waiting times, information on the progress of tl	<input type="checkbox"/>							
- Simplicity in planning, availability of information, ticket purchase	<input type="checkbox"/>							
- Travel comfort (quiet journey, seat, luggage, embarkation)	<input type="checkbox"/>							
- Flexibility of use	<input type="checkbox"/>							
- Atmosphere (temperature, cleanliness, design)	<input type="checkbox"/>							
- Staff	<input type="checkbox"/>							
- Other passengers (social contact)	<input type="checkbox"/>							
- Accessibility, easy access (lifts, ramps, embarkation aids)	<input type="checkbox"/>							
- Frequency of connections	<input type="checkbox"/>							
- Facilities at bus stops/railway stations	<input type="checkbox"/>							
- Environmental friendliness	<input type="checkbox"/>							

Rotation of the characteristics

USEmobility specific questionnaire

Example Valleilijn



Filter: from here no longer related to the purpose of journey

J. Environmental awareness / environmental behaviour

18. What percentage of your current costs for transport/travel/mobility would you be prepared to pay in addition for a **stronger environmental orientation**?

- environmentally friendly mobility should not cost more
- up to 5%
- up to 10%
- up to 20%
- up to 30% and more

USEmobility specific questionnaire

Example Valleilijn



K. Attitudes to/opinions of the means of transport/mobility (> segmentation)

19. How strongly do you agree with the following statements?

	disagree completely				agree completely	
It is easy to manage without a car in large cities	<input type="checkbox"/>					
A great car shows that you've made something of your life	<input type="checkbox"/>					
Public transport is for people who can't afford a car	<input type="checkbox"/>					
The future lies in public transport	<input type="checkbox"/>					
Driving a car nowadays is a luxury	<input type="checkbox"/>					
The future lies in the combination of means of transport	<input type="checkbox"/>					
Generally I like using public transport	<input type="checkbox"/>					
Public transport should be extended further	<input type="checkbox"/>					
Driving a car is irresponsible towards the environment and coming generations	<input type="checkbox"/>					
Cars are more than a means of transport	<input type="checkbox"/>					
I decide pragmatically between public transport and the car, based on costs and journey time	<input type="checkbox"/>					
I cycle or walk as often as possible in order to stay fit/healthy	<input type="checkbox"/>					
For me, car sharing is a good alternative to private car use	<input type="checkbox"/>					
The future lies with the bicycle	<input type="checkbox"/>					
The future lies with the car	<input type="checkbox"/>					
The road network needs to be expanded in order to avoid congestion	<input type="checkbox"/>					
Car-free city centres are desirable	<input type="checkbox"/>					
A great advantage of the car is that one can choose one's own passengers	<input type="checkbox"/>					
For society, public transport is cheap compared to the car	<input type="checkbox"/>					

Rotation of the items

USEmobility specific questionnaire

Example Valleilijn



M. Social-demographic characteristics

21. How old are you? _____ years

22. Your gender?

- male
- female

23. What is your present marital status?

- single
- married, non-marital partnership
- divorced, separated
- widowed

24. How many people live permanently in your household?

- 1 person
- 2 persons
- 3 persons
- 4 persons
- 5 persons or more

25. Do any children under the age of 18 years live in your household?

- no
- yes, one child > age of the child: _____
- yes, two children > age of child 1 _____; age of child 2 _____
- yes, three children or more > age of youngest child _____; age of oldest child _____

USEmobility specific questionnaire

Example Valleilijn



26. Your current occupation?

- Pupil
- Student
- Trainee / apprentice
- Housewife/househusband
- Retired
- Employed
- Self-employed
- other

27. Your highest educational qualification?

- Primary/junior secondary school
- Higher secondary school without qualifications
- School-leaving certificate
- Completed university degree

- other
- still at school

28. How high is your net household income (the total income of all members of the household)?

- below 1,000 €
- 1,000 € to below 2,000 €
- 2,000 € to below 3,000 €
- 3,000 € to below 4,000 €
- 4,000 € to below 7,000 €
- 7,000 € and more
- n/a

USEmobility specific questionnaire

Example Valleilijn

29. Is there a car available to you in your household?

- yes, permanently
- yes, usually
- yes, but only partially
- no, no car available

