

Questionnaire B - Users (of services that target private individuals/households)

This survey was developed within the framework of the Swedish KOMPIS project (Work Package 4). The survey is a 'baseline survey', designed to be answered by customers / users of combined mobility services which target private individuals / households.

The survey should be digitised using a suitable web tool. It is up to each pilot to select and create web surveys, but it is important to select a tool that (i) provides the required question and answer formats, (ii) which can provide output in **SPSS format**, and (iii) that meets the requirements of the EU Data Protection Regulation (**GDPR**).

A preliminary questionnaire, (**Questionnaire A**), must be answered by (potential) customers/users before they begin using the combined mobility service. The objective is to provide information about individuals' travel behavior today with a focus on day-to-day travel, motives for the mode of travel, and their expectations for the service. Questionnaire A also includes questions about age, family composition, income, etc.

This questionnaire, (**Questionnaire B**), must be answered at the end of the pilot/ when the customer/user has used the service over a longer period. Similarly to Questionnaire A, a portion of this survey asks questions related to individuals' travel behavior with a focus on day-to-day travel, but now after having accessed the new mobility service. Other questions focus on individual's evaluation of the new services and how it affects their travel experience.

The intention is to collect responses from many pilots and trials that test different combined mobility services and the resultant data should be uploaded into a national database. In order to ensure comparability between data from different pilots, questions and response options must not be removed nor changed. This is important! If questions are removed or response options changed, comparisons cannot be made between before and after the service was made available. However, questions and response options may be added as necessary.

These questionnaires, along with those which target service providers and municipalities / regions, are under development. We intend to gradually improve them to promote the creation of robust data and to ensure as little dropout as possible. We are thus interested in dialogues with pilot owners and researchers who will use these questionnaires on how to improve the formulation of questions and answers.

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GDPR / personal data

Data generated using this questionnaire will be stored in a national database developed by RISE within the [KOMPIS-project](#). The database is intended to facilitate comparative studies between different types of combined mobility services and assessments of their sustainability impacts. The database will NOT store personal data (e.g. names and contact details). All personal data will be anonymised within the KOMPIS database.

With regard to GDPR – it is the responsibility of the organisation that collects data using this and other questionnaires within KOMPIS to inform respondents of the aims and objectives of the study, and to notify individuals of the way in which data will be used.

We recommend that respondents are asked to proactively agree to a set of terms and conditions as explicated by organisations responsible for collecting data. For example: I have read through and understood....and give my approval that...

RESPONDENT IDENTIFICATION CODE:

Please insert an anonymised code that corresponds to individuals' responses to Questionnaire A. This is important for conducting comparisons between Questionnaires A & B.

PART 1. YOUR TRANSPORT CHOICES DURING THE TRIAL

During the time you have had access to <<<INSERT NAME OF SERVICE HERE>>>, to what extent have you used the following transportation modes for your daily travel?

Please also include transportation modes that were not included as part of the trial service. Daily travel means trips to and from work or school, shopping trips, trips to and from leisure activities as well as a work trips, but not vacations.

	Every day	3-5 days per week	1-2 days per week	2-3 times per month	1 time per month or less	Never
Private vehicle (owned, leased, company car)	<input type="checkbox"/>					
Carpool	<input type="checkbox"/>					
Rental car	<input type="checkbox"/>					
Taxi	<input type="checkbox"/>					
Motorcycle/moped	<input type="checkbox"/>					
Bicycle / e-bike	<input type="checkbox"/>					
Carshare	<input type="checkbox"/>					
Bus/tram	<input type="checkbox"/>					
Subway	<input type="checkbox"/>					
Regional or local train	<input type="checkbox"/>					
Walk (most or all of the trip)	<input type="checkbox"/>					
Other: _____	<input type="checkbox"/>					

During the period in which you have had access to the <<<INSERT NAME OF SERVICE HERE>>>, for which types of daily trips have you used the following transportation modes?

Include all trips, even if you haven't used them as part of the trial service. Daily travel means trips to and from work or school, shopping trips, trips to and from leisure activities as well as a work trips, but not vacations.

	Trips to and from work or school	Shopping trips	Personal errands (bank, physician, etc.)	Trips to and from leisure activities (sports, hobby, etc.)	Weekend or vacation trips	Trips for work
Private vehicle (owned, leased, company car)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rental car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motorcycle/moped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle / e-bike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carshare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus/tram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional or local train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk (most or all of the trip)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To what extent have you used <<<INSERT NAME OF SERVICE HERE>>> for daily travel?

Daily travel means trips to and from work or school, shopping trips, trips to and from leisure activities as well as a work trips, but not vacations.

Not at all 1	Rarely 2	3	Often 4	For all trips 5
<input type="checkbox"/>				

**To what extent have you used these transportation modes that have been made available by
<<<INSERT NAME OF SERVICE HERE>>>**

Note: This list must be adjusted for each service

	Every day	3-5 days per week	1-2 days per week	2-3 times per month	1 time per month or less	Never
Personal vehicle	<input type="checkbox"/>					
Carshare	<input type="checkbox"/>					
Rental car	<input type="checkbox"/>					
Taxi	<input type="checkbox"/>					
Bikeshare	<input type="checkbox"/>					
Public transit: Bus/tram	<input type="checkbox"/>					
Public transit: Subway	<input type="checkbox"/>					
Public transit: Regional or local train	<input type="checkbox"/>					
Other: _____	<input type="checkbox"/>					

**Which of the following describe reasons you used transportation modes not included in the
<<<INSERT NAME OF SERVICE HERE>>> service during the trial period?**

- The trip would have taken too long
- The trip would have been more expensive than the alternative I chose
- I couldn't get to my final destination
- The trip would have required too many modal changes
- The transportation mode I wanted was not available
- I was uncertain how to use the service for this trip
- Other reasons: _____

During the time you had access to <<<INSERT NAME OF SERVICE HERE>>>, to what extent have you combined different transportation modes (e.g. car + public transit or bicycle + public transit) in the same daily trip?

Daily travel means trips to and from work or school, shopping trips, trips to and from leisure activities as well as work trips, but not vacations.

Not at all	Rarely	Sometimes	Often	Always/every trip
1	2	3	4	5
<input type="checkbox"/>				

Comments:

During the time you had access to <<<INSERT NAME OF SERVICE HERE>>>, have you had access to a personal vehicle in a different way than before?

- Yes, through a carpool
- Yes, through a carsharing service
- Yes, by other means: _____
- No
- I don't know

During the time you had access to <<<INSERT NAME OF SERVICE HERE>>>, have you had access to a bicycle via a bike rental system in a different way than before?

- Yes,
 - ...to which type of bicycle (e.g. e-bike, cargo bike, ...) _____
 - ...by which type of rental system (e.g. bikeshare): _____
- No
- I don't know

PART 2. YOUR ATTITUDES TOWARD DIFFERENT MODES OF TRANSPORTATION

To what extent has access to <<<INSERT NAME OF SERVICE HERE>>> changed your attitude toward any of the following modes of transportation?

Note: Additions to the list may be necessary depending on the service.

	Much more NEGATIVE 1	A little more NEGATIVE 2	No change, as before 3	A little more POSITIVE 4	Much more POSITIVE 5
Personal vehicle (private/leased/company car)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bikeshare bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit- bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit - tram	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit - subway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit - train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rental car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

How satisfied are you with <<<INSERT NAME OF SERVICE HERE>>>?

Very unsatisfied 1	Somewhat Unsatisfied 2	Neutral 3	Somewhat Satisfied 4	Very Satisfied 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Given that you have access to the <<<INSERT NAME OF SERVICE HERE>>>, how satisfied are you with current daily travel options.

Daily travel means trips to and from work or school, shopping trips, trips to and from leisure activities as well as a work trips, but not vacations or charter trips.

Very unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied
1	2	3	4	5
<input type="checkbox"/>				

Comments:

Given that you have access to the <<<INSERT NAME OF SERVICE HERE>>>, to what extent do you agree with the following statements regarding your daily travel?

	Disagree completely	Disagree mostly	Neither/nor	Agree mostly	Agree completely
	1	2	3	4	5
I can get where I want without problems	<input type="checkbox"/>				
I can participate in activities I want to without problems, e.g. leisure activities	<input type="checkbox"/>				
I have access to the transportation system and its various modes of transport	<input type="checkbox"/>				

PART 3. YOUR PERCEPTION OF THE CONSEQUENCES OF YOUR ACCESS TO <<<INSERT NAME OF SERVICE HERE>>>

Your access to the <<<INSERT NAME OF SERVICE HERE>>> can result in various consequences. To what extent do you agree with the following statements?

	Disagree completely 1	Disagree mostly 2	Neither/nor 3	Agree mostly 4	Agree completely 5
My/my household's transportation costs have decreased	<input type="checkbox"/>				
My travel has become more comfortably (easier, less strenuous)	<input type="checkbox"/>				
My travel has become more reliable	<input type="checkbox"/>				
I have travelled less	<input type="checkbox"/>				
It has become easier to transport my things (e.g. strollers/prams, groceries, gardening and building material, work supplies, etc.)	<input type="checkbox"/>				
My travel times have become shorter	<input type="checkbox"/>				
The environmental impact of my travel has decreased	<input type="checkbox"/>				
I have a better overview of my /my household's travel costs	<input type="checkbox"/>				
I have used carsharing/rental cars to a greater extent	<input type="checkbox"/>				
I have used public transit to a greater extent	<input type="checkbox"/>				
I have reduced travel by private vehicle	<input type="checkbox"/>				
I have used bicycles to a greater extent.	<input type="checkbox"/>				
I have been able to use my travel time more efficiently	<input type="checkbox"/>				

Comments:

How satisfied/unsatisfied are you with these consequences?

Very unsatisfied	Somewhat unsatisfied	Neutral	Somewhat satisfied	Very satisfied
1	2	3	4	5
<input type="checkbox"/>				

Comments:

If access to this service resulted in changes to your travel behavior, do you believe these changes will last?

- Yes
- Yes, provided that: _____
- No

Comments:

What words would you associate with <<<INSERT NAME OF SERVICE HERE>>>?

Enter a maximum of three words.

PART 4. BACKGROUND INFORMATION

During the time that you participated in the <<<INSERT NAME OF SERVICE HERE>>> trial, have any of the following changed?

Your main occupation?

- No
 Yes, in what way: _____

Your work patterns?

- No
 Yes, in what way: _____

The number of people in your household?

- No
 Yes, in what way: _____

Your home address?

- No
 Yes, in what way: _____

The number of cars in your household?

Include company cars, leased cars, but not carshare vehicles.

- No
 Yes, the number of cars decreased. How many cars are in your household today? _____
 Yes, the number of cars increased. How many cars are in your household today? _____

Number and type of bicycles in your household?

- No
 Yes, bicycles decreased. How many bicycles in your household today? _____
 Yes, e-bikes decreased. How many e-bikes in your household today? _____
 Yes, cargo bicycles decreased. How many cargo bicycles in your household today? _____
 Yes, bicycles increased. How many bicycles in your household today? _____
 Yes, e-bikes increased. How many e-bikes in your household today? _____
 Yes, car bicycles increased. How many cargo bicycles today? _____

If you have additional thoughts or comments about <<<INSERT NAME OF SERVICE HERE>>> or about this research, please write them below!