



MobiWallet

MobiWallet_Spain_Phase 2_Post-Trial Survey_240816

MobiWallet - Cuestionario posterior a las pruebas piloto

Gracias por participar en este cuestionario

El cuestionario le llevará unos 5 minutos. La información registrada será utilizada para valorar el sistema y mejorarlo.

La información que proporcione en este formulario será almacenada por Transport & Travel Research Ltd, respetando la legislación inglesa para la protección de datos. La información personal no será compartida con terceros, y las respuestas de los usuarios serán utilizadas de manera agregada para valorar el impacto del proyecto MobiWallet



MobiWallet

MobiWallet_Spain_Phase 2_Post-Trial Survey_240816

* 1. Nombre de Usuario registrado en la APP MobiWallet

* 2. Sexo

* 3. Edad

* 4. Por favor indique si es usted invidente o tiene visibilidad reducida

5. Por favor introduzca su código postal



MobiWallet

MobiWallet_Spain_Phase 2_Post-Trial Survey_240816

Información de viajes

* 6. Dispone de vehículo privado o tiene acceso a uno?

7. Si utiliza el coche como su medio de transporte más habitual, indique si está de acuerdo con la siguiente afirmación: “En desplazamientos inferiores a 10Km me plantearía cambiar el coche por...”

	Totalmente de acuerdo	De acuerdo	Indiferente	En desacuerdo	Totalmente en desacuerdo
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ferry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehículo compartido	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicicleta	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. En una semana normal, ¿cuántos viajes sencillos hace usted en Santander por alguno de los siguientes motivos? (viaje sencillo= trayecto de ida)

	Trabajo	Educación	Compras	Ocio
Bicicleta	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bus	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Coche propio con único ocupante	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Coche compartido	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ferry	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Parking y enlace con transporte publico	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Taxi	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tren Cercanías	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Otros (por favor especifique)

* 9. Por favor valore su experiencia en cada modo de transporte

10 muy satisfecho, 1 nada satisfecho

Solo es necesario valorar los modos que suele usar regularmente

	1	2	3	4	5	6	7	8	9	10
Bicicleta privada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicicleta pública	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coche propio con único ocupante	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coche compartido	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ferry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking y enlace con transporte publico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tren Cercanías	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Otros (por favor especifique)

* 10. ¿Cuál es el tiempo medio de sus desplazamientos habituales?

* 11. Seleccione, de entre los siguientes, dónde encuentra los mayores problemas a la hora de desplazarse en Santander

- Información sobre billetes disponibles
- Proceso de selección de billetes
- Proceso de pago
- Coste del trayecto
- Tiempo del trayecto
- Frecuencia de los servicios e transporte
- Comfort/accesibilidad
- Planificación del viaje
- Preocupaciones de seguridad
- Otros (por favor especifique)

12. Por lo general, ¿sus viajes involucran más de un modo de transporte?

- Sí
- No
- No estoy seguro



MobiWallet

MobiWallet_Spain_Phase 2_Post-Trial Survey_240816

Pago y uso de la APP

* 13. Qué método es el que más suele utilizar para pagar los servicios de transporte en Santander?

- Tienda/Estanco/Kiosco/Taquilla
- Online a través de página (por favor, especifique cual)
- A bordo
- Aplicación móvil (por favor, especifique)
- Otros (por favor, especifique)

* 14. En general, ¿cómo valora el uso de la aplicación MobiWallet para el proceso de pago y validación de títulos de transporte?

Siendo 10: Muy satisfecho y 1: Poco satisfecho

	1	2	3	4	5	6	7	8	9	10
Cómodo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sencillo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rápido	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 15. ¿Cómo valora su experiencia usando las siguientes funcionalidades de MobiWallet?

	Satisfactoria	Normal	Negativa	No aplica / No estoy seguro
Recarga de monedero virtual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recarga de monedero TUS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Validación en bus usando tags NFC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lectura código QR en taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lectura código QR en parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compra anticipada de tickets de Ferry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uso general de la APP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 16. ¿Cómo valora MobiWallet en comparación con los sistemas habituales?

- Mejora significativa
- Mejora
- Leve mejora
- Ningún cambio
- Un poco peor
- Peor
- Significativamente peor

* 17. ¿Cree usted que MobiWallet facilita los viajes intermodales (el uso combinado de varios modos de transporte en un mismo viaje)?

- Si
- No

* 18.

Con qué seguridad volvería a usar MobiWallet en el futuro?

Escala del 1 al 7 donde 7 es: con total seguridad

1	2	3	4	5	6	7
★	★	★	★	★	★	★

* 19. ¿Recomendaría el nuevo sistema a otros usuarios?

- SI
- No
- Quizá
- Prefiero no responder

20. ¿Qué mejoras sugerirías para el sistema en un futuro?

21. ¿Qué es lo que menos le gusta del sistema MobiWallet?



MobiWallet

MobiWallet_Spain_Phase 2_Post-Trial Survey_240816

Gracias por completar la encuesta.

Puede consultar más información del proyecto MobiWallet en su Web:<http://www.mobiwallet-project.eu/>



MobiWallet



MobiWallet_Italy_Phase 2_Post-Trial Survey_110716

MobiWallet Italia - Indagine post-trial

Grazie per aver accettato di completare il questionario Post-Trial.

Il questionario si compila in 5 - 10 minuti. Le informazioni raccolte saranno utilizzate dai partner del progetto per migliorare I servizi offerti in Toscana.

Informativa sull'utilizzo e la condivisione delle informazioni

Le informazioni fornite mediante questo questionario saranno usate per aiutarci a dimostrare gli effetti ottenuti dal progetto MobiWallet. L'informativa completa sulla privacy è disponibile al seguente indirizzo: <http://www.mobiwallet-project.eu/mobiwithit/privacy>

Proseguendo con la compilazione del questionario, presti il tuo consenso al trattamento dei dati secondo le modalità e le finalità sopra descritte. Il mancato consenso comporterà l'impossibilità di partecipare alle attività di cui al progetto MobiWallet, inclusa l'assegnazione dei premi.

Compila e Vinci!

Per ringraziarti del tempo che dedichi all'importante tema della mobilità e per dimostrarti quanto teniamo al tuo contributo, abbiamo deciso di assegnare degli incentivi tramite sorteggio tra tutti quelli che hanno compilato il questionario e che lasceranno il loro indirizzo email.

Hai l'opportunità di vincere biciclette e abbonamenti ai mezzi di trasporto pubblico nelle città di Pisa e Firenze.

Per maggiori informazioni clicca qui <http://www.mobiwallet-project.eu/mobiwithit>

L'indirizzo email verrà utilizzato per inviare automaticamente comunicazioni inerenti l'estrazione dei premi.

* 1. Prego, fornisci il tuo indirizzo e-mail per poterti contattare

Per favore, nel caso in cui tu ti sia già registrato mediante le app MobiTicket o PisaBus oppure tramite il sito web <https://mobiwallet-italy.pisa.intecs.it/Simis-Rest/pages/> ricordati di utilizzare la stessa e-mail. In caso contrario per poter partecipare successivamente all' estrazione registrati adesso!

Indirizzo email



MobiWallet



MobiWallet_Italy_Phase 2_Post-Trial Survey_110716

Informazioni demografiche

* 2. Genere

Uomo

Donna

Altro

Preferisco non rispondere

* 3. Età

* 4. Hai bisogno di assistenza speciale per i tuoi spostamenti?

Rispondi affermativamente se, ad esempio, hai mobilità ridotta oppure se sei ipovedente.

* 5. Inserisci il CAP del tuo domicilio



MobiWallet



MobiWallet_Italy_Phase 2_Post-Trial Survey_110716

In che modo viaggi in Toscana

* 6. Hai modo di utilizzare un'automobile?

7. Se il tuo mezzo di trasporto abituale è l'automobile, quanto saresti propenso, nei viaggi inferiori a 10 km, ad utilizzare...

Se non possiedi l'automobile, o non è il tuo mezzo di trasporto abituale, salta la domanda.

	Pienamente d'accordo	D'accordo	Né d'accordo né disaccordo	In disaccordo	In forte disaccordo
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treno	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car pooling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bici	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. In una settimana tipica, quanti volte hai utilizzato i seguenti mezzi di trasporto per i tuoi spostamenti?

Nota: se hai usato lo stesso mezzo sia per andare sia per tornare da un luogo, hai usato il mezzo 2 volte.

È sufficiente riempire le caselle dei mezzi di trasporto effettivamente utilizzati nel periodo

	Lavoro	Scuola/Università	Shopping	Attività ricreative / tempo libero
Bicicletta	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Noleggio bicicletta	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bus	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Auto personale	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Car sharing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Car pooling	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Auto & Bus	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Scooter/Moto	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Taxi	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tram	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Treno	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Altro (Per favore specificare)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Altro (Per favore specificare)

* 9. In base alle tue esigenze quotidiane, come valuti la tua esperienza con i seguenti mezzi di trasporto?

1 --> Pessima esperienza, 10--> Ottima esperienza

Basta indicare solo i mezzi di trasporto che usi abitualmente.

	1	2	3	4	5	6	7	8	9	10
Bicicletta	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noleggio bicicletta	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto personale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car pooling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Auto & Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scooter/Moto	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treno	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Altro (per favore specificare)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Altro (per favore specificare)

* 10. Qual è la durata del tragitto che compi più spesso?

11. Qual è la lunghezza del tragitto che compi più spesso?

* 12. Evidenzia i disagi più comuni durante i tuoi viaggi in Toscana:

Carenza di informazioni aggiornate sui collegamenti

Metodo di pagamento

Costo elevato

Comfort insufficiente

Difficoltà di pianificazione del viaggio

Sicurezza personale insufficiente

Frequenti ritardi

Altro (per favore specificare)



MobiWallet



MobiWallet_Italy_Phase 2_Post-Trial Survey_110716

Modalità di acquisto del biglietto

* 13. Durante queste settimane in cui hai utilizzato MobiWallet, se hai usato il trasporto pubblico in Toscana, come hai acquistato il biglietto?

- Biglietteria
- Online, da sito web
- Direttamente a bordo del mezzo
- Biglietterie automatiche
- App su smartphone
- SMS
- Altro (per favore specificare)

* 14. Hai esperienza nell'eseguire pagamenti tramite cellulare?

	Si	No	Non so
Codice QR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
App su Smartphone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SMS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Altro, per favore specificare

* 15. Quanto sei soddisfatto delle esperienze di pagamento effettuate mediante Mobiwallet?

1 non soddisfatto - 7 molto soddisfatto

	1	2	3	4	5	6	7
Convenienza	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilità	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rapidità	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 16. Complessivamente, dalla pianificazione del viaggio al suo inizio, quanto sei soddisfatto della procedura per la selezione e l'acquisto del biglietto?

1 significa non soddisfatto - 10 significa molto soddisfatto

	1	2	3	4	5	6	7	8	9	10
Convenienza	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilità	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rapidità	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. Come giudichi la tua esperienza di pagamento utilizzando i servizi offerti da Mobiwallet in confronto a quelli che usavi in precedenza?

- Molto migliorata
- Migliorata
- Leggermente migliorata
- Uguale
- Leggermente peggiorata
- Peggiorata
- Molto peggiorata

* 18. Da 1-7, quanto sei sicuro di utilizzare MobiWallet in futuro

1 Non lo utilizzerò più - 7 Lo utilizzerò sicuramente

	1	2	3	4	5	6	7
Convenienza	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilità	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rapidità	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 19. Suggestiresti MobiWallet ai tuoi conoscenti?

- SI
- No
- Non so
- Preferisco non rispondere

20. Suggestisci 3 tue idee che potrebbero migliorare MobiWallet.

21. Che cosa ti ha impedito, o potrebbe impedirti, di utilizzare MobiWallet più spesso?



MobiWallet



MobiWallet_Italy_Phase 2_Post-Trial Survey_110716

Grazie per aver completato il questionario!

Per maggiori informazioni visita <http://www.mobiwallet-project.eu/mobiwithit>

22. Se vuoi partecipare all'estrazione che ti permette di vincere premi, specifica in quale città preferisci usufruirne, altrimenti ignora la domanda:

- Pisa
- Firenze



MobiWallet

MobiWallet_Novi Sad_Phase 2_Post-Trial Survey_150816

Faza 2 - anketna pitanja druge faze

Naslovna strana

Hvala Vam što učestujete u MobiWallet anketi.

Za popunjavanje ankete će Vam biti potrebno oko 5 minuta. Informacije koje date biće korišćene za poboljšanje tehnologije za plaćanje transporta u Novom Sadu.

Korišćenje i deljenje informacija

Informacije koje nam pružite putem ove ankete, DunavNET doo i Transport & Travel Research Ltd će bezbedno čuvati, u skladu sa Zakonom o zaštiti podataka iz 1998. One će se koristiti da nam demonstriraju koliki uticaj ima MobiWallet projekat. Sve informacije će se čuvati u tajnosti i neće se deliti sa trećim licima.



MobiWallet

MobiWallet_Novi Sad_Phase 2_Post-Trial Survey_150816

Lični podaci

* 1. Lični podaci

MobiWallet Korisničko ime

* 2. Pol

Muški

Ostalo

Ženski

Radije ne bih da kažem

* 3. Godine

* 4. Da li smatrate da imate bilo kakvu vrstu invaliditeta?



MobiWallet

MobiWallet_Novi Sad_Phase 2_Post-Trial Survey_150816

Informacija o putovanju

* 5. Da li imate pristup automobilu?

* 6. Ako koristite automobil kao osnovni vid transporta, koliko se slažete sa sledećom izjavom: " Razmišljam da zamenim svoja redovna putovanja automobilom do 10 km ...

	Potpuno se slažem	Slažem se	Niti se slažem niti se ne slažem	Ne slažem se	Uopšte se ne slažem
...Korišćenjem autobusa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...Deljenjem automobila	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...Vožnjom bicikla	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. U nedavnoj uobičajnoj nedelji, koliko pojedinačnih putovanja ste napravili po Novom Sadu?

Putovanje = jedno jednosmerno putovanje. Napomena: Potrebno je da unesete putovanja samo za načine transporta koje koristite.

	Posao	Obrazovanje	Kupovina	Slobodno vreme / rekreacija
Bicikl	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Autobus	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Automobil (za jednu osobu)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Deljenje automobila	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Parkiranje van centra grada i korišćenje gradskog prevoza	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Taxi	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Voz	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Drugo (molim navedite)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Drugo (molim navedite)

* 8. Molimo Vas ocenite Vaše iskustvo za svaki način transporta

10 je veoma zadovoljan - 1 je veoma nezadovoljan.

Potrebno je da izaberete način(e) transporta koje redovno koristite.

	1	2	3	4	5	6	7	8	9	10
Bicikl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Iznajmljen bicikl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Autobus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automobil (za jednu osobu)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deljenje automobila	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parkiranje van centra grada i korišćenje gradskog prevoza	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voz	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drugo (molim navedite)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Drugo (molim navedite)

* 9. Koliko prosečno traje Vaše uobičajeno putovanje?

* 10. Molim Vas izaberite najčešće poteškoće sa kojima se susrećete kada putujete po Novom Sadu?

- Informacije o kartama
- Proces selekcije karata
- Proces plaćanja
- Trošak putovanja
- Trajanje putovanja
- Učestalost željenog izbora putovanja
- Udobnost / pristupačnost putovanja
- Planiranje putovanja
- Briga o bezbednosti
- Drugo (molim navedite)



MobiWallet

MobiWallet_Novi Sad_Phase 2_Post-Trial Survey_150816

Plaćanja karata i informacije o aplikaciji

* 11. Kako obično plaćate kartu kada putujete po Novom Sadu?

- Na biletarnici
- Putem veb sajta (navedite kog)
- Na ulasku u prevozno sredstvo
- Pomoću aplikacije na pametnom telefonu (navedite)
- Drugo (navedite)

* 12. Da li imate iskustva u korišćenju mobilnog telefona za plaćanja usluga korišćenjem sledećih tehnologija?

	Da	Ne	Nisam siguran
QR kod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aplikacija za pametne telefone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kôd plaćanja poslat putem tekstualne poruke (SMS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Drugo (navesti)

* 13. Koliko ste zadovoljni trenutnim načinom plaćanja transporta?

7 je veoma zadovoljan – 1 je veoma nezadovoljan

	1	2	3	4	5	6	7
Udobnost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jednostavnost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brzina	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 14. Sve u svemu, od planiranja putovanja do početka putovanja, koliko ste zadovoljni procesom selekcije i kupovine karata u Novom Sadu?

10 je veoma zadovoljan – 1 je veoma nezadovoljan

	1	2	3	4	5	6	7	8	9	10
Udobnost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jednostavnost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brzina	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 15. Molimo Vas, uporedite MobiWallet sa načinom na koji ste u prethodnom mesecu plaćali transport.

- Značajno bolje
- Bolje
- Malo bolje
- Nema razlike
- Malo gore
- Gore
- Značajno bolje

16. Koliko biste se sigurno osećali koristeći MobiWallet u budućnosti (7 - veoma sigurno; 1 - ne baš sigurno)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

* 17. Da li biste preporučili ovaj system drugima?

- Da
- Ne
- Nisam siguran/na
- Radije ne bih rekao/la

18. Koje bi bile 3 najbitnije promene koje biste preporučili za poboljšanje MobiWallet-a?

19. Šta Vas sprečava, ili bi moglo da Vas spreči da koristite MobiWallet češće?

20. Da li biste bili deo grupe koja bi učestvovala u detaljnijem razgovoru o transportu u Novom Sadu?

- Da
- Ne

Hvala Vam što ste popunili anketu. Za više informacija o projektu MobiWallet posetite <http://www.mobiwallet-project.eu/>

Network West Midlands Journey Planner Survey

You have been selected to take part in this survey because you have recently used the **Network West Midlands (NWM) Journey Planner**. We would be grateful if you could complete this questionnaire and let us know about your experience. All eligible survey participants will be entered into a prize draw to win one **Prize of £100** or one of two prizes of **£50** in High Street vouchers.

[Click here for survey terms and conditions.](#)

Your Use of Public Transport

Q1a How often do you travel by **bus** in the West Midlands?

- At least once a week
- At least once a fortnight
- At least once a month
- Less often
- Never

Q1b How often do you travel by **Midland Metro** in the West Midlands?

- At least once a week
- At least once a fortnight
- At least once a month
- Less often
- Never

Q1c How often do you travel by **train** in the West Midlands?

- At least once a week
- At least once a fortnight
- At least once a month
- Less often
- Never

Q1d Please select the most common difficulties, if any, that you encounter when travelling around the West Midlands by bus, Midland Metro and/or train?

- Information on ticket options
- Ticket selection process
- Payment process
- Cost of journey
- Length of journey
- Frequency of preferred travel choice
- Comfort / accessibility of journey
- Planning a journey
- Safety concerns

Other, please specify:-

NWM Journey Planner website

Q2 Based upon your experience of using the NWM journey planner, how would you rate the following:-

	Very good	Good	Neither	Poor	Very Poor	Unsure	Not applicable
Speed of downloading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding the passenger information you wanted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall design and layout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2b In what way(s) do you consider these journey planner to be poor/very poor?

Q3a Thinking about the journey that you planned on the NWM Journey Planner web site, did you go on to make this journey?

- Yes - made a journey
- No - did not make a journey

Q3b How accurate or inaccurate would you rate the journey planning information that you received from the web site and what you actually experienced?

- Very accurate
- Fairly accurate
- Neither accurate nor inaccurate
- Fairly inaccurate
- Very inaccurate
- Unsure

Overall design and layout of the payment site



Q4d In what way(s) do you consider the ticket purchase process to be poor/very poor?

Q4e Before purchasing a ticket/travel pass through the web site have you purchased a ticket/travel pass for either local bus, Midland Metro and/or train using any other form of payment method?

- Yes
- No
- Can't recall

Q4f How did you purchase tickets/travel passes in the past? *(tick all that apply)*

- On bus/Midland Metro
- Newsagents/Payzone
- Rail station
- Through work/works scheme/company travel scheme
- Through school/college
- Travel centre/travel shop
- By post
- Direct debit
- Online
- Other

Please specify web site

Other, please specify

Q4g How would you rate your experience of purchasing a ticket/travel pass using the web site compared to your previous experience of other ticket payment methods:-

- Significantly improved
- Slightly improved
- No difference
- Slightly worse
- Significantly worse
- Unsure

Q4h On a scale of 1 to 7, where 1 is 'very confident' and 7 is 'not at all confident', how confident would you feel in purchasing a ticket/travel pass using the web site in future?

- 1 - Very confident
- 2
- 3
- 4 - Neither
- 5
- 6
- 7 - Not at all confident
- Unsure

Q4i Would you recommend purchasing a ticket/travel pass using the web site to others?

- Yes
- No
- Unsure
- Prefer not to say

Q4j What would be your top three suggestions for improving the ticket/travel pass purchase process using the web site?

Q5 What was the main reason(s) for you not purchasing a ticket/travel pass using the web site?

- Prefer to renew by travel pass in person
- Prefer to pay with cash rather than online
- Did not understand the online purchase process
- Could not find the ticket I wanted to buy

Other, please specify

Q6 Where or how do you usually purchase your ticket/travel pass? *(tick all that apply)*

- Not applicable - have a Centro Concessionary Pass
- On bus/Midland Metro/on train
- Newsagents/Payzone
- Rail station
- Through work/works scheme/company travel scheme
- Through school/college
- Travel centre/travel shop
- By post
- Online
- Direct debit
- Other

Please specify web site

Other, please specify

Q7a On a scale of 1 to 7, where 1 is 'very satisfied' and 7 is 'very dissatisfied', how satisfied or dissatisfied are you with your current transport payment method for **bus travel** in the West Midlands?

- 1 - Very satisfied
- 2
- 3
- 4 - Neither satisfied nor dissatisfied
- 5
- 6
- 7 - Very dissatisfied
- Unsure

Q7b On a scale of 1 to 7, where 1 is 'very satisfied' and 7 is 'very dissatisfied', how satisfied or dissatisfied are you with your current transport payment method for **Midland Metro travel** in the West Midlands?

- 1 - Very satisfied
- 2
- 3
- 4 - Neither satisfied nor dissatisfied
- 5
- 6
- 7 - Very dissatisfied
- Unsure

Q7c On a scale of 1 to 7, where 1 is 'very satisfied' and 7 is 'very dissatisfied', how satisfied or dissatisfied are you with your current transport payment method for **train** in the West Midlands?

- 1 - Very satisfied
- 2
- 3
- 4 - Neither satisfied nor dissatisfied
- 5
- 6
- 7 - Very dissatisfied
- Unsure

Q7d Overall, on a scale of 1 - 10, where 1 is 'very satisfied' and 10 is 'very dissatisfied', from planning your journey to starting your journey, how satisfied are you with the **ticket selection and purchase process** in the West Midlands?

- 1 - Very satisfied
- 2
- 3
- 4
- 5 - Neither satisfied nor dissatisfied
- 6
- 7
- 8
- 9
- 10 - Very dissatisfied
- Unsure

Q7e Do you have any other comments about this survey and/or the issues surrounding it?

About you

Q8a In a typical week, which of the following types of journeys do you make:-

- Work
- Education
- Shopping
- Leisure/recreation

Q8b When making journeys for **work** purposes, how many individual trips in a typical week do you make using the following types of transport:-

NB: A trip = a single one-way journey

Bicycle	<input type="text"/>
Bus	<input type="text"/>
Car (single occupancy)	<input type="text"/>
Car sharing	<input type="text"/>
Park & Ride	<input type="text"/>
Taxi	<input type="text"/>
Train	<input type="text"/>
Midland Metro	<input type="text"/>
Other	<input type="text"/>

Q8c When making journeys for **education** purposes, how many individual trips in a typical week do you make using the following types of transport:-

NB: A trip = a single one-way journey

Bicycle	<input type="text"/>
Bus	<input type="text"/>
Car (single occupancy)	<input type="text"/>
Car sharing	<input type="text"/>
Park & Ride	<input type="text"/>
Taxi	<input type="text"/>
Train	<input type="text"/>
Midland Metro	<input type="text"/>
Other	<input type="text"/>

Q8d When making journeys for **shopping** purposes, how many individual trips in a typical week do you make using the following types of transport:-

NB: A trip = a single one-way journey

Bicycle	<input type="text"/>
Bus	<input type="text"/>
Car (single occupancy)	<input type="text"/>
Car sharing	<input type="text"/>
Park & Ride	<input type="text"/>
Taxi	<input type="text"/>
Train	<input type="text"/>

Midland Metro

Other

Q8e When making journeys for **leisure/recreational** purposes, how many individual trips in a typical week do you make using the following types of transport:-

NB: A trip = a single one-way journey

Bicycle

Bus

Car (single occupancy)

Car sharing

Park & Ride

Taxi

Train

Midland Metro

Other

Q9 Which of the following age groups do you belong to?

16-18

19-25

26-34

35-49

50-59

60+

Q10 Do you have regular access to a car?

Yes regularly

Yes occasionally

No

Q11 Are you:-

In full/part-time education

In full/part-time employment

Neither

Q12 Are you:-

Male

Female

Prefer not to say

Other

Q13 Are you disabled?

Yes

No

Prefer not to say

Personal information

In order to ensure your eligibility for, and entry into the Prize Draw please provide the following information.

Please be assured that this information will be treated as confidential and not passed to any third parties.

Name:-

Address:-

Email:-

Postcode:-

Would you be interested in attending a focus group (at Centro House, Birmingham) in order to have a more in-depth discussion about your use and opinion of public transport in the West Midlands? Attendees will be receive £30 in High Street vouchers in recognition of their time and travel costs.

Yes

No

Please provide a daytime telephone number where we may be able to contact you.

Thank you for taking part in this survey