

CiViTAS

Cleaner and better transport in cities

ELAN

BRNO • GENT • LJUBLJANA • PORTO • ZAGREB

Survey (interviews of passengers in each of the five CIVITAS-ELAN partner cities)

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AUGUR Consulting s.r.o.



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	WP6 Innovative mobility services	X	WP12 Impact and process evaluation
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FINAL REPORT 3

COMPARISON OF RESULTS OF SOCIOLOGICAL SURVEYS

**FOCUSED ON INTERMODAL TRANSPORT IN BRNO
AND OTHER CITIES:
GENT, LJUBLJANA, PORTO AND ZAGREB
INVOLVED IN THE CIVITAS ELAN PROJECT**

As part of the project “Public awareness and satisfaction survey concerning transport-related measures under the CIVITAS ELAN project and intermodal transport”

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Brno, 27th September 2012

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I. INTRODUCTION AND OBJECTIVES

Company AUGUR Consulting s.r.o. is pleased to present a comparative opinion poll final report - empiric sociological survey, carried out as a part of the CIVITAS ELAN project, from September 7th 2012 until September 21st 2012 in Brno.

The objective of this part of the project and this Final Report was, in particular, to compare the results of sociological surveys on awareness of urban residents of the cities involved in the CIVITAS ELAN project on intermodal transport. In all cities involved in the CIVITAS ELAN project, namely in Ljubljana, Gent, Porto, Zagreb and Brno, within common measure, the objective was to collect the data on awareness of urban residents on intermodal transport. The city of Brno, as a coordinator of this measure, was tasked to analyze and compare these data.

The Final Report documents a comparative form of research results from the above mentioned cities.

The basis to set the research parameters and design in Brno consisted of an intense and productive cooperation with the representatives of the working group of the ordering party, especially Mgr. Jana Válková, Mgr. Iva Machalová and Mgr. Eva Gregorová from the Brno City Municipality and Ing. Květoslav Havlík, a representative of KORDIS JMK, spol. s r. o.

The manner, how the results of the research are presented, is based on the assignment and takes into account the provisions of the contract for work as of August 23rd 2012.

We believe that the mediated findings, observations and statements will be evaluated as inspiring and relevant feedback by the representatives of the ordering party, the Statutory City of Brno.

On behalf of research team AUGUR Consulting s.r.o.

Mgr. Marián Svoboda
Company Director

II. METHODOLOGY

II.1 DATA COLLECTION METHOD AND INQUIRY TOOL

To encompass the topic in question in all cities a standardized questionnaire was used¹. The research in Brno² was conducted using the face to face standardized interview between professionally trained interviewers and respondents.

Research questions in the section of the questionnaire, which is related to intermodal transportation, were identical. The reason was an opportunity to compare the results in the individual cities, Ljubljana, Gent, Porto and Zagreb, which together with Brno are included in the CIVITAS ELAN project. The research questions differed only in the manner of coding answer variants. In Brno the individual inquiry indicators were consequently operationalized by the ordering party in the form of survey questions of the questionnaire. In the preparatory phase of the research the questionnaire was, in cooperation with the ordering party, partially optimized, including the use of so-called piloting.

II.2 BASIC GROUP - BRNO

The basic group consists of people who live in Brno and commute to work or school³. In Brno the respondents are persons over 15 years of age.

II.3 NUMBER OF RESPONDENT SAMPLES

The selected group of respondents **in Brno** was defined by the client as 1,000 respondents. Following the check and exclusion of incomplete questionnaires, **we statistically worked with a sample of 1,029 respondents.**

The following table No. 1 shows the number of respondents from the individual cities that are included in the comparison⁴.

¹ The questionnaire forms an attachment No. 1 of this final report.

² In other cities probably the same techniques (face to face) of data collection were used. However there is no detailed information regarding the techniques of data collection from the individual cities available. For the purposes of results comparison company AUGUR Consulting s.r.o. obtained only primary data in EXCEL sheet from the individual cities.

³ The detailed information on the structure of respondents from the other cities is not available.

⁴ For instance the table shows that the number of respondents from the city of Gent is very low (very few people). Therefore the results regarding the city of Gent must be understood as approximate only, they cannot be considered to be the representative results.

Table 1 – The number of respondent in the selective groups

CITY	THE NUMBER OF RESPONDENTS THE NUMBER OF SELECTIVE GROUPS The data are in absolute numbers.
BRNO	1,029
GENT	50
LJUBLJANA	617
PORTO	390
ZAGREB	334

II.4 SAMPLING METHOD – SAMPLE – BRNO

In **Brno** the selective group was designed taking into account the quota sampling method. Quota characteristics were gender and age⁵. The basis for the compilation of the group in Brno consisted in current data from the Czech Statistical Office (ČSÚ) and Specific analysis of the evolution of the number of persons officially not registered in the city of Brno⁶. The description of the details of a selective group in terms of social and demographical respondents, including so-called residents⁷ and non-residents⁸ is documented in separate chapter No. II. 7 of this Final Report.

II.5 DATA COLLECTION ORGANISATION AND RESULT VALIDITY- BRNO

Data collection (interviewing) in **Brno** involved a total of 48 field workers (interviewers), who attended an inception training organised according to the SIMAR principles.

II.6 PILOT SURVEY- BRNO

In **Brno** the pilot survey included a total of 21 respondents (10 men and 11 women). The pilot survey had a form of direct interactions with the respondents between 31st August and 1st September 2012. The pilot survey involved 5 interviewers, staff and collaborators of AUGUR Consulting s.r.o. The questionnaire was then partially optimised based on the pilot survey. Information from the pilot survey was provided to the client. The final questionnaire was subject to the client’s approval.

⁵ In the other cities it is not obvious how the respondent groups were compiled.

⁶ This is an analysis providing a qualified estimation of quantity evolution of the current citizens until 2020 above the number of citizens with permanent residence. The Analysis was prepared by Masaryk University, Centre for regional development (Mgr. Daniel Seidenglanz, Ph.D, Doc. RNDr. Václav Toušek, CSc., Mgr. Michal Janota, Brno, 2008).

⁷ Persons having permanent residence in Brno.

⁸ Persons not having permanent residence in Brno.

II.7 SAMPLE STRUCTURE - BRNO

The table below documents the structure of selected group of respondents in Brno according to the social and demographic characteristics.

Table 2 – Sample structure - gender

Gender – Brno	Total in %
Men	45.6
Women	54.4
Total	100.0

Table: AUGUR Consulting

Table 3 – Sample structure - age

Age – Brno	Total in %
15 - 29 years	27.4
30 – 44 years	26.6
45 – 59 years	22.1
60 years and more	23.9
Total	100.0

Table: AUGUR Consulting

Table 4 – Sample structure - education

Education- Brno	Total in %
No education, primary school	8.9
Secondary without graduation, trained	17.6
Secondary with graduation	41.0
College degree	4.4
University degree	28.1
Total	100.0

Table: AUGUR Consulting

Table 5 – Sample structure – economic activity

Economic activity- Brno	Total in %
Self-employed, free lancer	8.9
Employee	47.1
Unemployed	2.1
Parental leave, homemaker	3.7
Student	18.2
Retired	20.0
Total	100.0

Table: AUGUR Consulting

II.8 CLEANING AND PREPARATION OF THE DATA FOR CONSEQUENT ANALYSES

The primary data (the results of research from the other cities) from Ljubljana, Gent, Porto and Zagreb were handed over by the ordering party to AUGUR Consulting s.r.o. authority for subsequent analysis in EXCEL format. The data from the individual cities showed different quality of recording, there were partial disunities caused by a different manner of data recording into the primary matrix. The disunities of certain variables had to be removed prior to their analysis, and the data needed to be optimized in terms of their recording. Inspection and optimization of data files from the individual cities, for the purposes of result comparison, was more challenging than originally anticipated.

Prior to the initiation of data analysis the data were transported into SPSS software to go through mass analysis of statistical data. The data from the individual cities were so-called cleaned and prepared for statistical procedures.

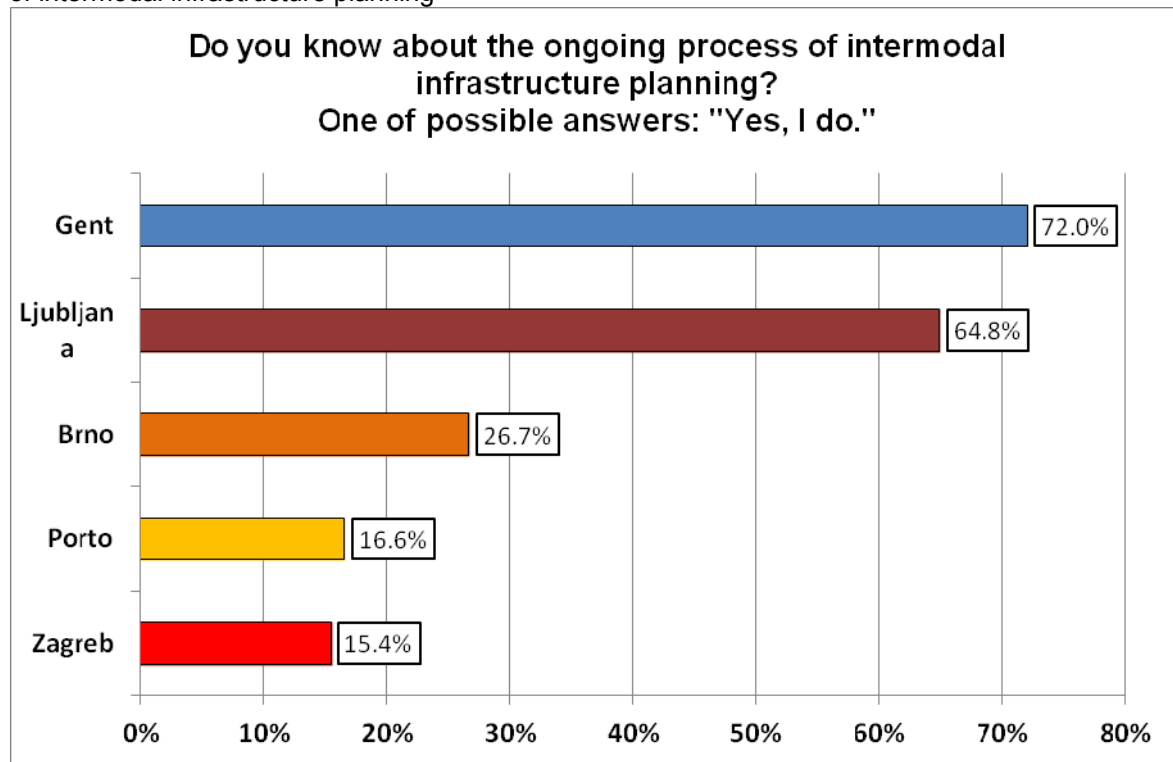
As the data files are variously numerous, for the purposes of data comparison from the individual cities mainly univariation types of analyses were used (capturing of response frequencies).

III. ANALYTICAL PART

III.1 THE LEVEL OF AWARENESS OF THE CITIZENS IN THE MONITORED CITIES REGARDING THE ONGOING PROCESS OF PLANNING INTERMODAL INFRASTRUCTURE

As indicated by the results of the analysis the highest level of awareness about the ongoing process of intermodal infrastructure planning is attributed to the citizens of Gent⁹, (72.0%), then Ljubljana (64.8%) and Brno¹⁰ (26.7%). On the contrary a lower level of awareness is attributed to the citizens of Porto (16.6%) and Zagreb (15.4%). The results are shown in Graph No. 1.

Graph 1 – The level of awareness of the citizens of the monitored cities regarding the ongoing process of intermodal infrastructure planning



GRAPH: AUGUR Consulting

⁹ We need to point out that the quantity of the respondents in the selective group in Gent was only 50 people. Therefore understand the results from Gent (also in the following part of this comparative report) only as approximate.

¹⁰ In Brno the question was formulated differently than in the other four monitored cities. **In Brno the question was as follows:** “Do you know or do you not know about the ongoing process of planning, modernization and building of interchange nodes in the city of Brno? “

III.2 SOURCES OF AWARENESS OF THE CITIZENS OF THE MONITORED CITIES ON INTERMODAL TRANSPORT PLANNING

As indicated by the results of the analysis, the inhabitants of the cities obtain information on the planning of intermodal transport from multiple sources with varying degrees of intensity.

Whereas in Brno, the largest proportion of respondents (26.7%) learned about the intermodal transport planning from city published newspaper, in Gent the city website (and other resources) was the crucial source of information. In Ljubljana, most respondents learned about the intermodal transport planning from the so-called other sources and city published newspaper. In Zagreb and Porto the crucial sources of information on intermodal transport planning were the so-called other sources.

The summary table No. 6 shows the results.

Note:

The table is divided into two parts visually separated by red vertical line.

Respondents from Brno, Ljubljana and Gent could give multiple answers, while respondents from Zagreb and Porto could select only one of the possible variants of answers.

Table 6 – Sources of awareness of the citizens of the monitored cities on intermodal transport planning

WHERE DID YOU LEARN ABOUT INTERMODAL TRANSPORT PLANNING? The data are in valid %.	BRNO	GENT	LJUBLJANA	ZAGREB	PORTO
City published newspaper	26.7	22.2	32.5	8.0	-
City website	5.6	55.6	4.0	12.0	-
Meeting with city representatives	0.4	-	7.5	2.0	-
Newspaper published by public transport company <i>Šalina magazine was identified in Brno</i>	20.3	-	7.5	2.0	-
Public transport company website	15.8	19.4	16.3	2.0	-
Local and national TV	21.1	2.8	25.8	8.0	-
Other sources	21.1	58.3	55.5	66.0	100.0
Total				100.0	100.0

Table: AUGUR Consulting

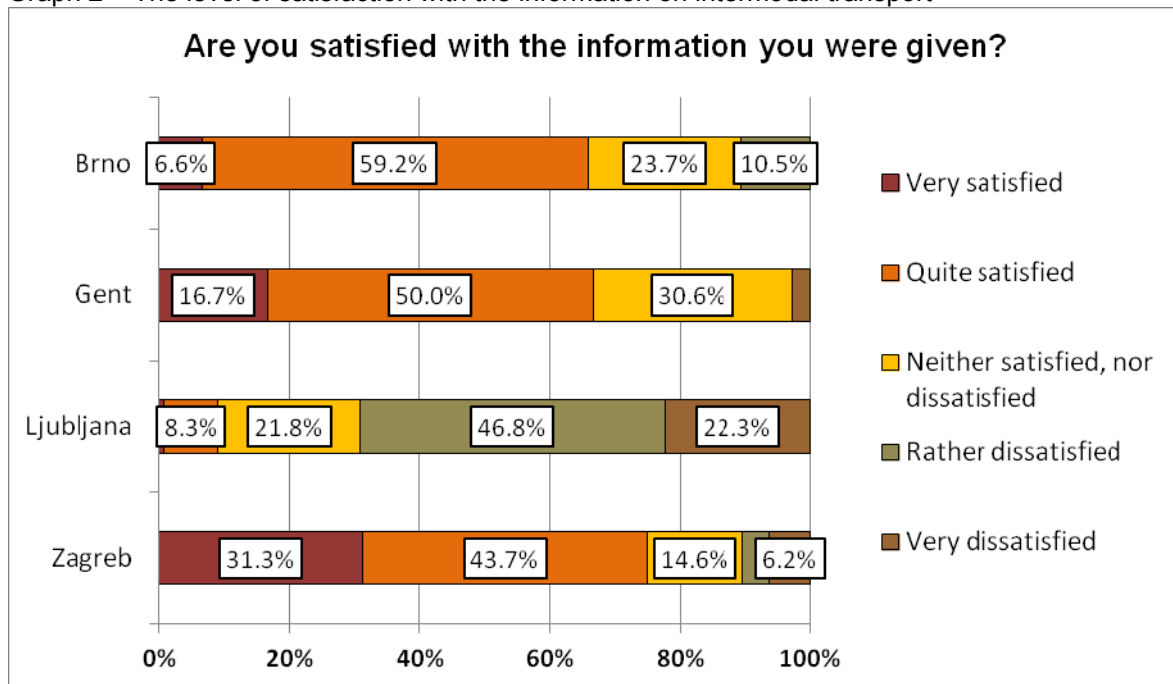
Other source:

In Brno the term “other sources” means: friends, co-workers, newspapers, etc. However so-called “other sources” could not be identified in other cities - this information was not a part of the results (primary data matrix).

III.3 THE LEVEL OF SATISFACTION WITH INFORMATION ON INTERMODAL TRANSPORT

The highest level of satisfaction with the information on intermodal transport (variants - very and quite satisfied) comes from respondents from Zagreb (75%), followed by Gent (66.7%) and Brno (56.8%). The Ljubljana citizens are significantly less satisfied with the information on intermodal transport. The results are shown in Graph No. 2.

Graph 2 – The level of satisfaction with the information on intermodal transport¹¹



Graph: AUGUR Consulting

Notes:

- This question was not a part of the survey in Porto.
- Apart from the five options, listed in the Graph, in Brno the survey also included an answer variant “I do not know, I cannot tell”. The Graph considers valid percentage without the variant “I do not know, I cannot judge”. For the purposes of clearer comparison, the answers of respondents who have used the option “I do not know, I cannot judge” were moved into the category of “missing” - with no further statistical use.
- For clearer presentation of the main findings, percentage values lower than 5% are not explicitly stated in the Graph. However, for the sake of completeness these values are listed in the data sheet of each Graph.

¹¹ In case of Brno the question was formulated in the following way: “How satisfied/dissatisfied are you with the information on interchange nodes – their planning, modernization and building?”

III.4 MODES OF TRANSPORT USED WHEN TRAVELLING TO WORK, SCHOOL ETC.

In the cities of Gent, Ljubljana and Zagreb the individual types of transport and the intensity of their use on the way to work/school etc. were identified.

In Gent, the respondents mostly use train and bicycle when regularly travelling to work/school. In Ljubljana, the respondents mostly use the tram or they walk to work/school. In Zagreb, the respondents mostly use the tram or they walk.

The results are shown in table No. 7. This question has not been evaluated in Porto or in Brno. The use of different types of transport in Brno is surveyed in a separate empirical research: “*Modal split.*”

Table 7 – Modes of transport used when travelling to work, school etc.

WHAT MODE OF TRANSPORT DO YOU REGULARLY USE WHEN TRAVELLING TO WORK/SCHOOL (ONLY ONE WAY FROM YOUR PLACE OF RESIDENCE?)	GENT data in (%)	LJUBLJANA data in (%)	ZAGREB data in (%)
Walking	20.0	70.2	44.6
Bicycle	46.0	11.3	11.1
Motorbike	8.0	1.0	4.5
Car	28.0	24.6	24.0
Tram	16.0	-	48.5
Trolleybus	-	-	-
Bus	28.0	56.4	24.3
Train	54.0	4.7	7.5
In-line skates	-	-	1.2

Table: AUGUR Consulting

Simultaneously it was surveyed how much time on the average the respondents spend on the way. The average time that respondents spend in a vehicle was only available in the data file from Ljubljana. The results are shown in the following table No. 8

Table 8 – The average time that respondent spend in a vehicle – Ljubljana only

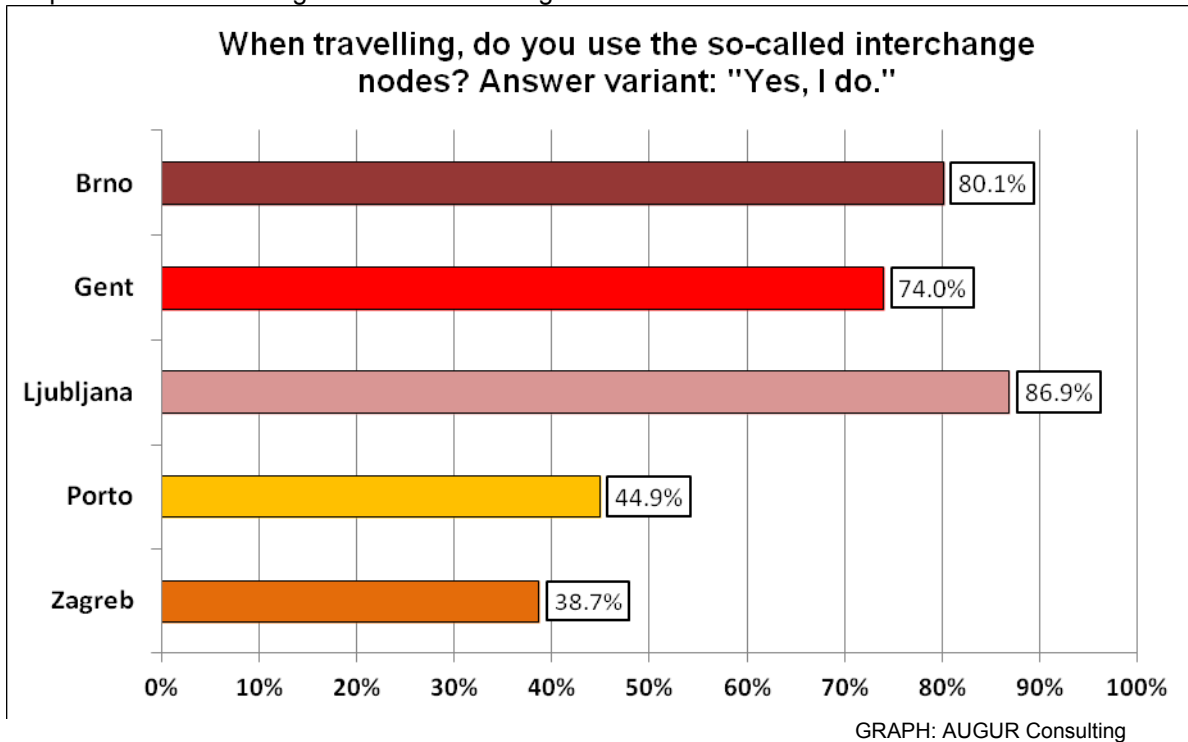
THE AVERAGE TIME (IN MINUTES) SPENT IN A GIVEN MODE OF TRANSPORT WHILE TRAVELLING TO WORK/SCHOOL	LJUBLJANA Average data in minutes.
Walking	11.9
Bicycle	16.8
Motorbike	14.5
Car	23.6
Tram	-
Trolleybus	-
Bus	23.3
Train	38.0
In-line skates	-

Table: AUGUR Consulting

III.5 EXTENT OF USING SO-CALLED INTERCHANGE NODES

As indicated by the results of the analysis, most residents use interchange nodes in Ljubljana (86.9%), Brno¹² (80.1%) and Gent (74%). The residents of Porto (44.9%) and Zagreb (38.7%) use interchange nodes less. The following graph No. 3 illustrates these results.

Graph 3 – Extent of using so-called interchange nodes



¹² The question on using interchange nodes in Brno was the same as in other cities: **“Do you use so-called interchange nodes for transportation in Brno?”** Interchange nodes are places where several transport types meet, e.g. trams, trolleybuses, buses. The interviewer showed a card with a listing of interchange nodes that are typical for Brno, e.g.: Mendlovo nám., Stará Osada, Hlavní nádraží, Moravské náměstí, Semilaso, Pionýrská, Česká, Úzká, Starý Lískovec - tram terminal, Osová, Bystrc ZOO, Skácelova, Klusáčkova, Konečného nám., Ústřední hřbitov, Celní, Líšeň – Jírova, Pálavské náměstí, Novolíšeňská etc.

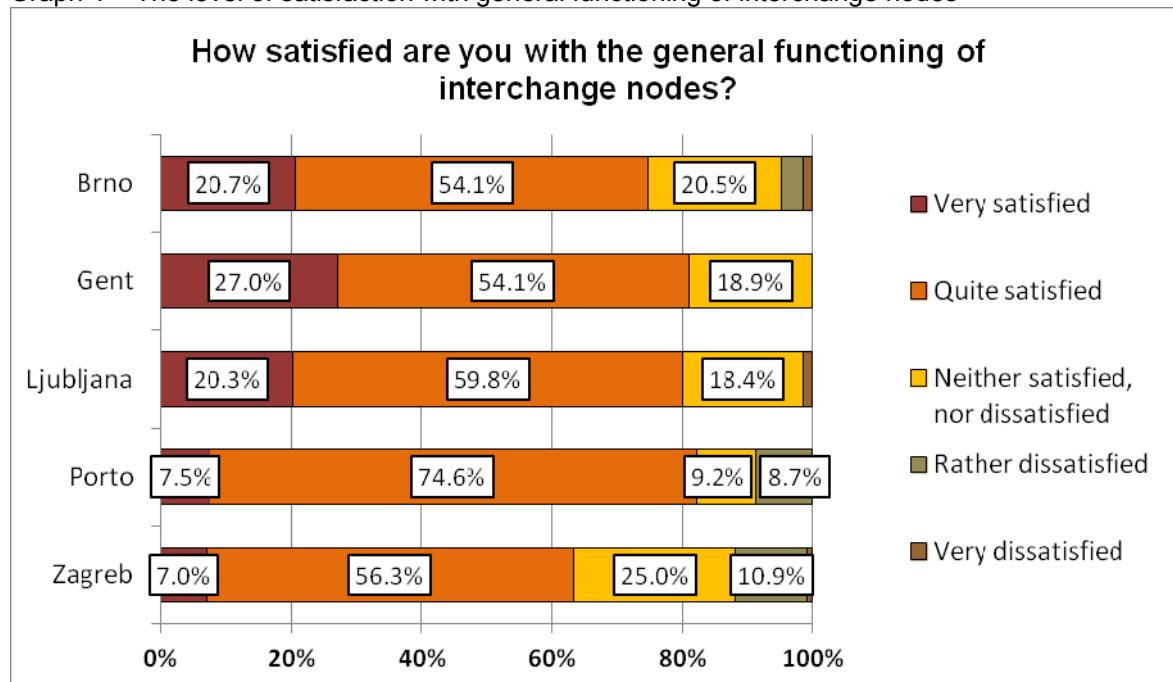
III.6 THE LEVEL OF SATISFACTION WITH THE INDIVIDUAL ATTRIBUTES OF INTERMODAL TRANSPORT FUNCTIONING

The level of satisfaction with the individual attributes, items related to intermodal transport, has been investigated using a set of nine questions. The level of satisfaction was identified for each item using a scale from 1 (very satisfied) to 5 (very dissatisfied). In Brno, unlike the other four monitored cities, the set was supplemented by one more option - I do not know, I cannot tell.¹³

III.6.1 THE LEVEL OF SATISFACTION WITH GENERAL FUNCTIONING OF INTERCHANGE NODES

In all monitored cities, satisfaction with general functioning of interchange nodes outnumbers dissatisfaction. The detailed results are shown in Graph No. 4.

Graph 4 – The level of satisfaction with general functioning of interchange nodes



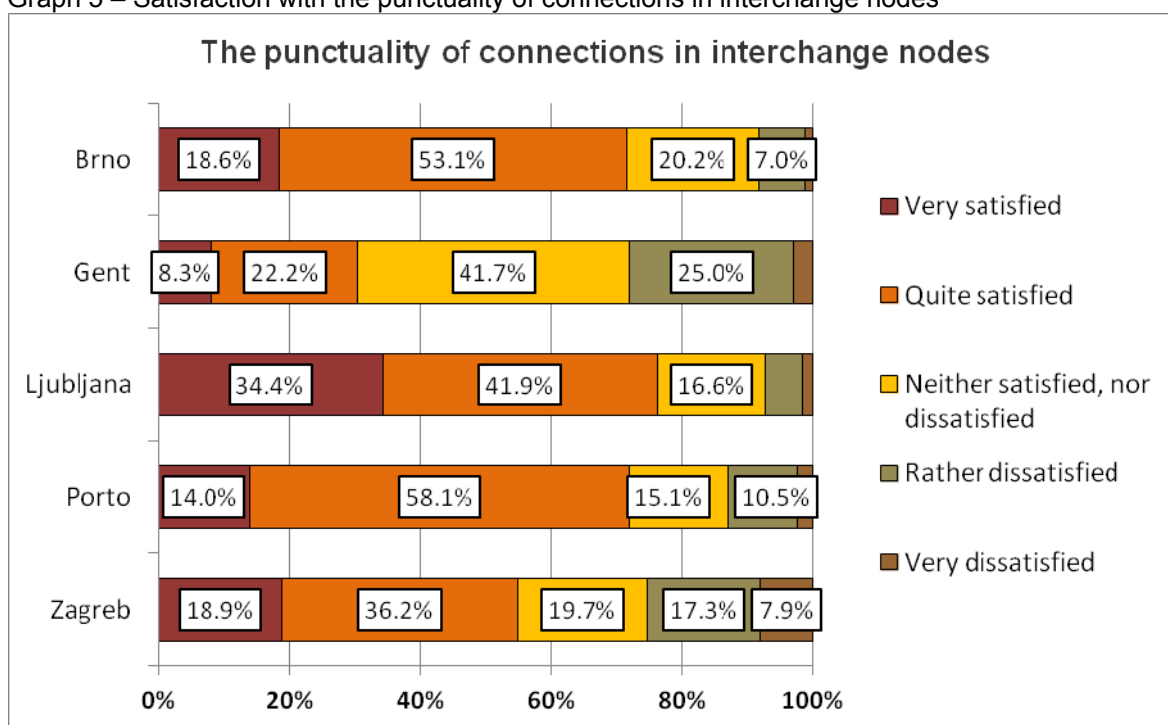
GRAPH: AUGUR Consulting

¹³ For the purpose of result comparison with the other cities, this response was marked as invalid - it was classified as "missing" and had no further statistical use.

III.6.2 SATISFACTION WITH THE PUNCTUALITY OF CONNECTIONS IN INTERCHANGE NODES

A high level of satisfaction with the punctuality of the connections in the interchange nodes was recorded in Ljubljana (76.3%), Porto (72.1%) and Brno (71.7%). A lower level of satisfaction with the punctuality of the connections in the interchange nodes was in Zagreb (55.1%) and Gent (30.5%). The detailed results are shown in Graph No. 5.

Graph 5 – Satisfaction with the punctuality of connections in interchange nodes

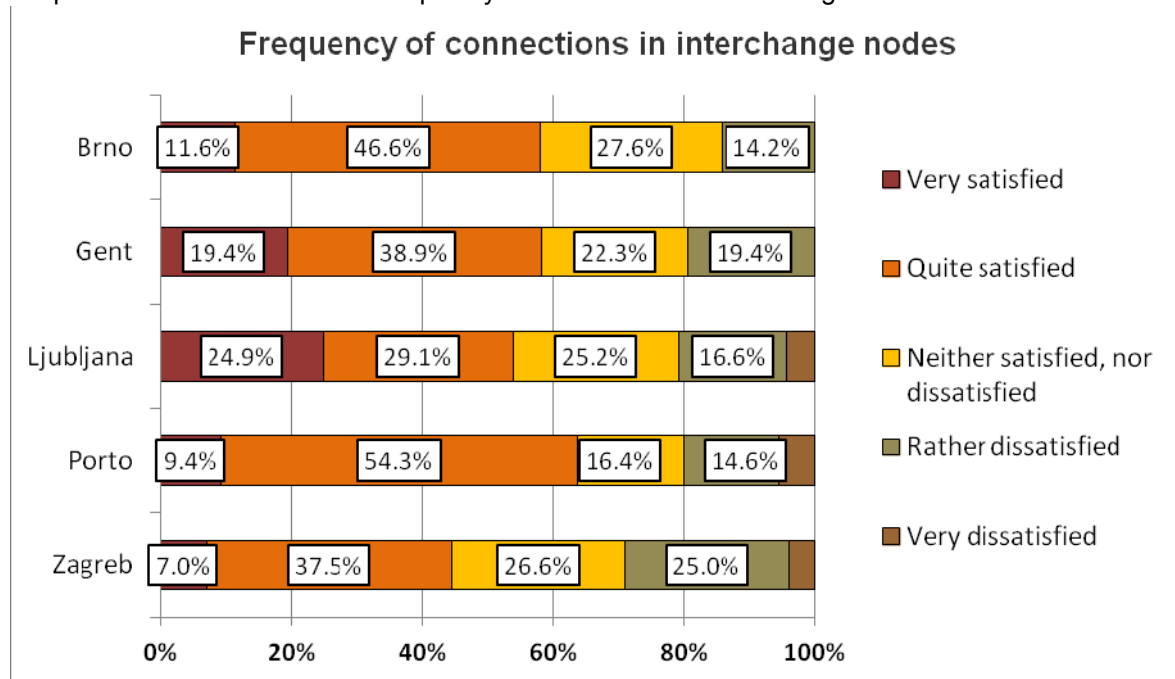


GRAPH: AUGUR Consulting

III.6.3 SATISFACTION WITH THE FREQUENCY OF CONNECTIONS IN INTERCHANGE NODES

The respondent level of satisfaction and dissatisfaction with the frequency of connections in interchange nodes does not fundamentally differ in the individual monitored cities. The detailed results are shown in Graph No. 6.

Graph 6 – Satisfaction with the frequency of connections in interchange nodes

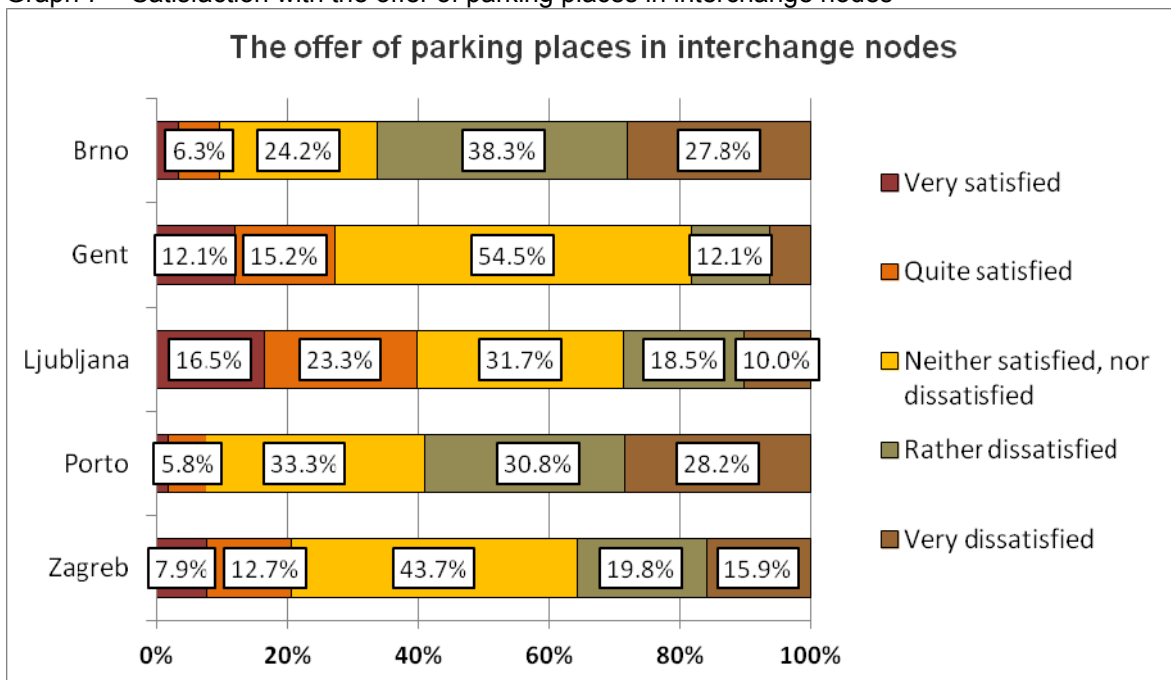


GRAPH: AUGUR Consulting

III.6.4 SATISFACTION WITH THE OFFER OF PARKING PLACES IN INTERCHANGE NODES (OR IN THEIR VICINITY)

The level of respondents’ satisfaction and dissatisfaction with the offer of parking places in interchange nodes (or in their vicinity) fundamentally differs in the monitored cities. The highest rate of dissatisfaction (answer variants - rather dissatisfied and very dissatisfied) with the offer of parking places in interchange nodes is shown by respondents from Brno (66.1%), followed by Porto (59%) and Zagreb (35.7%). The results detailed are shown in Graph No. 7.

Graph 7 – Satisfaction with the offer of parking places in interchange nodes

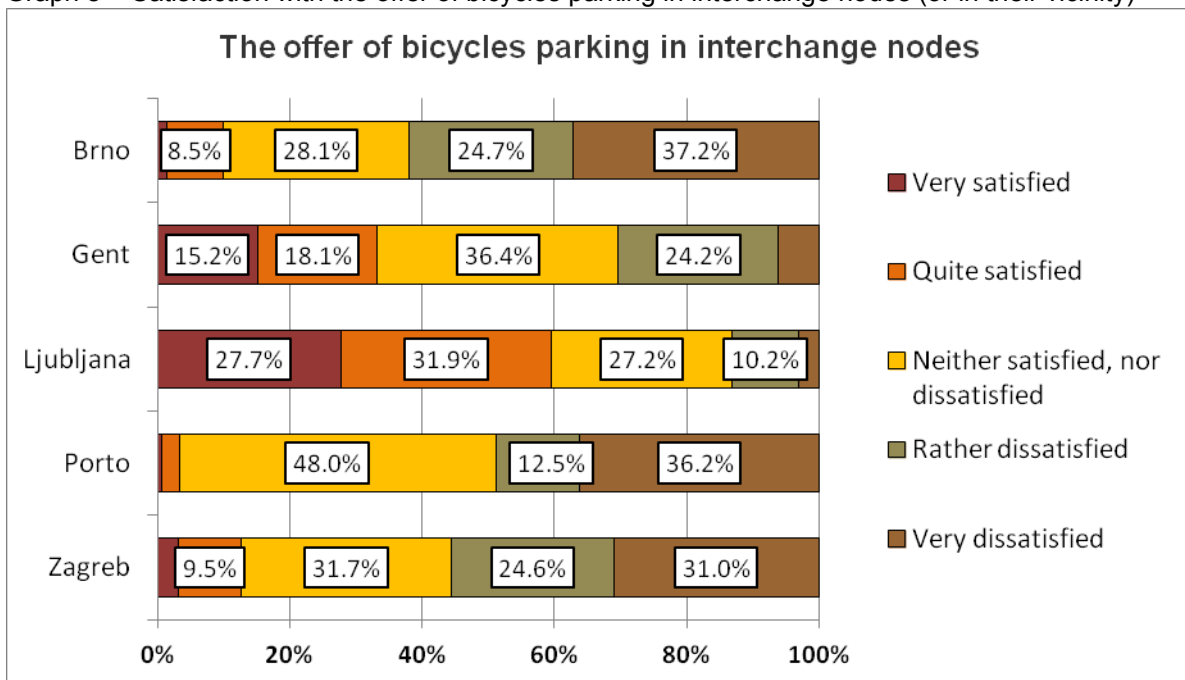


GRAPH: AUGUR Consulting

III.6.5 SATISFACTION WITH THE OFFER OF BICYCLES PARKING IN INTERCHANGE NODES (OR IN THEIR VICINITY)

Also the respondents’ answers about satisfaction with the offer of bicycles parking in interchange nodes (or in their vicinity) differ in the individual cities. The highest rate of dissatisfaction (answer variants - rather dissatisfied and very dissatisfied) with the offer of bicycles parking in interchange nodes (or in their vicinity) is shown by respondents in Brno (61.9%), followed by Zagreb (55.6%) and Porto (48.7%). The detailed results are shown in Graph No. 8.

Graph 8 – Satisfaction with the offer of bicycles parking in interchange nodes (or in their vicinity)

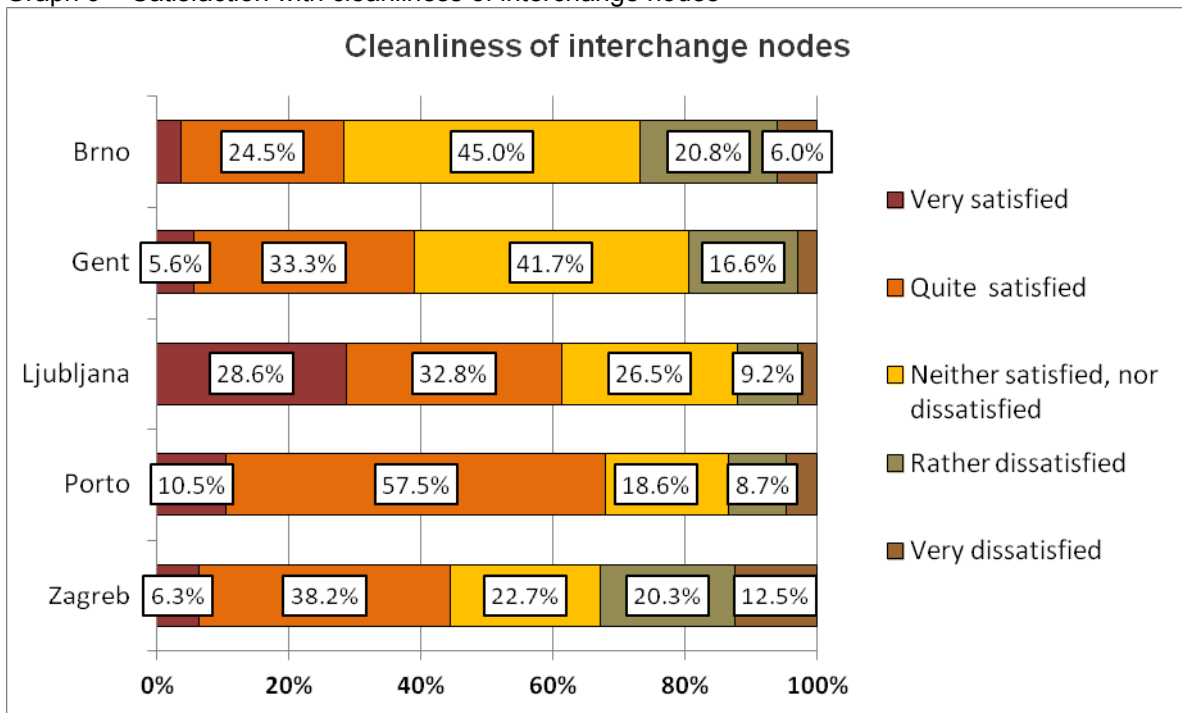


GRAPH: AUGUR Consulting

III.6.6 SATISFACTION WITH CLEANLINESS OF INTERCHANGE NODES

The most satisfied (answer variants - quite satisfied and very satisfied) with cleanliness of interchange nodes are respondents from Porto (68%), followed by Ljubljana (61.4%), Zagreb (44.5%) and Gent (38.9%). Respondents from Brno express less satisfaction with cleanliness of interchange nodes. The detailed results are shown in Graph No. 9.

Graph 9 – Satisfaction with cleanliness of interchange nodes

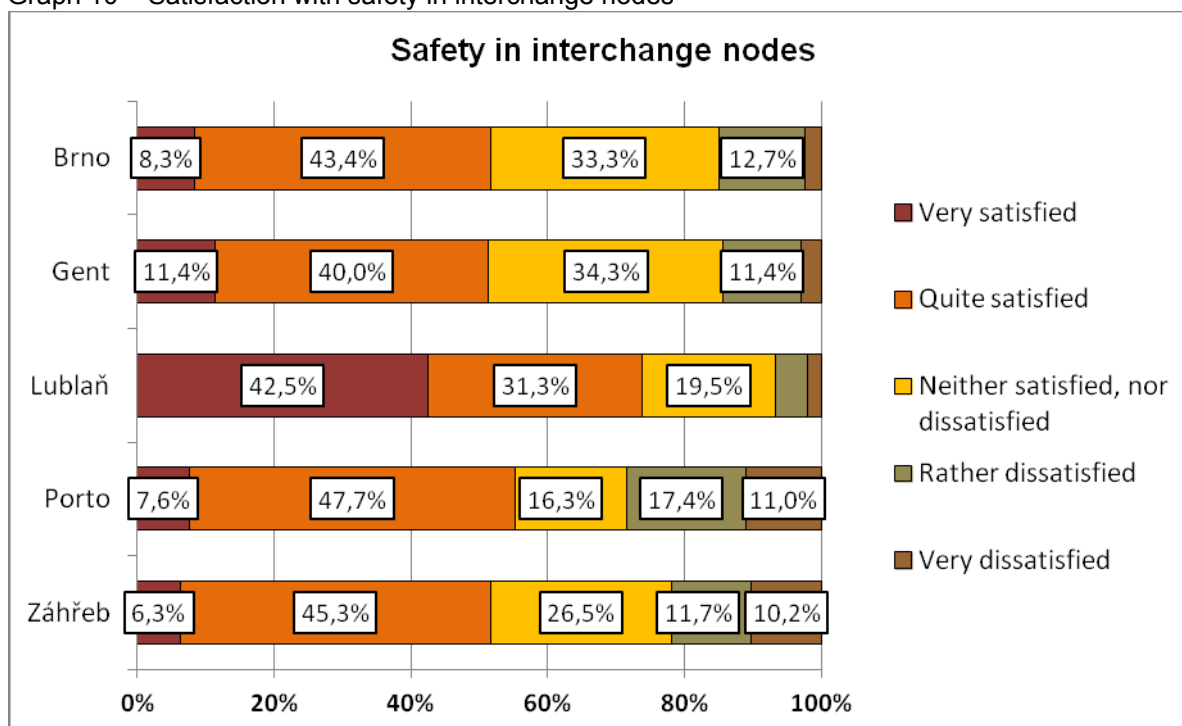


GRAPH: AUGUR Consulting

III.6.7 SATISFACTION WITH SAFETY IN INTERCHANGE NODES

The most satisfied with safety in interchange nodes (answer variants - very and quite satisfied) are respondents from Ljubljana (73.8%). The level of satisfaction with safety in interchange nodes in the other cities is also very high. The detailed results are shown in Graph No. 10.

Graph 10 – Satisfaction with safety in interchange nodes

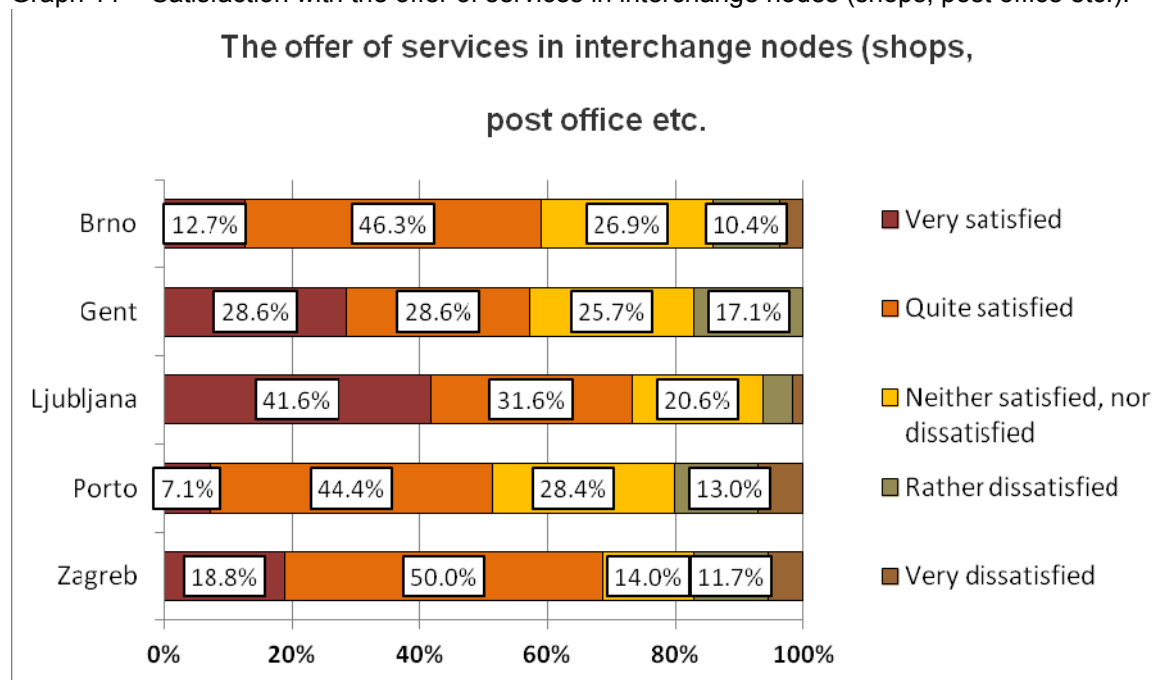


GRAPH: AUGUR Consulting

III.6.8 SATISFACTION WITH THE OFFER OF SERVICES IN INTERCHANGE NODES (SHOPS, POST OFFICE ETC.)

The most satisfied with the offer of services in interchange nodes (answer variants - very and quite satisfied) are respondents from Ljubljana (73.2%) and Zagreb (68.8%). The level of satisfaction with the offer of services in interchange nodes is also very high in the other cities. The detailed results are shown in Graph No. 11.

Graph 11 – Satisfaction with the offer of services in interchange nodes (shops, post office etc.).

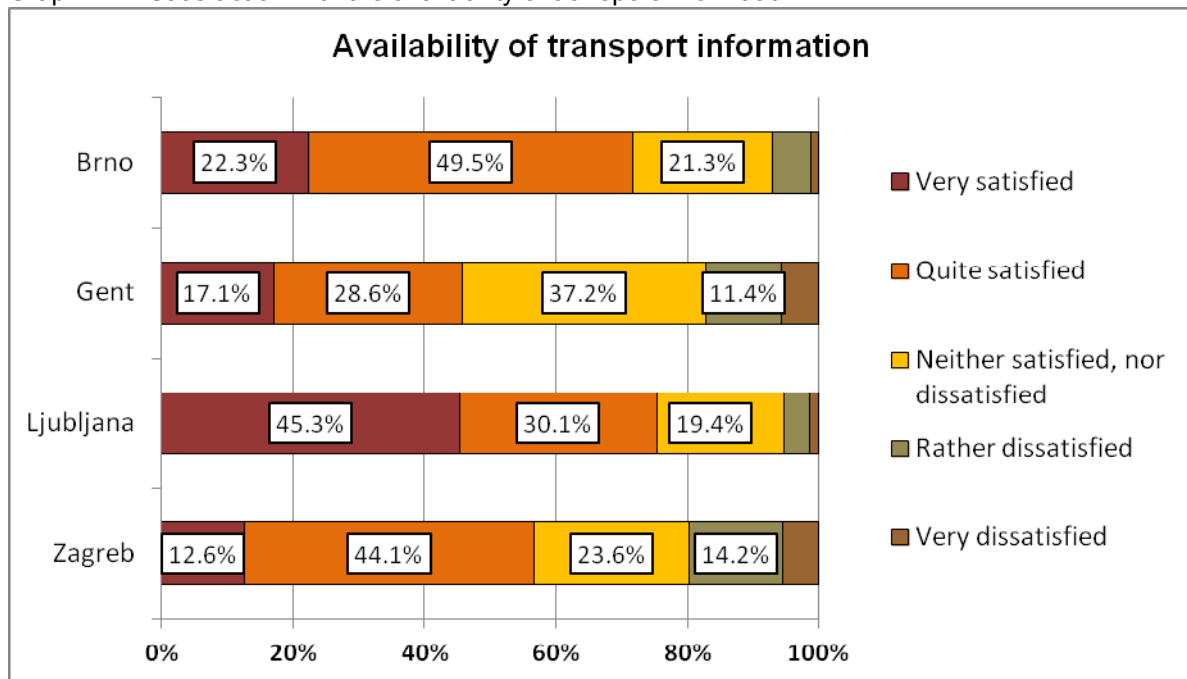


GRAPH: AUGUR Consulting

III.6.9 SATISFACTION WITH THE AVAILABILITY OF TRANSPORT INFORMATION

The most satisfied with the availability of transport information (answer variants - very and quite satisfied) are respondents from Ljubljana (75.4%) and Brno (71.8%).

Graph 12 – Satisfaction with the availability of transport information



GRAPH: AUGUR Consulting

Note:

This question was not a part of the survey in Porto.

IV. BRIEF CONCLUSION

The primary objective of this Final Report was to compare the results of sociological surveys on awareness of urban residents of the cities involved in the CIVITAS ELAN project on intermodal transport. The cities involved were the city of Brno, Gent, Ljubljana, Porto and Zagreb. It should be noted that the extent of the survey in each city differs significantly. While for example in Brno, the research was conducted on a group of 1,029 respondents who were selected on the basis of the quota selection, in Ljubljana the number of the interviewed respondents was 617, in Porto 390, in Zagreb 334 and in Gent only 50.

As indicated by the results of the analysis the highest level of awareness about the ongoing process of intermodal infrastructure planning is attributed to the citizens of Gent (72.0%), then Ljubljana (64.8%) and Brno (26.7%). On the contrary a lower level of awareness is attributed to the citizens of Porto (16.6%) and Zagreb (15.4%).

The residents of the cities obtain information on the planning of intermodal transport from multiple sources with varying degrees of intensity. Whereas in Brno, the largest proportion of respondents (26.7%) learned about intermodal transport planning from city published newspaper, in Gent the city website (and other resources) was the crucial source of information. In Ljubljana, most respondents learned about the intermodal transport planning from the so-called other sources and city published newspaper. In Zagreb and Porto the crucial sources of information on intermodal transport planning were the so-called other sources.

The highest level of satisfaction with the information on intermodal transport (variants - very and quite satisfied) comes from respondents from Zagreb (75%), followed by Gent (66.7%) and Brno (56.8%). The residents of Ljubljana are significantly less satisfied with the information awareness on intermodal transport.

In the cities of Gent, Ljubljana and Zagreb the individual modes of transport and the intensity of their use on the way to work/school etc. were identified.

In Gent, the respondents mostly use train and bicycle when regularly travelling to work/school. In Ljubljana, the respondents mostly use tram or walk to work/school. In Zagreb, the respondents mostly use the tram or walk. This question has not been evaluated in Porto or in Brno.

As indicated by the results of the analysis, most residents use interchange nodes in Ljubljana (86.9%), Brno (80.1%) and Gent (74%). The residents of Porto (44.9%) and Zagreb (38.7%) use interchange nodes less.

The level of satisfaction with the individual attributes, items related to intermodal transport, has been investigated using a set of nine questions. The level of satisfaction was identified for each item using a scale from 1 (very satisfied) to 5 (very dissatisfied). In Brno, unlike the other four monitored cities the answer variants were supplemented by one more option - I do not know, I cannot tell.

In all monitored cities satisfaction with general functioning of interchange nodes outnumbers dissatisfaction.

High level of satisfaction with the punctuality of the connections in interchange nodes was recorded in Ljubljana (76.3%), Porto (72.1%) and Brno (71.7%). A lower level of satisfaction with the punctuality of the connections in interchange nodes was identified in Zagreb (55.1%) and Gent (30.5%).

The respondents' level of satisfaction and dissatisfaction with the frequency of connections in interchange nodes does not fundamentally differ in the individual monitored cities.

The level of respondent satisfaction and dissatisfaction with the offer of parking places in interchange nodes (or in their vicinity) fundamentally differs in the monitored cities. The highest rate of dissatisfaction (answer variants - rather dissatisfied and very dissatisfied) with the offer of parking places in interchange nodes is shown by respondents from Brno (66.1%), followed by Porto (59%) and Zagreb (35.7%).

Also the respondents' answers about satisfaction with the offer of bicycles parking in interchange nodes (or in their vicinity) differ in the individual cities. The highest rate of dissatisfaction (answer variants - rather dissatisfied and very dissatisfied) with the offer of bicycles parking in interchange nodes (or in their vicinity) is shown by respondents in Brno (61.9%), followed by Zagreb (55.6%) and Porto (48.7%).

The most satisfied (answer variants - quite satisfied and very satisfied) with cleanliness of interchange nodes are respondents from Porto (68%), followed by Ljubljana (61.4%), Zagreb (44.5%) and Gent (38.9%). The respondents from Brno express less satisfaction with cleanliness of interchange nodes.

The most satisfied with safety in interchange nodes (answer variants - very and quite satisfied) are respondents from Ljubljana (73.8%). The level of satisfaction with safety in interchange nodes is also very high in the other cities.

The most satisfied with the offer of services in interchange nodes (answer variants - very and quite satisfied) are respondents from Ljubljana (73.2%) and Zagreb (68.8%). The level of satisfaction with the offer of services in interchange nodes is also very high in the other cities.

The most satisfied with the availability of transport information (answer variants - very and quite satisfied) are respondents from Ljubljana (75.4%) and Brno (71.8%).

We believe that the comparative form of the results of the empirical investigations that were carried out in the individual cities will be evaluated as an interesting feedback by the representatives of the ordering party.

V. ATTACHMENTS

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V.3 Attachment No. 3 – Questionnaire

PUBLIC AWARENESS AND SATISFACTION SURVEY CONCERNING TRANSPORT-RELATED MEASURES UNDER THE CIVITAS ELAN PROJECT AND INTERMODAL TRANSPORT

Hallo,

I am approaching you with a request for answering questions as part of survey of transport, public awareness and satisfaction with the transport in the city of Brno. This questionnaire survey has been commissioned by the Brno City Municipality as part of the European project CIVITAS ELAN and I would like to inform you that all data and information you provide me with will be treated as confidential and the survey is fully anonymous. The interview will take approx. 15 minutes.

SCREEN 1: Do you live, work or study in Brno?

Yes = CONTINUE TO NEXT QUESTION

No = TERMINATE THE INTERVIEW

O1. Do you live in Brno?

1. Yes, permanently ⇒ *ATTENTION, FILTER: continue with question O2*
2. Yes, temporarily ⇒ *ATTENTION, FILTER: continue with question O2*
3. No, I don't ⇒ *ATTENTION, FILTER: continue to question O3*


O2. What municipal district do you live in?

- | | | |
|-------------------|--------------------|------------------------------|
| 1. Brno – centre | 11. Starý Lískovec | 22. Řečkovice and Mokrá Hora |
| 2. Vinohrady | 12. Kohoutovice | 23. Královo Pole |
| 3. Líšeň | 13. Bosonohy | 24. Brno – north |
| 4. Černovice | 14. Komín | 25. Jehnice |
| 5. Slatina | 15. Žabovřesky | 26. Ořešín |
| 6. Chrlice | 16. Jundrov | 27. Útěchov |
| 7. Tuřany | 17. Bystrc | 28. Maloměřice and Obřany |
| 8. Brno – south | 18. Kníničky | 29. Židenice |
| 9. Bohunice | 19. Žebětín | |
| 10. Nový Lískovec | 20. Ivanovice | |
| | 21. Medlánky | |

O3. How often do you use the following to travel in Brno:	Daily	Several times a week	1-2 times a week	Less often	Never
Public transport system	1	2	3	4	5
Passenger car	1	2	3	4	5

AWARENESS AND SATISFACTION - TRANSPORT DIALOGUE


O4. Where do you most often get information about transport, e.g. scheduled closures, hubs, from? You can also mark several options.

1. Newspapers published by the city - Brněnský metropolitan
2. District bulletins
3. Website of the City of Brno
4. Meetings with the representatives of local government or municipality with the citizens
5. Magazine Šalina
6. Website of DPMB, a.s.
7. Website of IDS JMK
8. Regional and national TV
9. Communication materials, leaflets, brochures, notices at stops, information boards
10. Mediated (family, friends etc.)
11. Other sources, specify 
12. I do not look for transport information ⇒ *ATTENTION, FILTER: continue to question O7*

O5. Is the information about transport in the city of Brno available or unavailable to you?

1. Fully available
2. Rather available
3. Neither available, nor unavailable
4. Rather unavailable
5. Quite unavailable
9. I do not know, I cannot say

O6. Do you miss any transport information? What information would you appreciate?

Describe 

.....

.....

.....

O7. Do you know about the newly opened Integrated Centre of Mobility (ICM) in Brno in Joštova street? Information centre in Česká street- “under the clock”.


1. Yes, I know it personally, I have been there several times ⇒ *ATTENTION, FILTER: continue to question O8*
2. Yes, I know it personally, I have been there once ⇒ *ATTENTION, FILTER: continue to question O8*
3. Yes, I have heard about it (media, family, friends, acquaintances) ⇒ *ATTENTION, FILTER: continue to question O10*
4. No ⇒ *ATTENTION, FILTER: go to question O10*

O8. How satisfied are you with the services of the Integrated Centre of Mobility (ICM)?

Answer on a scale of 1 to 5. 1 = very satisfied, 2 = rather satisfied, 3 = neither satisfied, nor dissatisfied, 4 = rather dissatisfied, 5 = very dissatisfied, 9 = I do not know, I cannot say.

O8.a	Scope of provided information	1	2	3	4	5	9
O8.b	Quality and topicality of provided information	1	2	3	4	5	9
O8.c	Information materials	1	2	3	4	5	9
O8.d	Willingness of the staff to help and give advice	1	2	3	4	5	9
O8.e	Opening hours of the Integrated Centre of Mobility	1	2	3	4	5	9
O8.f	Position of the Integrated Centre of Mobility	1	2	3	4	5	9
O8.g	Design of the Integrated Centre of Mobility	1	2	3	4	5	9
O8.h	Clarity (comprehensibility) of the marking of the Integrated Centre of Mobility	1	2	3	4	5	9

O9. Is there any service or information that you miss in the Integrated Centre of Mobility?

Specify 

.....


.....

O10. Do you know that the transport system in Brno, the so-called Transport Plan of the City of Brno, has been regularly updated, adjusted and optimised (every year) since 2008?

1. Yes, I know ⇒ *ATTENTION, FILTER: continue to question O11*
2. No, I do not know ⇒ *ATTENTION, FILTER: continue to question O12*

O11. Where do you learn about these changes and adjustments from?

You can mark several options.

1. Newspapers published by the city - Brněnský metropolitan
2. District bulletins
3. Website of the City of Brno
4. Meetings with the representatives of local government or municipality with the citizens
5. Magazine Šalina
6. Website of DPMB, a.s.
7. Website of IDS JMK
8. Regional and national TV
9. Communication materials, leaflets, brochures, notices at stops, information boards
10. Mediated (family, friends etc.)
11. Other sources, specify 

O12. Were you involved (in the past periods – years) in a marketing survey conducted by KORDIS (Coordinator of the integrated transport system of the South Moravian Region) titled Satisfaction Barometer, which is conducted every year in the spring?

1. Yes
2. No
3. I do not know, I cannot remember

AWARENESS AND SATISFACTION – SERVICES IN THE FIELD OF TRANSPORT

O13. Please indicate how satisfied/dissatisfied are you with the following items?

Answer on a scale of 1 to 5. 1 = very satisfied, 2 = rather satisfied, 3 = neither satisfied, nor dissatisfied, 4 = rather dissatisfied, 5 = very dissatisfied, 9 = I do not know, I cannot say.

O13.a	Operation and functioning of public transport in Brno	1	2	3	4	5	9
O13.b	Safety in means of transport during the day	1	2	3	4	5	9
O13.c	Safety in means of transport in the evening and at night	1	2	3	4	5	9
O13.d	Network of walkways and passability	1	2	3	4	5	9
O13.e	Network and facilities – cycle tracks and lanes	1	2	3	4	5	9
O13.f	Marking of detours during roadwork	1	2	3	4	5	9
O13.g	Information about detours and emergency connections	1	2	3	4	5	9
O13.h	Frequency of public transport connections during the day	1	2	3	4	5	9
O13.i	Frequency of public transport connections in the evening	1	2	3	4	5	9
O13.j	Frequency of public transport connections at weekends and on public holidays	1	2	3	4	5	9
O13.k	Timekeeping of public transport connections in Brno	1	2	3	4	5	9

O13.l Disabled access- public transport in Brno	1	2	3	4	5	9
O13.m Cleanliness in means of transport	1	2	3	4	5	9

TRANSPORT HUB PLANNING

O14. When travelling in Brno, do you use the so-called "transport hubs"?

⇒ The interviewer presents a card with a list of transport hubs.

A transport hub is understood as a place where several transport modes meet, e.g. trams, trolleybuses, buses. These places include: Mendlovo nám., Stará Osada, Hlavní nádraží, Moravské náměstí, Semilaso, Pionýrská, Česká, Úzká, Starý Lískovec – tram terminal, Osová, Bystrc ZOO, Skácelova, Klusáčkova, Konečného nám., Ústřední hřbitov, Celní, Líšeň – Jírova, Pálavské náměstí, Novolíšeňská etc.

1. Yes ⇒ ATTENTION, FILTER: continue to question O15
2. No ⇒ ATTENTION, FILTER: continue to question O18

O15. How often do you use these transport hubs?


1. Daily
2. Several times a week
3. Once or twice a week
4. Less often

O16. Please specify how satisfied or dissatisfied you are with the following items?

Answer on a scale of 1 – 5, 1 = very satisfied, 2 = rather satisfied, 3 = neither satisfied, nor dissatisfied, 4 = rather dissatisfied, 5 = very dissatisfied, 9 = I do not know, I cannot say.

O16.a General functioning of the transport hubs	1	2	3	4	5	9
O16.b Timekeeping of connections at the transport hubs	1	2	3	4	5	9
O16.c Link-up connections at the transport hubs	1	2	3	4	5	9
O16.d Car parking facilities at the transport hubs or in their vicinity	1	2	3	4	5	9
O16.e Bicycle parking facilities at the transport hubs or in their vicinity	1	2	3	4	5	9
O16.f Cleanliness of transport hubs	1	2	3	4	5	9
O16.g Safety at the transport hubs	1	2	3	4	5	9
O16.h Services offered at the transport hubs (shops, post office etc.)	1	2	3	4	5	9
O16.i Availability of transport information	1	2	3	4	5	9

O17. What transport hub improvements would you recommend? Please specify in your own words.

Specify 

.....


.....

O18. Do you know about the ongoing process of planning, upgrading and constructing the transport hubs in the city of Brno?

1. Yes ⇒ ATTENTION, FILTER: continue to question O19
2. No ⇒ ATTENTION, FILTER: continue to question D1

O19. Where did you learn about the process of planning, upgrading and constructing the transport hubs?

You can mark several options.

1. Newspapers published by the city or municipal districts (e.g. Brněnský metropolitan)
2. Website of the City of Brno
3. Meetings with the representatives of local government or municipality with the citizens
4. Magazine Šalina
5. Website of DPMB, a.s.
6. Regional and national TV
7. Other sources, specify 

O20. How satisfied or dissatisfied are you with the information about transport hubs - i.e. planning, upgrading, and constructing?

1. Very satisfied
2. Rather satisfied
3. Neither satisfied, nor dissatisfied
4. Rather dissatisfied
5. Very dissatisfied
9. I do not know, I cannot say

DEMOGRAPHIC QUESTIONS

DEMO 1. What is your highest achieved education?

1. No education, primary school
2. Secondary without graduation, trained
3. Secondary with graduation
4. College degrees
5. University degree

DEMO 2. Which of the following groups includes you?

1. Self-employed, free lancer
2. Employee
3. Unemployed
4. Parental leave, homemaker
5. Student
6. Retired

DEMO 3. How old are you?

Specify  old

DEMO 4. RECORD THE RESPONDENT'S GENDER

1. Man
2. Woman

Thank you for your cooperation

Interviewer's name: