

# Satisfaction measurement Flexbus De Lijn

Welcome!

De Lijn is constantly working on better services. With this survey, they, IGEMO and Ghent University want to find out how satisfied you are with De Lijn and its recently offered services in the form of a Flexbus system. Your personal opinion will of course be treated in complete confidentiality. It is never passed on individually, and all results are processed together.

Your participation is completely voluntary and takes approximately **12 minutes** of your time. You can always track your progress via the gray bar at the top of the page, and leave when it gets too long for you. For questions and comments you can always contact us via [pieter.dresselaers@igemo.be](mailto:pieter.dresselaers@igemo.be).

Thanks in advance for your time and effort!

This research is part of the European Interreg project called 'MOVE' or 'Mobility Opportunities Valuable to Everybody' (<https://northsearegion.eu/move/about/> (<https://northsearegion.eu/move/about/>)).

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There are 55 questions in this survey.

# 1 Which trips do you make during an average week?

Please choose the appropriate response for each item:

	5-7 days a week	2-4 days a week	Once a week or every two weeks	Once a month or every two months	Less often or never
Work or school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bringing child(ren) to/from school or daycare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping (groceries)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure activities (sports, hobbies and recreation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical appointments (doctor, hospital)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social activities (visiting friends/family)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2 How long (in minutes) do you travel on average for a single journey? You can assume a normal traffic situation. \*

❗ Only numbers may be entered in these fields.

	Travel time (in minutes)
Work or school	<input type="text"/>
Bringing child(ren) to/from school or daycare	<input type="text"/>
Shopping (groceries)	<input type="text"/>
Leisure activities (sports, hobbies and recreation)	<input type="text"/>
Medical appointments (doctor, hospital)	<input type="text"/>
Social activities (visiting friends/family)	<input type="text"/>
Other	<input type="text"/>

3 What is your main means of transport for a single journey? You can assume a normal traffic situation. \*

Please choose the appropriate response for each item:

	Car (driver)	Car (passenger)	Train	Bus, tram or metro	Belbus or Flexbus	Motorcycle	Bicycle	Taxi	By foot	Other
Work or school	<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"/>
Bringing child(ren) to/from school or daycare	<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"/>
Shopping (groceries)	<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"/>
Leisure activities (sports, hobbies and recreation)	<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"/>
Medical appointments (doctor, hospital)	<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"/>
Social activites (visiting friends/family)	<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"/>
Other	<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"/>

The main means of transport is the one that covers most of the travelled time.

4 Do you sometimes feel limited in your ability to travel? \*

**i** Choose one of the following answers  
Please choose **only one** of the following:

- ☐ Yes
- ☐ No

5

How often do you feel limited in your ability to travel to the destinations stated below?

\*

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '4 [TransLimitation]' (Do you sometimes feel limited in your ability to travel?)

Please choose the appropriate response for each item:

	Never	Sometimes	Regularly	Always
Work or school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bringing child(ren) to/from school or daycare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping (groceries)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure activities (sports, hobbies and recreation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical appointments (doctor, hospital)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social activities (visiting friends/family)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6

In which way and how often do you feel limited in your ability to travel?

\*

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '4 [TransLimitation]' (Do you sometimes feel limited in your ability to travel?)

Please choose the appropriate response for each item:

	Never	Sometimes	Regularly	Always
Physically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mentally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financially	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Physically limited:** due to physical conditions, disability or other physical health problems.

**Mentally limited:** due to mental disorders or feelings of anxiety/unsafety while travelling.

**Financially limited:** due to a lack of financial resources to pay for the travel costs.

**Practically limited:** due to a lack of (own) means of transport, a lack of public transport, no driver's license or poor travel infrastructure.

7

Since **2 September 2019** you can travel with the **Flexbus Klein-Brabant**, instead of the previous Belbus. It is a pilot project of De Lijn, Bornem and Puurs-Sint-Amands to make the Belbus more flexible. The Flexbus runs in the same Belbus area and, after reservation, stops at one of the Belbus stops. When the train or fixed busline does not (or only partial) offer a suitable solution for your trip, you can use the Flexbus.

For more information, please visit the following web page: <https://www.delijn.be/nl/belbus/flexbus-klein-brabant.html> (<https://www.delijn.be/nl/belbus/flexbus-klein-brabant.html>)

## 8 Are you aware of this change, and thus the existence of the Flexbus? \*

❗ Choose one of the following answers

Please choose **only one** of the following:

☐ Yes

☐ No

## 9 The new Flexbus has changed in a number of ways compared to the Belbus. Are you aware of the differences between the Belbus and the new Flexbus listed below? \*

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '8 [FlexAwareness]' (Are you aware of this change, and thus the existence of the Flexbus?)

Please choose the appropriate response for each item:

	Yes, I know	No, I didn't know
Shorter minimal waiting time between booking and departure (from 1,5 hours to 30 minutes)	<input type="radio"/>	<input type="radio"/>
Booking possible on Sundays	<input type="radio"/>	<input type="radio"/>
Booking possible via web application from De Lijn	<input type="radio"/>	<input type="radio"/>

10 Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? \*

Please choose the appropriate response for each item:

	Yes	No
Belbus	<input type="radio"/>	<input type="radio"/>
Flexbus	<input type="radio"/>	<input type="radio"/>

11 You have never used the Flexbus. Can you indicate the main reason(s) why you never use this service? Please indicate at least 1 and at most 3 reasons. \*

Only answer this question if the following conditions are met:

Answer was 'No' at question '10 [FlexUse]' (Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? (Flexbus))

❗ Check all that apply

❗ Please select from 1 to 3 answers.

Please choose **all** that apply:

- ☐ Price
- ☐ Comfort
- ☐ Booking discomfort
- ☐ Bus stop too far away
- ☐ Long waiting time between booking and departure
- ☐ Unfamiliar with the operation of the Flexbus
- ☐ I prefer an alternative means of transport
- ☐ I rarely, if ever, visit the area where the Flexbus operates (Klein-Brabant)

☐ Other:



## 12

### For which trips have you ever used the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [FlexUse]' (Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? (Flexbus))

❗ Check all that apply

Please choose **all** that apply:

- ☐ Work or school
- ☐ Bringing child(ren) to/from school or daycare
- ☐ Shopping (groceries)
- ☐ Leisure activities (sports, hobbies and recreation)
- ☐ Medical appointments (doctor, hospital)
- ☐ Social activities (visiting friends/family)
- ☐ Other

13 On which days do you use the Flexbus for the following trips? \*

Only answer this question if the following conditions are met:  
Answer was 'Yes' at question '10 [FlexUse]' (Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? (Flexbus))

	On weekdays	On Saturdays	On Sundays and public holidays
Work or school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bringing child(ren) to/from school or daycare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping (groceries)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure activities (sports, hobbies and recreation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical appointments (doctor, hospital)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social activities (visiting friends/family)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate all possible answers that apply for a single trip to the destination concerned.

# 14 At what times of the day do you use the Flexbus for the following trips? \*

Only answer this question if the following conditions are met:  
Answer was 'Yes' at question '10 [FlexUse]' (Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? (Flexbus))

	During the morning peak	During the evening peak	During off-peak hours
Work or school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bringing child(ren) to/from school or daycare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping (groceries)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure activities (sports, hobbies and recreation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical appointments (doctor, hospital)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social activities (visiting friends/family)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate all possible answers that apply for a single trip to the destination concerned.

**During the morning peak:** every week day between 7:00 and 9:00 am.

**During the evening peak:** every week day between 3:30 and 6:00 pm.

**During the off-peak hours:** all other hours and during the weekend.

15

During an average week, how often do you switch from the Flexbus to the following means of transport?

\*

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [FlexUse]' (Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? (Flexbus))

Please choose the appropriate response for each item:

	5-7 days a week	2-4 days a week	Once a week or every two weeks	Once a month or every two months	Less often or never	Never heard of this
To another bus of De Lijn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To a train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To a shared car* (eg. Cambio, Cozycar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To a shared bicycle** (eg. Blue-bike, Mobit)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To a shared ride*** (eg. Carpool, Blablacar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*Car sharing system:** a system that enables people to rent locally available cars at any time (according to availability) and for any length of time. The car is put back at an agreed location for the next user.

**\*\*Bicycle sharing system:** a system that enables people to rent locally available bicycles at any time (according to availability) and (usually) for a limited period of time. The bicycle is put back at an agreed location for the next user.

**\*\*\*Ride sharing system:** a system that enables people to order and pay for a trip through a private application with a private operator. In this way you can ride with someone for a certain ride, so that the costs are shared among the passengers.

## 16 In which way do you usually book your ride with the Flexbus? \*

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [FlexUse]' (Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? (Flexbus))

❗ Choose one of the following answers

Please choose **only one** of the following:

☐ By phone

☐ Via the web application

17

How satisfied are you with the following aspects of the Flexbus in general?

\*

Only answer this question if the following conditions are met:  
Answer was 'Yes' at question '10 [FlexUse]' (Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? (Flexbus))

- ❗ Only numbers may be entered in these fields.
- ❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Punctuality

Price

Booking

Comfort of the bus

Cleanliness of the bus

Bus stop

Safety

Route

Transfers

Driver

Travel information

18

Please choose the themes on which you would like to give a more detailed opinion.

\*

Only answer this question if the following conditions are met:  
Answer was 'Yes' at question '10 [FlexUse]' (Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? (Flexbus))

❗ Check all that apply  
Please choose **all** that apply:

- ☐ Punctuality
- ☐ Price
- ☐ Booking
- ☐ Comfort of the bus
- ☐ Cleanliness of the bus
- ☐ Bus stop
- ☐ Safety
- ☐ Route
- ☐ Transfers
- ☐ Driver
- ☐ Travel information

19

How satisfied are you with the following aspects of **punctuallity** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Respecting the departure time at the busstop during rush hour(s).

Respecting the departure time at the busstop during off-peak hours on weekdays.

Respecting the arrival time at the busstop during rush hour(s).

Respecting the arrival time at the busstop during off-peak hours on weekdays.

**During the morning peak:** every week day between 7:00 and 9:00 am.

**During the evening peak:** every week day between 3:30 and 6:00 pm.

**During the off-peak hours:** all other hours and during the weekend.



20

How satisfied are you with the following aspects of the **route** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

The travel route.

The time you need to get to your desired destination according to the agreed arrangement.

The accessibility of desired destinations.

21

How satisfied are you with the following aspects of the **bus stop(s)** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

The shelter from rain and wind.

The seats.

The lighting.

The cleanliness of the bus stop.

The presence of bicycle parking.

The state of the bus stop.

The distance from the bus stop to your start- and end-location.

22

How satisfied are you with the following aspects of the **booking process** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Booking by phone.

Booking via the web application.

23

How satisfied are you with the following aspects of **safety** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Safety on the bus in the presence of other travelers.

Safety as a passenger in traffic (on the bus).

Safety at the bus stop in the presence of other travelers and passers-by.

The security measures on the bus (eg. presence of camera, staff).

24

How satisfied are you with the following aspects of the **comfort** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Comfort of the seats.

Space for arms and legs.

Available space for luggage (eg. backpacks)

The level differences in the vehicles (step to the seats).

The ventilation in the vehicle (sufficient fresh air available).

The condition of the vehicle (age, maintenance).

The temperature in the vehicle.

25

How satisfied are you with the following aspects of the **transfers** from/to the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Transfer to/from another bus or tram from De Lijn.

Transfer to/from the train.

Waiting time between the transfer with another bus or tram from De Lijn.

Waiting time between the transfer to/from the train.

Available information about the transfer.

The fact that they wait if there are delays with bus/bus and train/bus transfers.

26

How satisfied are you with the following aspects of the **driver** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Kindness.

Helpfulness.

General appearance.

Driving style.

Attitude and social skills (polite attitude, good transfer of the necessary information, positive and motivated image, diplomatic approach to problems).

27

How satisfied are you with the following aspects of **travel information** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Helpfulness/kindness of the Flexbus call center.

Usability of the Flexbus web application.

Communication about delays or alternative travel options by the Flexbus call center.

Communication about delays or alternative travel options via the web application.



28

How satisfied are you with the following aspects of the **price** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Price of a one-way ticket.

Price of an sms ticket.

Price of a 'Lijnkaart'.

Price of a subscription.

29

How satisfied are you with the following aspects of the **cleanliness** of the Flexbus?

\*

Only answer this question if the following conditions are met:

Answer was at question '18 [SatThemes]' (Please choose the themes on which you would like to give a more detailed opinion. )

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 10

Please write your answer(s) here:

Cleanliness inside the vehicle.

Cleanliness on the outside of the vehicle.

Cleanliness of the windows.

Cleanliness of the seats.

30 Do you have any additional comments about these other aspects of the Flexbus? Please write them down below.

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '10 [FlexUse]' (Have you already used this Flexbus, and/or did you use the Belbus before (even if only occasionally)? (Flexbus))

Please write your answer here:

### 31 What is your year of birth? \*

❗ Only numbers may be entered in this field.

Please write your answer here:

### 32 What is your gender? \*

❗ Choose one of the following answers

Please choose **only one** of the following:

- ☐ Male
- ☐ Female
- ☐ I'd rather not say

### 33 What is the highest diploma you have obtained so far? \*

❗ Choose one of the following answers

Please choose **only one** of the following:

- ☐ None
- ☐ Primary education
- ☐ Secondary education
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Doctorate

☐ Other

### 34 You are currently: \*

❗ Choose one of the following answers

Please choose **only one** of the following:

- ☐ Student
- ☐ Working part time
- ☐ Working full time
- ☐ Unemployed
- ☐ Unable to work
- ☐ Retired

☐ Other

### 35

What is the total monthly net income of your household?

\*

❗ Choose one of the following answers

Please choose **only one** of the following:

- ☐ 0 - 1.500 € per month
- ☐ 1.501 - 3.000 € per month
- ☐ 3.001 - 4.500 € per month
- ☐ More than 4.500 € per month
- ☐ I'd rather not specify

The total monthly net income of your household consists of:

- net professional income from work
- net replacement income (unemployment, disability, subsistence income, social assistance support or pension)
- additional net incomes (e.g. rental monthly income)

You may deduct alimony that you may have to pay; You can add alimony that you possibly receive. You do not have to include child allowance.

### 36 What is your current home situation? \*

❗ Choose one of the following answers

Please choose **only one** of the following:

- ☐ Living alone, with child(ren) living at home
- ☐ Living alone, without children living at home
- ☐ Living together, with child(ren) living at home
- ☐ Living together, without children living at home
- ☐ I live with my parents

☐ Other

Children who live with you part-time through co-parenting may also be included.


### 37 Do you have a driver's license to drive a car? \*

❗ Choose one of the following answers

Please choose **only one** of the following:

- ☐ Yes
- ☐ No

38 How many people from every age group, including yourself, currently live in your household? Write '0' or leave blank for 'none'.

 Only numbers may be entered in these fields.

	Number of people
Younger than 12 years old	<input type="text"/>
12-18 years old	<input type="text"/>
19-25 years old	<input type="text"/>
26-44 years old	<input type="text"/>
45-64 years old	<input type="text"/>
65 years old or older	<input type="text"/>

A household means all persons who live at the same address as you. You can also include children who live part-time with you through co-parenting.

39

How many cars does your household have?

\*

❗ Choose one of the following answers

Please choose **only one** of the following:

☐ None

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5 or more

Take both vehicles that you have purchased yourself and company vehicles into account.

A household means all persons who live at the same address as you. Children who live with you part-time through co-parenting may also be included.

40

How many bikes does your household have?

\*

❗ Choose one of the following answers

Please choose **only one** of the following:

☐ None

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5 or more

A household means all persons who live at the same address as you. Children who live with you part-time through co-parenting may also be included.

41 Have you driven a car in the past 12 months? \*

❗ Choose one of the following answers  
Please choose **only one** of the following:

- ☐ Yes
- ☐ No

42 How likely are you to drive a car in the next 12 months? \*

Only answer this question if the following conditions are met:  
Answer was 'No' at question '41 [ProfCaruse]' (Have you driven a car in the past 12 months?)  
Please choose the appropriate response for each item:

Very unlikely	Quite unlikely	Neutral (I don't know)	Quite likely	Very likely
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## 43 To what extent can you find yourself in the following statements? \*

Please choose the appropriate response for each item:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
For most journeys, I would rather use the car than any other form of transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like to drive a car just for the fun of it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am not interested in reducing my car use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driving gives me a way to express myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am not the kind of person who rides a bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I should cycle more to keep fit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find cycling stressful/dangerous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling can be the quickest way to travel around	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like travelling by bicycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am not the kind of person that likes to walk a lot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I should walk more to keep fit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like travelling by walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am not the kind of person to use the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, I would rather cycle than use the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I feel a moral obligation to reduce my emissions of greenhouse gases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People should be allowed to use their cars as much as they like	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate 'Neutral' when you have no opinion and/or when you are not able to answer that question.

44

How important do you find these factors in your daily mobility choices?

\*

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 5

Please write your answer(s) here:

Environment and/or climate

Health and sports

Image

Cost

**Environment and/or climate:** taking into account and opting for climate-neutral and/or environmentally-friendly transport modes.

**Health and sports:** taking into account and opting for transport modes that require physical effort, for both sportive and health benefits.

**Image:** taking into account and opting for transport modes that contribute to maintaining or building up your image or appearance.

**Cost:** taking into account and opting for transport modes that are less expensive (per trip).

45

How important do you find these transport modes in transport policy?  
This can differ from your effective use of these transport modes.

\*

❗ Only numbers may be entered in these fields.

❗ Each answer must be between 1 and 5

Please write your answer(s) here:

Car usage

Bike usage

Public transports

Walking, running

46 What is the location of your (main) place of residence? Please indicate on the map below.

Please write your answer here:

Please be as specific as possible. If you prefer not to answer, you can leave this question open.

47 What is the location of your school or work? Please indicate on the map below.

Only answer this question if the following conditions are met:

Answer was NOT 'Less often or never' at question '1 [TravTrips]' (Which trips do you make during an average week? (Work or school))

Please write your answer here:

Please be as specific as possible. If you prefer not to answer, you can leave this question open.

**48 What is the location of the place where you do most of your leisure activities (sports, hobbies and recreation)? Please indicate on the map below.**

Only answer this question if the following conditions are met:

Answer was NOT 'Less often or never' at question '1 [TravTrips]' (Which trips do you make during an average week? (Leisure activities (sports, hobbies and recreation)))

Please write your answer here:

If there are more than one, please state the location of your most frequently visited place for leisure activities.

Please be as specific as possible. If you prefer not to answer, you can leave this question open.

**49 What is the location of your children's school or daycare? Please indicate on the map below.**

Only answer this question if the following conditions are met:

Answer was NOT 'Less often or never' at question '1 [TravTrips]' (Which trips do you make during an average week? (Bringing child(ren) to/from school or daycare))

Please write your answer here:

If there are more than one, please state the location of your most frequently visited school or childcare.

Please be as specific as possible. If you prefer not to answer, you can leave this question open.

**50 What is the location of the place where you go most often for social activities (visiting friends/family)? Please indicate on the map below.**

Only answer this question if the following conditions are met:

Answer was NOT 'Less often or never' at question '1 [TravTrips]' (Which trips do you make during an average week? (Social activities (visiting friends/family)))

Please write your answer here:

If there are more than one, please state the location of your most frequently visited place for social activities.

Please be as specific as possible. If you prefer not to answer, you can leave this question open.

**51 What is the location of the place where you do most of your shopping (groceries)? Please indicate on the map below.**

Only answer this question if the following conditions are met:

Answer was NOT 'Less often or never' at question '1 [TravTrips]' (Which trips do you make during an average week? (Shopping (groceries)))

Please write your answer here:

If there are more than one, please state the location of your most frequently visited shop or supermarket.

Please be as specific as possible. If you prefer not to answer, you can leave this question open.

52 What is the location of the place where you go most often for your medical appointments (doctor, hospital)? Please indicate on the map below.

Only answer this question if the following conditions are met:

Answer was NOT 'Less often or never' at question '1 [TravTrips]' (Which trips do you make during an average week? (Medical appointments (doctor, hospital)))

Please write your answer here:

If there are more than one, please state the location of your most frequently visited place for your medical appointments.

Please be as specific as possible. If you prefer not to answer, you can leave this question open.

53 What is the location of the other places you regularly travel to (as you stated in the beginning of this survey)? Please indicate on the map below.

Only answer this question if the following conditions are met:

((TravTrips\_MED.NAOK  
(/limesurvey/index.php/admin/questions/sa/view/surveyid/288893/gid/58/qid/1931) != "NEV"))

Please write your answer here:

If there are more than one, please state the location of your most frequently visited place for your medical appointments.

Please be as specific as possible. If you prefer not to answer, you can leave this question open.

54 Did you also participate in the previous survey last summer about your travel behavior in Klein-Brabant, conducted by Ghent University and IGEMO? \*

❗ Choose one of the following answers

Please choose **only one** of the following:

☐ Yes

☐ No

## 55 Which e-mail address or telephone number did you leave at the end of the survey?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question '54 [EndPreviousurvey]' (Did you also participate in the previous survey last summer about your travel behavior in Klein-Brabant, conducted by Ghent University and IGEMO?)

Please write your answer here:

This way we can link your current answers to your previous answers.

Thank you for participating!

If you have any further questions about this research or the data processing by Ghent University, please feel free to contact us via [pieter.dresselaers@igemo.be](mailto:pieter.dresselaers@igemo.be).

Submit your survey.

Thank you for completing this survey.