

Info Booth Questionnaire – On-Demand Bus (Calw)

Questionnaire – Non-Users

1. Introduction

Have you already used the on-demand bus in Calw?

- ☐ Yes → Users Questionnaire
- ☐ No → Non-Users Questionnaire

2. Attitudes and Perceptions

Are you familiar with the on-demand bus in Calw?

- ☐ Yes, very well
- ☐ Yes, a bit
- ☐ No, hardly
- ☐ No, not at all

Have you ever considered using the on-demand bus?

- ☐ Yes
- ☐ No, because... (please state reasons)

Do you consider the on-demand bus a good alternative compared to conventional modes of transport?

- ☐ Yes, for me personally
- ☐ Yes, for other people
- ☐ No
- ☐ Not sure

3. Potential Use Cases and Routes

For which routes or purposes would you use the on-demand bus in Calw? (Multiple choice)

- ☐ Commuting to work
- ☐ Shopping
- ☐ Leisure
- ☐ Medical appointments
- ☐ Care work (e.g., pick up or drop off relatives)
- ☐ Other

What operating hours would make using the on-demand bus feasible for you?

- ☐ Evenings and nights only
- ☐ Daytime
- ☐ All day
- ☐ Specific peak hours (e.g., rush hour)

4. Price Expectations and Willingness to Pay

Which ticket types and corresponding prices would you consider fair for the on-demand bus (e.g., single ticket, monthly pass for the on-demand bus only or integrated into the public transport pass, multi-ride ticket)?

5. Barriers and Concerns Regarding Use

In your view, what are the barriers that keep you from using the on-demand bus? (Multiple choice)

- ☐ Costs too high
- ☐ Limited availability (e.g., at certain times)
- ☐ Difficulties with booking
- ☐ Safety concerns (e.g., traveling alone in the evening/night)
- ☐ Lack of reliability (e.g., punctuality, availability)
- ☐ No information about the service
- ☐ No suitable route or stops near me
- ☐ Other (please specify)

Could you imagine integrating the on-demand bus into your daily routine on a regular basis?

- ☐ Yes, as my main mode of transport
- ☐ Yes, as a supplementary mode of transport
- ☐ No, more for occasional trips only
- ☐ No, not at all

What else would need to be offered or adjusted so that using the on-demand bus would be an option for you? (Open text)

Is there anything we haven't asked that you would still like to mention? (Open text)

6. Demographic Information

Age (18–24, 25–34, 35–44, 45–54, 55–64, 65+)

Gender (male / female / non-binary)

Questionnaire – Users

1. Introduction

Have you already used the on-demand bus in Calw?

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- ☐ No → Non-Users Questionnaire

2. General Information on Usage

How often do you use the on-demand bus in Calw?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less often
- ☐ Used only once

For which routes or purposes do you most frequently use the on-demand bus?

- ☐ Commuting to work
- ☐ Shopping
- ☐ Leisure
- ☐ Medical appointments
- ☐ Other

Are there specific destinations or occasions for which you prefer to use the on-demand bus? (Open text)

3. Time of Use

Which operating hours for the on-demand bus do you consider sensible?

- ☐ Morning (06:00–09:00)
- ☐ Mid-morning (09:00–12:00)
- ☐ Midday (12:00–14:00)
- ☐ Afternoon (14:00–18:00)
- ☐ Evening (18:00–22:00)
- ☐ Night (22:00–06:00)

4. Price and Booking Preferences

Would you like additional booking options besides booking by phone?

- ☐ No, booking by phone is sufficient

☐ Booking via app

☐ Booking via website

How do you evaluate the current booking system and the payment function? (Open text)

What is the maximum price you would pay for a ride with the on-demand bus?

☐ 1 euro

☐ 2–3 euros

☐ 4–5 euros

☐ More than 5 euros

☐ No opinion

5. Satisfaction with the Service

How satisfied are you with the following aspects of the on-demand bus?

Availability (Whenever I need a ride, one is available):

☐ Very satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very dissatisfied

Waiting time (How punctual is the pickup):

☐ Very satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very dissatisfied

Comfort (e.g., seating, air conditioning):

☐ Very satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very dissatisfied

Cost:

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

6. Experiences and Challenges

Which challenges have you experienced when using the system? (Multiple choice)

- ☐ Long waiting times
- ☐ Difficulties with booking
- ☐ Problems with payment
- ☐ Insufficient coverage in my residential area
- ☐ Unsafe stops
- ☐ Other (please specify)

Were there situations in which you could not or did not want to use the system? Why? (Open text)

Do you think the on-demand bus is a useful supplement to existing public transport?

- ☐ Yes
- ☐ No
- ☐ Not sure

How has the on-demand bus influenced your use of other modes of transport? (Open text)

7. Demographic Information

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