Survey on urban transport in the aftermath of the COVID-19 outbreak: data from 20 cities across Europe

Full survey questionnaire

A) SURVEY PRESENTATION

Good morning/afternoon my name is _____From [Country company]

"We are carrying out a European study to understand the changes in transport as a result of COVID-19 restrictions in your area.
Your collaboration will help to understand the future necessities for the urban mobility in your region.
Would you be willing to take part?"

B) PROFILING QUESTIONS

1) How old are you? _____

2) Gender
   1. Female.
   2. Male.

3) What is the highest level of education you have completed? [*ISCED 2011 below will be adapted to the specific education system of each country*]
   1. Primary education
   2. Lower and upper secondary education
   3. Post-secondary non-tertiary education
   4. Short-cycle tertiary education
   5. Bachelor or equivalent
   6. Master or equivalent
   7. Doctoral or equivalent
   9. I prefer not to say

4) What is the Postal code of your place of residence? _____

5) What is your current employment status?
   1. full time employed
   2. Part time employed
   3. Self-employed,
   4. Furloughed (temporarily laid off)
   5. Unemployed
   6. Student
   7. Apprentice/Intern
   8. Retired/Pensioner
   9. Homemaker
   98. other
   99. I prefer not to say

*[Only if response to question **Error! Reference source not found.** is "unemployed"]*

5a) Did you become unemployed because of the Covid-19 pandemic?
   1. No, I was unemployed already before the Covid-19 pandemic started.
   2. Yes, I lost my job after the pandemic Covid-19 pandemic started.

[Only if response to question 5) is "full time employed, partial time employed or self-employed"]

5b) Do you currently work from home?
   1. Yes, all my working time
   2. Yes, partially (not all the working time/working days)
   3. No

[Only if response to question 5) is "full time employed, partial time employed or self-employed"] and response to question 5b) is NO

6) Wy could you not work from home?
    1. Because I need to be physically present
    2. Because I do not have software/hardware requirements to work from home
    3. Because it is not allowed by laws/contract
    4. Because my employer does not accept work from home
    5. Because clients would not like it
    6. Because I prefer to work at the office
    8. Other reasons

C) DAILY HABITS AND URBAN MOBILITY HABITS BEFORE COVID-19

The following questions are about your habits before the Covid-19 pandemic.

7) Before the Covid-19 emerged and restrictions to movements and activities were imposed, did you do the following?

	Yes, several times per week	Yes, once per week	Yes, once per month	Yes occasion ally	No, never	Not apply
Work from home	1	2	3	4	5	9
Use video calls to contact family and friends	1	2	3	4	5	9
Use phone conferencing or video calls/conferencing to communicate with colleagues or customers from the office or from home	1	2	3	4	5	9
Use phone or video calls to communicate with medical or public services	1	2	3	4	5	9
Purchase products online	1	2	3	4	5	9
Use home delivery for supermarket shopping	1	2	3	4	5	9

8) Before the Covid-19 outbreak did you personally use the following modes of transport for any purpose?

	5 days a week or more	2-3 days a week	About once a week	Less often	Never
Walk *[to a destination, not to reach a bus stop or a station]*	5	4	3	2	1
Private bike/e-bike	5	4	3	2	1
Shared bike/e-bike	5	4	3	2	1
Private scooter*/e-scooter*	5	4	3	2	1
Shared scooter *[e.g. services like Bird rides]*	5	4	3	2	1
Private Motorbike/moped	5	4	3	2	1
Shared motorbike/mode	5	4	3	2	1
Private Car as driver	5	4	3	2	1
Private Car as passenger	5	4	3	2	1
Shared car as driver *[e.g. services like Car2Go, not sharing the trip and not BlaBlaCar or Uber]*	5	4	3	2	1
Shared car as passenger *[e.g. services like Car2Go, not sharing the trip and not BlaBlaCar or Uber]*	5	4	3	2	1
Taxi	5	4	3	2	1
Ride-hailing *[e.g. Cabify, Uber]*	5	4	3	2	1
Urban public transport *[bus, tram, metro, rail etc]*	5	4	3	2	1

[Only if response to question 8) is NOT "Never"]

9) And what modes of transport did you use more frequently as main mode to travel for the following purposes before the Covid-19 outbreak?

	Walk	Private bike/e-bike	Shared bike/e-bike	Private Scooter/e-scooter	Shared Scooter/e-scooter	Motorbike/moped	Shared motorbike/moped	Private Car as driver	Private Car as passenger	Shared car as driver	Shared Car as passenger	Taxi	Ride-hailing	Public transport	Never travelled for this purpose
Commuting	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99
Business (non-commuting)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99
Education	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99
Visiting relatives/friends	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99
Picking up or dropping off child(ren) at school	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99
Giving lifts to family or friends for other reasons	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99
Purchase groceries/supermarket visits	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99
Other shopping	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99
Leisure (excluding holiday trips)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99
Other personal business	1	2	3	4	5	6	7	8	9	10	11	12	13	14	99

D) IMPACT OF COVID ON DAILY HABITS AND MOBILITY HABITS

During 2020 various restrictions on movements and activities were imposed because of the Covid-19 outbreak. The following questions are about your habits **in the period when restrictions were in place but we were not in a lockdown**

10) During 2020 when restrictions were in place because of the Covid-19 outbreak but we were not in a lockdown did you do the following more or less often than before outbreak?

	Much less often	Less often	About the same	More often	Much More often	Don't know / not apply
Work from home	1	2	3	4	5	9
Use video calls to contact family and friends	1	2	3	4	5	9
Use phone conferencing or video calls/conferencing to communicate with colleagues or customers	1	2	3	4	5	9
Use phone or video calls to communicate with medical or public services	1	2	3	4	5	9
Purchase products online	1	2	3	4	5	9
Use home delivery for supermarket shopping	1	2	3	4	5	9

[Only if response to question 10) is NOT "I don't know/Not apply"]/[Present ONLY the options for which the response to question 10) was NOT "I don't know/Not apply"]

11) And how comfortable did you feel with doing the following activities in that period ?

	Fully comfortable	Fairly comfortable	Not very comfortable	Not at all comfortable	I don't know /Not apply
Work from home	4	3	2	1	9
Use video calls to contact family and friends	4	3	2	1	9
Use phone conferencing or video calls/conferencing to communicate with colleagues or customers	4	3	2	1	9
Use phone or video calls to communicate with medical or public services	4	3	2	1	9
Purchase products online	4	3	2	1	9
Use home delivery for supermarket shopping	4	3	2	1	9

12) During 2020 when restrictions were in place because of the Covid-19 outbreak but we were not in a lockdown did you change your mobility habits? *[more responses allowed]*
    1. Yes, I did less trips
    2. Yes, I changed my usual transport mode for some of my trips
    3. Yes, I avoided travelling in peak hours
    4. Yes, changed the most common destinations for some of my trips (e.g. going to a different grocery/supermarket)
    5. No, I did not change my mobility habits

[Only if less trips at question 0 ask

Q12A. For which purpose or purposes did you reduce your trips?

Commuting	1
Business (non-commuting)	2
Education	3
Visiting relatives/friends	4
Picking up or dropping off child(ren) at school	5
Giving lifts to family or friends for other reasons	6
Purchase groceries/supermarket visits	7
Other shopping	8
Leisure	9
Other personal business	10

[Only if changed transport mode at question 0 ask

Q12B. For which purpose or purposes did you change the usual transport mode of your trips?

Commuting	1
Business (non-commuting)	2
Education	3
Visiting relatives/friends	4
Picking up or dropping off child(ren) at school	5
Giving lifts to family or friends for other reasons	6
Purchase groceries/supermarket visits	7
Other shopping	8
Leisure	9
Other personal business	10

[Only if avoided peak hours at question 0 ask

Q12C. For which purpose or purposes did you avoid travelling in peak hours?

Commuting	1
Business (non-commuting)	2
Education	3
Visiting relatives/friends	4
Picking up or dropping off child(ren) at school	5
Giving lifts to family or friends for other reasons	6
Purchase groceries/supermarket visits	7
Other shopping	8
Leisure	9
Other personal business	10

[Only if changed destination at question 0 ask

Q12D. For which purpose or purposes did you change the usual destination of your trips?

Commuting	1
Business (non-commuting)	2
Education	3
Visiting relatives/friends	4

Picking up or dropping off child(ren) at school	5
Giving lifts to family or friends for other reasons	6
Purchase groceries/supermarket visits	7
Other shopping	8
Leisure	9
Other personal business	10

13) During 2020 when restrictions were in place because of the Covid-19 outbreak but we were not in a lockdown was there any change in how often you used the modes of transport in comparison to the pre-Covid-19 situation?

	A lot more often	More often	About the same	Less often	A lot less often	Never used this mode
Walk	5	4	3	2	1	9
Private bike/e-bike	5	4	3	2	1	9
Shared bike/e-bike	5	4	3	2	1	9
Private scooter/e-scooter	5	4	3	2	1	9
Shared scooter *[e.g. services like Bird rides]*	5	4	3	2	1	9
Private Motorbike/moped	5	4	3	2	1	9
Shared motorbike/mode	5	4	3	2	1	9
Private Car as driver	5	4	3	2	1	9
Private Car as passenger	5	4	3	2	1	9
Shared car as driver *[e.g. services like Car2Go, not sharing the trip and not BlaBlaCar or Uber]*	5	4	3	2	1	9
Shared car as passenger *[e.g. services like Car2Go, not sharing the trip and not BlaBlaCar or Uber]*	5	4	3	2	1	9
Taxi	5	4	3	2	1	9
Ride-hailing *[e.g. Cabify, Uber]*	5	4	3	2	1	9
Urban public transport *[bus, tram, metro, rail etc]*	5	4	3	2	1	9

If at question 13) the response is that public transport is used less often or much less often:

14) Why did you start to use public transport less than before Covid-19? *[up to four responses allowed]*
    1. Because I fear for my health
    2. Because public transport service has worsened
    3. Because I do not work anymore
    4. Because it is not convenient for me anymore since I started to work from home
    5. Because it is not convenient for me anymore since I reduced my non-working trips
    6. Because I changed my destination(s)
    7. Because I can be less flexible with my office hours
    8. Because I now prefer a different means of transport
    9. Because I now need to give lifts to family
    98. For other reasons

If at question 13) the response is that public transport is used more often or much more often:

15) Why did you start to use public transport more than before Covid-19? *[up to four responses allowed]*
    1. Because road congestion has worsened
    2. Because I changed my destination(s)
    3. Because public transport service has improved
    4. Because I can be more flexible with office hours
    5. Because I can be more flexible with travelling times of my non-working trips
    6. Because my household got rid of a private means of transport
    7. Because I left my car to another member of my family
    8. Because I do not need to give lifts to family anymore
    9. Because of my environmental commitment
    98. For other reasons

If at question 13) the response is that car as driver is used less often or much less often:

16) Why did you start to drive car less than before Covid-19? *[up to four responses allowed]*
    1. Because road congestion has worsened
    2. Because public transport service has improved
    3. Because I can be more flexible with office hours
    4. Because I can be more flexible with travelling times of my non-working trips
    5. Because it is not convenient for me anymore since I started to work from home
    6. Because I do not work anymore
    7. Because I changed my destinations
    8. Because my household got rid of a private means of transport
    9. Because I now prefer a different means of transport
    10. Because I left my car to another member of my family
    11. Because I do not need to give lifts to family anymore
    12. Because of my environmental commitment
    98. For other reasons

If at question 13) the response is that car as driver is used more often or much more often:

17) Why did you start to drive car more than before Covid-19? *[up to four responses allowed]*
    1. Because I fear for my health using public transport
    2. Because public transport service has worsened
    3. Because I changed my destination(s)
    4. Because there is less congestion and travel is faster
    5. Because it is easier to find parking at my destination
    6. Because I can be less flexible with office hours
    7. Because I can be less flexible with my travelling times of my non-working trips
    8. Because I now need to give lifts to family
    9. Because my household purchased an additional private car
    98. For other reasons

If at question 13) the response is that either shared bike/e-bike or shared scooter/e-scooter or shared motorbike/moped is used less often or much less often:

18) Why did you start to use shared bike/scooter less than before Covid-19? *[up to four responses allowed]*
    1. Because I fear for my health
    2. Because there are less vehicles available
    3. Because it is not convenient for me anymore since I started to work from home
    4. Because it is not convenient for me anymore since I reduced my non-working trips
    5. Because I do not work anymore
    6. Because I changed my destination(s)
    7. Because I now prefer a different means of transport
    8. Because I now need to give lifts to family
    98. For other reasons

If at question 13) the response is that either shared bike/e-bike or shared scooter/e-scooter or shared motorbike/moped is used more often or much more often:

19) Why did you start to use shared bike/scooter more than before Covid-19? *[up to four responses allowed]*
    1. Because I fear for my health using public transport
    2. Because public transport service has worsened
    3. Because I can be more flexible with office hours
    4. Because I can be more flexible with travelling times of my non-working trips
    5. Because it is more convenient for me since I started to work from home
    6. Because it is more convenient for me since I reduced my trips
    7. Because my household got rid of a private means of transport
    8. Because I left my car to another member of my family
    9. Because I do not need to give lifts to family anymore
    10. Because of my environmental commitment
    98. For other reasons

If at question 13) the response is that shared car is used less often or much less often AND if at question 13) the response is that public transport, car, shared bike/moped/scooter are used the same or have never been used:

20) Why did you start to use shared car less than before Covid-19? *[up to four responses allowed]*
    1. Because I fear for my health
    2. Because there are less vehicles available
    3. Because it is not convenient for me anymore since I started to work from home
    4. Because it is not convenient for me anymore since I reduced my non-working trips
    5. Because I changed my destination(s)
    6. Because I now prefer a different means of transport
    7. Because I now need to give lifts to family
    98. For other reasons

If at question 13) the response is that shared car is used more often or much more often AND if at question 13) the response is that public transport, car, shared bike/moped/scooter are used the same or have never been used:

21) Why did you start to use shared car more than before Covid-19? *[up to four responses allowed]*
    1. Because I fear for my health using public transport
    2. Because public transport service has worsened
    3. Because I can be more flexible with office hours
    4. Because I can be more flexible with travelling times of my non-working trips
    5. Because it is more convenient for me since I started to work from home
    6. Because it is more convenient for me since I reduced my trips
    7. Because my household got rid of a private means of transport
    8. Because I left my car to another member of my family
    9. Because I do not need to give lifts to family anymore
    10. Because of my environmental commitment
    98. For other reasons

E) EXPECTED POST-COVID CHANGES OF DAILY HABITS AND URBAN MOBILITY HABITS

Consider a future period when the restrictions imposed because of the Covid-19 are completely eased since, according to the authorities, they are not needed anymore.

22) Do you expect that you will do the following more or less often than before the Covid-19 outbreak?

	Less often	About the same	More often	Don't know/Not apply
Work from home	1	2	3	9
Use video calls to contact family and friends	1	2	3	9
Use phone conferencing or video calls/conferencing to communicate with colleagues or customers	1	2	3	9
Use phone or video calls to communicate with medical or public services	1	2	3	9
Purchase products online	1	2	3	9
Use home delivery for supermarket shopping	1	2	3	9

23) In comparison to the pre-Covid 19 situation how comfortable would you feel travelling by the following modes of transport? (It does not matter whether you actually travel or have travelled this way in the past, it's your impressions we are interested in)

	Very comfortable	Fairly comfortable	As comfortable as before.	Not very comfortable	Not at all comfortable	Don't know
Walk	5	4	3	2	1	9
Private bike/e-bike	5	4	3	2	1	9
Shared bike/e-bike	5	4	3	2	1	9
Private scooter/e-scooter	5	4	3	2	1	9
Shared scooter *[e.g. services like Bird rides]*	5	4	3	2	1	9
Private Motorbike/moped	5	4	3	2	1	9
Shared motorbike/mode	5	4	3	2	1	9
Private Car as driver	5	4	3	2	1	9
Private Car as passenger	5	4	3	2	1	9
Shared car as driver *[e.g. services like Car2Go, not sharing the trip and not BlaBlaCar or Uber]*	5	4	3	2	1	9
Shared car as passenger *[e.g. services like Car2Go, not sharing the trip and not BlaBlaCar or Uber]*	5	4	3	2	1	9
Taxi	5	4	3	2	1	9
Ride-hailing *[e.g. Cabify, Uber]*	5	4	3	2	1	9
Urban public transport *[bus, tram, metro, rail etc]*	5	4	3	2	1	9

F) IMPACT OF COVID ON URBAN TRANSPORT SUPPLY

24) How many means of transport were available in your household before the Covid-19?

1. Cars: _____

2. Bikes: _____

3. Electric bikes: _____

4. Motorbike/moped: _____

5. Scooters: _____

25) Did the Covid-19 induce your household to purchase new means of transport? *[multiple responses allowed]*

1. Yes, new car(s)
2. Yes, second-hand car(s)
3. Yes, bike(s)
4. Yes, electric bike(s)
5. Yes Motorbike(s)/moped(s)
6. Yes scooter(s) (incl. e-scooter(s))
7. No

If at question 25) the response is different from "No":

26) Did you benefit of subsidies/discounts for purchasing one of the new means of transport? *[multiple responses allowed]*

1. Yes, a public subsidy.
2. Yes, a discount from re-sellers.
3. No

27) Did the Covid-19 induce your household to get rid of a means of transport you owned? *[multiple responses allowed]*

1. Yes, car(s)
2. Yes, bike(s)
3. Yes, electric bike(s)
4. Yes Motorbike(s)/moped(s)
5. Yes scooter(s) (incl. e-scooter(s))
6. No

28) How is the accessibility to public transport services from your home?
    1. Stop/Station is within walking distance from my home
    2. Stop/Station is not within walking distance, but it is a cycling distance
    3. Stop/Station is not within walking or cycling distance
    4. I do not know

If at question 28) the response is "Stop/Station is within walking distance from my home" or "not within walking distance, but it is a cycling distance from my home":

29) How many public transport lines are available from the stop/station close to your home?
    1. Only one train/metro line
    2. Only one bus line
    3. No train/metro line and more than one bus line
    4. One train/metro line and one or more bus lines
    5. More than one train/metro lines and no bus lines
    6. More than one train/metro lines and one or more bus lines
    7. I do not know

If at question 29) the response is NOT "I do not know":

30) Are public transport lines available from the stop/station close to your home provide a good connection to your main destinations?
    1. Yes
    2. No
    3. I do not know

If at question 28) the response is "Stop/Station is not within walking distance, but it is a cycling distance from my home":

31) How safe is reaching the stop/station by bike?
    1. It is safe as whole or most of the path is on reserved lanes
    2. It is safe as, even if there are no reserved lanes, traffic is very limited
    3. It is not fully safe as there are no reserved lanes and there is some traffic
    4. It is dangerous as there are no reserved lanes and there is heavy traffic
    5. I do not know

If at question 28) the response is "Stop/Station is not within walking or cycling distance":

32) Does stop/station provide easy parking options for park and ride?
    1. Yes, there are easy parking options
    2. No, parking is difficult and/or expensive
    3. I do not know

33) Can you please tell me if you think the following aspects related to public transport have improved, worsened or stayed the same since the Covid-19 pandemic began??

	Has improved	No changes	Has worsened	I do not know
Frequency of service	3	2	1	9
Available number of places because of vehicles/carriages size	3	2	1	9
Available number of places because of rules on passenger admittance	3	2	1	9
Impact of road congestion on travel time	3	2	1	9
Impact of road congestion on regularity of the service	3	2	1	9

34) Comparing to the situation before Covid-19, have facilities to walk or use bikes been improved? *[more responses allowed]*

1. Yes, there are more pedestrian areas/streets
2. Yes, there are more streets where car speed is limited
3. Yes, there are more reserved lanes for bikes
4. Yes, there are more parking spaces reserved to bikes
5. Yes, there are more guarded parking spaces for bikes
6. Yes, other
7. No

35) How was the accessibility to shared bikes/mopeds/scooters from your home before Covid-19?

1. There were not services of shared bikes/mopeds/scooters in my city
2. There were always shared bikes/mopeds/scooters close to my home
3. There were often shared bikes/mopeds/scooters close to my home
4. There were sometimes shared bikes/mopeds/scooters close to my home
5. There were seldom or never shared bikes/mopeds/scooters close to my home
6. I do not know

36) How is the accessibility to shared bikes/mopeds/scooters from your home now?

1. There are not services of shared bikes/mopeds/scooters in my city
2. There are always shared bikes/mopeds/scooters close to my home
3. There are often shared bikes/mopeds/scooters close to my home
4. There are sometimes shared bikes/mopeds/scooters close to my home
5. There are seldom or never shared bikes/mopeds/scooters close to my home
6. I do not know

A) PERSONAL INFORMATION

37) What is the number of your household's members (including yourself) in the following age classes?

A. 0-2 years _____

B. 3-6 years _____

C. 7-12 years _____

D. 12-18 years _____

E. 18-65 years_____

F. 65-75 years_____

G. More than 75 years _____

[Only if response to question 5) is "full time employed, partial time employed or self-employed"]

38) In what city/town is your workplace?

1. The same city I live in within 2 km from my home
2. The same city I live in within 5 km from my home
3. The same city I live in within 10 km from my home
4. The same city I live in within 20 km from my home
5. The same city I live in more than 20 km farther from my home
6. A different city within 2 km from my home
7. A different city within 5 km from my home
8. A different city within 10 km from my home
9. A different city within 20 km from my home
10. A different city within 50 km from my home
11. A different city more than 50 km farther from my home

[Only if response to question 5) is "student or trainee"]

39) In what city is your School/University /place of traineeship?

1. The same city I live in within 2 km from my home
2. The same city I live in within 5 km from my home
3. The same city I live in within 10 km from my home
4. The same city I live in within 20 km from my home
5. The same city I live in more than 20 km farther from my home
6. A different city within 2 km from my home
7. A different city within 5 km from my home
8. A different city within 10 km from my home
9. A different city within 20 km from my home
10. A different city within 50 km from my home
11. A different city more than 50 km farther from my home

40) Into which of the following classes you would say your annual household income fall, <u>after taxes</u>?

[See options for your country]

98. I don't know
99. I prefer not to answer