



## R39.1 Study of Public transport Users in Ústí nad Labem – Annex 2 – Results from the survey of public transport users

Paper version of the questionnaire used for the survey:

**DOTAZNÍK - VEŘEJNÁ HROMADNÁ DOPRAVA**

1) Jak často využíváte veřejnou hromadnou dopravu? Do příslušného okýnka vyplňte pro sílu za jakýmu účelem.

	MHD	meziměstské autobusy	vlaky
denně			
pravidelně týdně/měsíčně			
zřídka			
vůbec			

2) Co by pro Vás bylo impulsem k častějšímu využití veřejné hromadné dopravy?  
.....

3) Jste spokojen/a s obsluhou státního (vedení linek na území města, po př. kraje)? Ano - Ne

4) Jste spokojen/a s intervaly spojení?

	MHD	meziměstské autobusy	vlaky
denní spoje	Ano - Ne	Ano - Ne	Ano - Ne
noční spoje	Ano - Ne	Ano - Ne	Ano - Ne

5) Myslíte si, že je kapacita spojení dostatečná? Ano - Ne

6) Jste spokojen/a s čistotou u vozů veřejné hromadné dopravy? MHD  
Meziměstské autobusy  
Vlaky  
Ano - Ne  
Ano - Ne  
Ano - Ne

7) Máte pocit bezpečí ve vozidlech veřejné hromadné dopravy?

	MHD	meziměstské autobusy	vlaky
denní spoje	Ano - Ne	Ano - Ne	Ano - Ne
noční spoje	Ano - Ne	Ano - Ne	Ano - Ne

8) Je pro Vás nezbytné používání nízkopodlažních dopr. prostředků? Ano - Ne

9) Ocenil/a byste zavedení pravidelných nízkopodlažních spojení? Ano - Ne

10) Máte pocit, že je současný počet nízkopodlažních spojení dostatečný? Ano - Ne

11) Jste spokojen/a s bezbariérovou přístupností zastávek? Ano - Ne

12) Využil/a byste jednotné jízdné pro všechny druhy dopravy (integrovaný dopravní systém)? Ano - Ne

13) Využíváte kombinaci auto - veřejná doprava? Pokud ano, mezi kterými místy? Ano - Ne

.....

14) Využíváte kombinaci jízdního kola - veřejná doprava? Pokud ano, mezi kterými místy? Ano - Ne

.....

15) Kde čerpáte informace o veřejné hromadné dopravě? .....

16) Informuje Doopravní podnik města Ústí nad Labem a.s. občany dostatečně a srozumitelně? Ano - Ne

17) Myslíte si, že město/kraj dostatečně platí MHD/VHD? Ano - Ne

18) Zaznamenal/a jste nějakou akci/kampaň pro propagaci veřejné hromadné dopravy? Ano - Ne

Případně jako? .....

19) Uvítal/a byste další služby ve veřejné hromadné dopravě, které doposud nejsou poskytovány? Ano - Ne

Které? .....

20) Jak jste spokojen/a se změnou MHD, které vstoupily v platnost 1.9.2009? Ano - Ne



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VÝSLEDKY PRŮZKUMU NÁZORŮ VEŘEJNOSTI NA HROMADNOU DOPRAVU V UL

[Zpět na úvodní informace o dotazníku.](#)

**Nepovinné údaje** (není nutné vyplňovat, dotazník lze odeslat anonymně, pak ale nemůžete soutěžit)

Jméno:

Příjmení:

Adresa:

Telefonní číslo:

Jak často využíváte MHD?

Za jakým účelem?  Počet denních jízd?

Jak často využíváte linkové autobusy (bývalé ČSAD)?

Za jakým účelem?  Počet denních jízd?

Jak často využíváte vlak?

Za jakým účelem?  Počet denních jízd?

Jaký druh jízdního dokladu využíváte?

jízdenka  kupón  SMS jízdenka

Co by pro Vás bylo impulsem k častějšímu využití veřejné hromadné dopravy?

Jste spokojen/spokojena s obslužností území (vedení linek na území města, popř. kraje - kam a kudy linky jezdí)?

Využil/využila byste jednotné jízdné pro všechny druhy dopravy (integrovaný dopravní systém)?

Využíváte kombinaci auto + veřejná doprava? Mezi kterými místy?

Děkujeme za Váš čas, který jste věnovali vyplňování dotazníku!



**List of the topics:**

1. How often do you use city public transport? .....	5
2. How often do you use charter buses? .....	6
3. How often do you use a train?.....	7
4. Are you satisfied with the way routes of the city public transport lead through the city? .....	8
5. Do you think the capacity of public transport vehicles in Ústí nad Labem is satisfactory? ...	9
6. Are you satisfied with the intensity of connections of the city public transport during the day?.....	10
7. Are you satisfied with the intensity of connections of the city public transport at night? ...	11
8. Are you satisfied with the number of charter buses operating during a day?.....	12
9. Are you satisfied with the number of charter buses operating at night? .....	13
10. Are you satisfied with the number of trains operating during the day?.....	14
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13. Do you feel safe in the city public transport in day-time period? .....	17
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18. Is Ústí nad Labem Public Transport Company informing the citizens about the city PT properly? .....	22
19. Do you think coaches are clean enough?.....	23
20. Do you think trains are clean enough?.....	24
21. Is public transport promoted properly in Ústí nad Labem? .....	25
22. Do you feel safe in charter buses during the day-time period?.....	26
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26. Are you satisfied with accessibility of public transport stations in the city? .....30

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28. Do you use public transport in combination with a car? .....32

29. Do you use public transport in combination with a bicycle? .....33

30. Are you satisfied with changes to the city public transport realised on the 1st September 2009? .....34

31. What kind of travel permit valid for public transport do you use? .....35

32. Would you agree with establishing a pedestrian zone in the city centre, excluding all the traffic except the public transport vehicles? .....36

33. Would you agree with establishing a park and ride system, where only public transport vehicles would operate the city centre? .....37

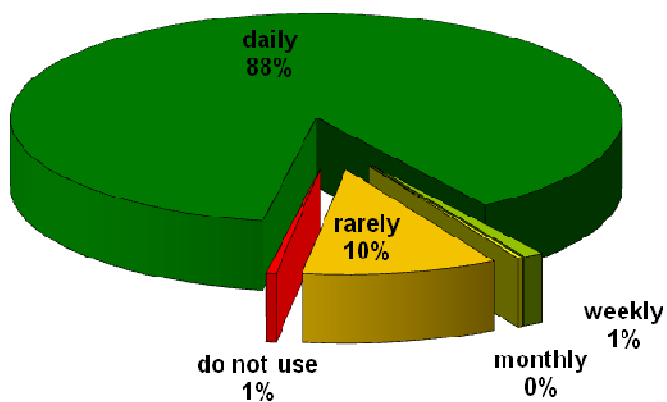
34. What is the main purpose for your trips by the city public transport? .....38

35. What is the main purpose for your trips by charter buses? .....39

36. What is the main purpose for your trips by a train? .....40

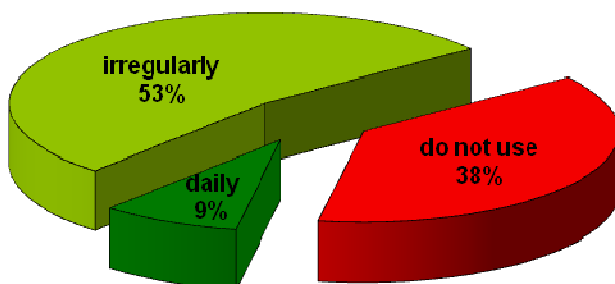


**1. How often do you use city public transport?**



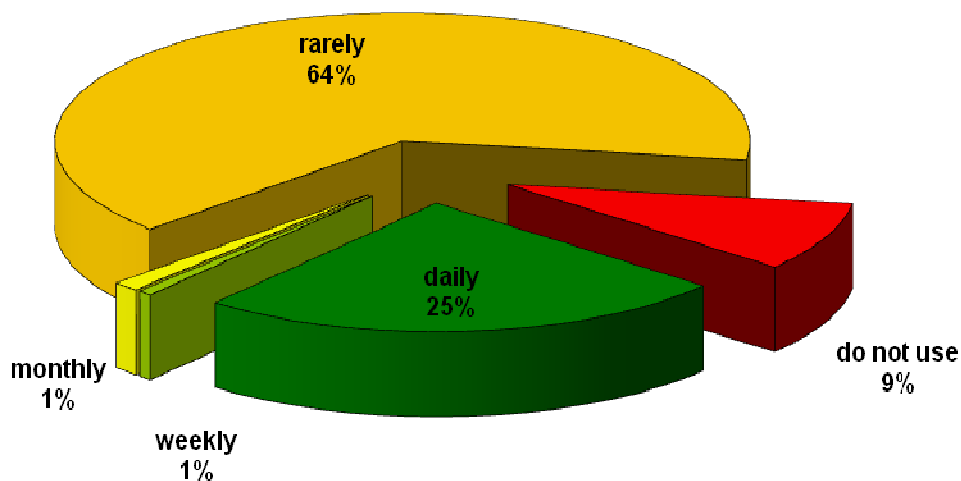
answers	non-anonymous	anonymous	percentage
<b>daily</b>	322	47	<b>88 %</b>
<b>weekly</b>	4	0	<b>1 %</b>
<b>monthly</b>	1	0	<b>0 %</b>
<b>rarely</b>	37	7	<b>10 %</b>
<b>do not use</b>	2	0	<b>1 %</b>
total answers	420		

**2. How often do you use charter buses?**



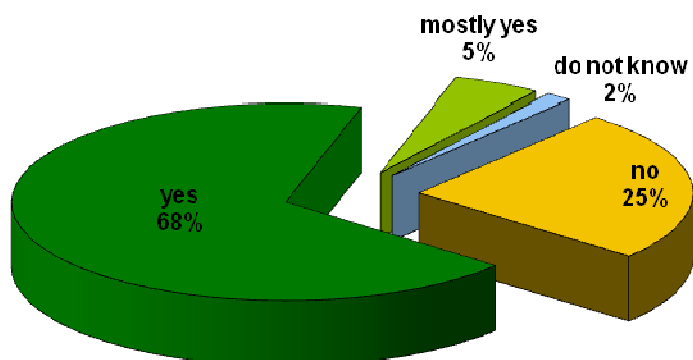
answers	non-anonymous	anonymous	percentage
<b>daily</b>	28	4	<b>9 %</b>
<b>irregularly</b>	177	9	<b>53 %</b>
<b>do not use</b>	124	11	<b>38 %</b>
total answers	353		

**3. How often do you use a train?**



answers	non-anonymous	anonymous	percentage
<b>daily</b>	82	15	<b>25 %</b>
<b>weekly</b>	2	1	<b>1 %</b>
<b>monthly</b>	3	3	<b>1 %</b>
<b>rarely</b>	220	25	<b>64 %</b>
<b>do not use</b>	29	5	<b>9 %</b>
total answers	385		

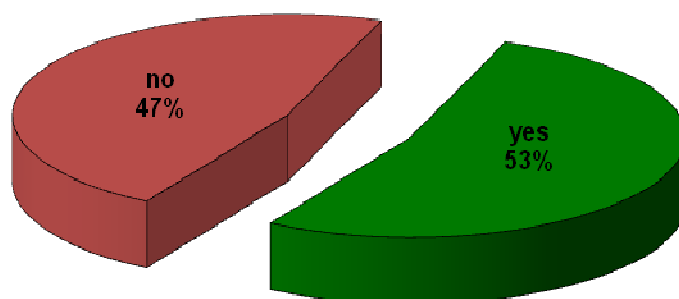
**4. Are you satisfied with the way routes of the city public transport lead through the city?**



answers	non-anonymous	anonymous	percentage
<b>yes</b>	217	15	<b>68 %</b>
<b>mostly yes</b>	15	4	<b>5 %</b>
<b>do not know</b>	5		<b>2 %</b>
<b>no</b>	71	22	<b>25 %</b>
total answers	349		

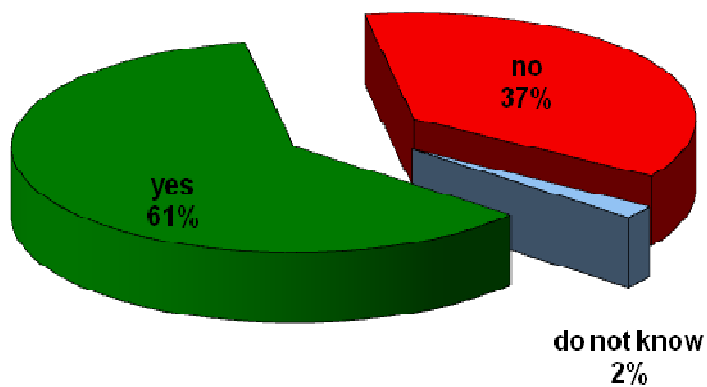


**5. Do you think the capacity of public transport vehicles in Ústí nad Labem is satisfactory?**



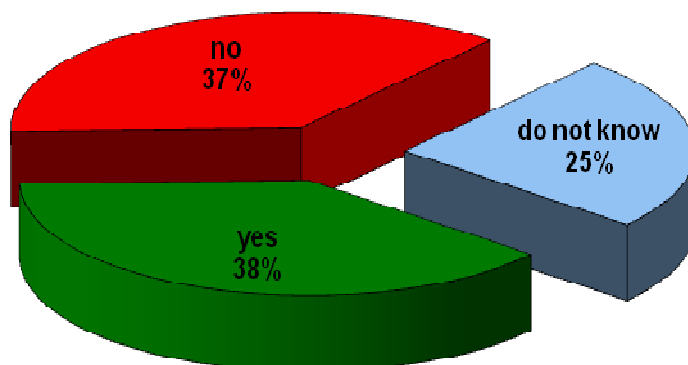
answers	non-anonymous	anonymous	percentage
<b>yes</b>	51	13	<b>53 %</b>
<b>no</b>	41	20	<b>47 %</b>
total answers	125		

**6. Are you satisfied with the intensity of connections of the city public transport during the day?**



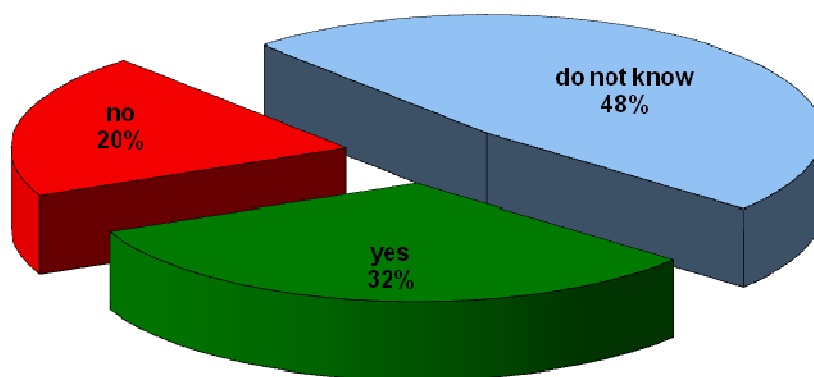
answers	non-anonymous	anonymous	percentage
<b>ano</b>	<b>234</b>	<b>19</b>	<b>61 %</b>
<b>ne</b>	<b>129</b>	<b>36</b>	<b>37 %</b>
<b>nevím</b>	<b>8</b>		<b>2 %</b>
total answers	426		

**7. Are you satisfied with the intensity of connections of the city public transport at night?**



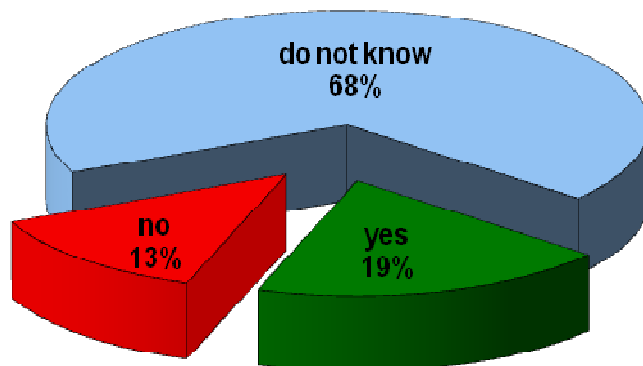
answers	non-anonymous	anonymous	percentage
yes	132	11	38 %
no	121	21	37 %
do not know	86	6	25 %
total answers	377		

**8. Are you satisfied with the number of charter buses operating during a day?**



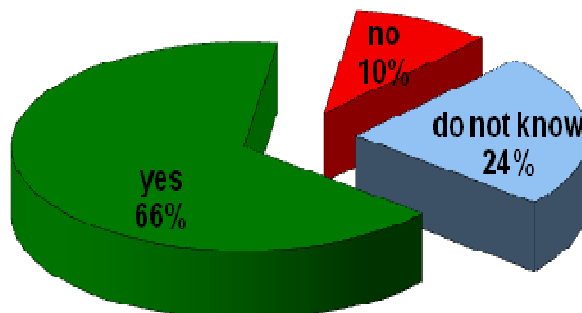
answers	non-anonymous	anonymous	percentage
<b>yes</b>	102	11	<b>32 %</b>
<b>no</b>	60	14	<b>20 %</b>
<b>do not know</b>	159	0	<b>48 %</b>
total answers	346		

**9. Are you satisfied with the number of charter buses operating at night?**



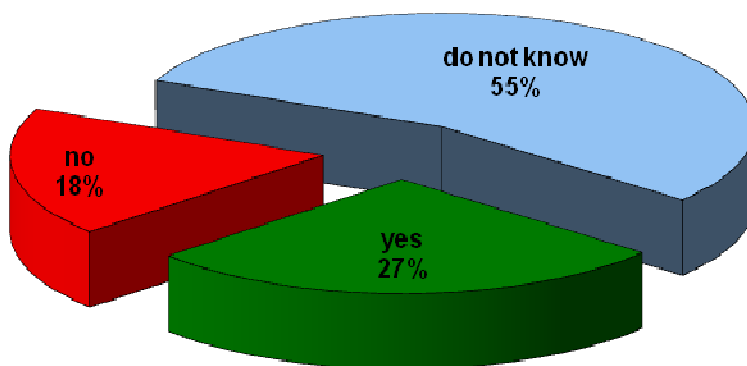
answers	non-anonymous	anonymous	percentage
yes	59	6	19 %
no	38	7	13 %
do not know	211	16	68 %
total answers	337		

**10. Are you satisfied with the number of trains operating during the day?**



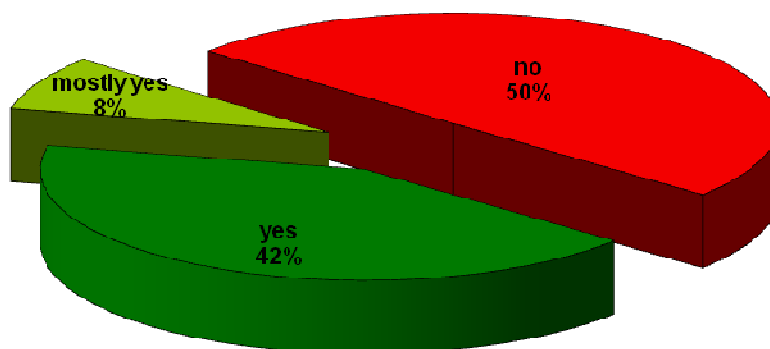
answers	non-anonymous	anonymous	percentage
<b>yes</b>	221	28	<b>66 %</b>
<b>no</b>	31	7	<b>10 %</b>
<b>do not know</b>	82	7	<b>24 %</b>
total answers	376		

**11. Are you satisfied with the number of trains operating at night?**



answers	non-anonymous	anonymous	percentage
<b>yes</b>	85	11	<b>27 %</b>
<b>no</b>	56	10	<b>19 %</b>
<b>do not know</b>	175	12	<b>54 %</b>
total answers	349		

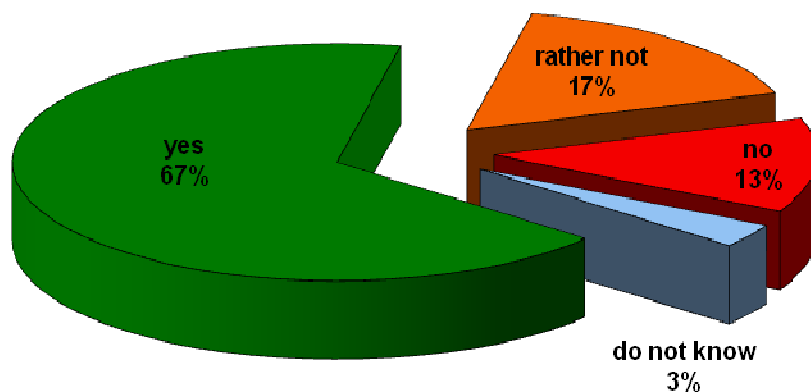
**12. Do you think the public transport vehicles are clean enough?**



answers	non-anonymous	anonymous	percentage
<b>yes</b>	156	14	<b>42 %</b>
<b>mostly yes</b>	29	3	<b>8 %</b>
<b>no</b>	173	37	<b>50 %</b>
total answers	412		

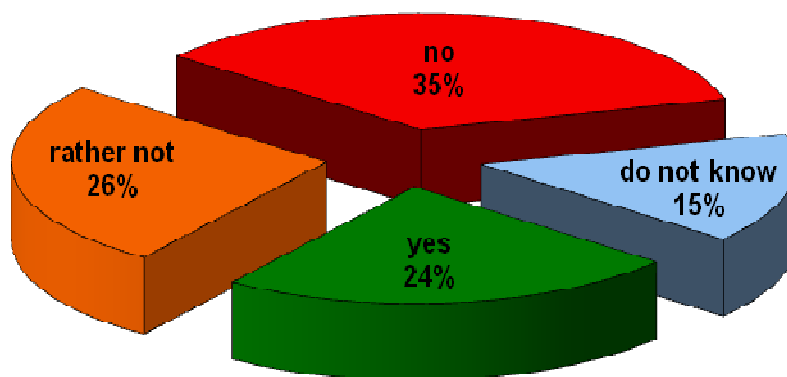


**13. Do you feel safe in the city public transport in day-time period?**



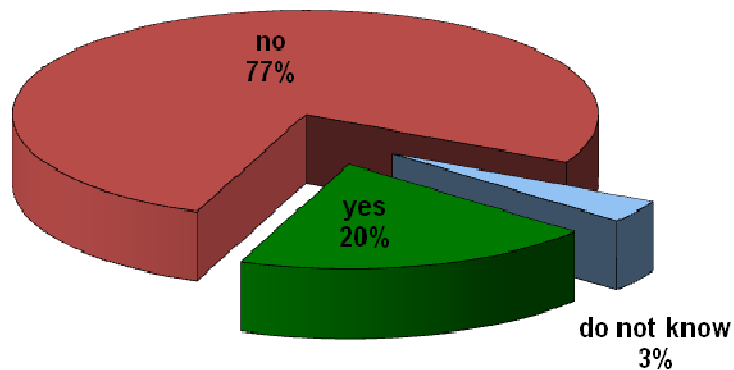
answers	non-anonymous	anonymous	percentage
<b>yes</b>	255	26	<b>67 %</b>
<b>rather not</b>	62	10	<b>17 %</b>
<b>no</b>	42	19	<b>13 %</b>
<b>do not know</b>	13		<b>3 %</b>
total answers	427		

**14. Do you feel safe in the city public transport in night-time period?**



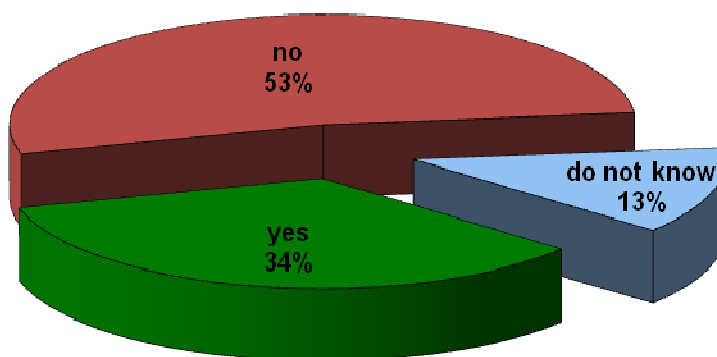
answers	non-anonymous	anonymous	percentage
<b>yes</b>	81	11	<b>24 %</b>
<b>rather not</b>	91	9	<b>26 %</b>
<b>no</b>	118	19	<b>35 %</b>
<b>do not know</b>	54	4	<b>15 %</b>
total answers	387		

**15. Is it necessary for you to use low-floor vehicles?**



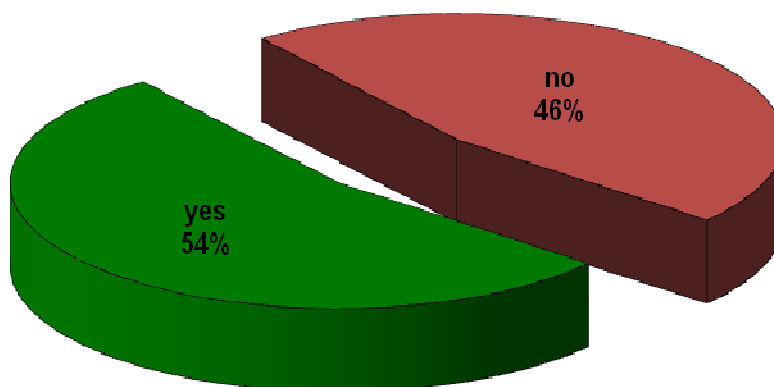
answers	non-anonymous	anonymous	percentage
<b>yes</b>	71	17	<b>21 %</b>
<b>no</b>	288	35	<b>76 %</b>
<b>do not know</b>	13	2	<b>4 %</b>
total answers	426		

**16. Do you feel the number of low-floor vehicles operating in Ústí nad Labem is sufficient?**



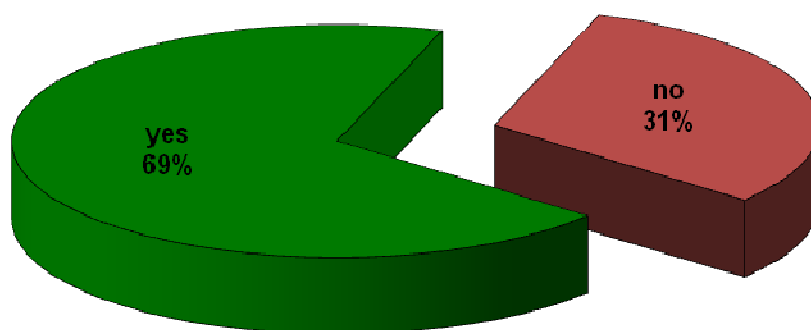
answers	non-anonymous	anonymous	percentage
<b>yes</b>	130	10	<b>34 %</b>
<b>no</b>	189	34	<b>53 %</b>
<b>do not know</b>	46	8	<b>13 %</b>
total answers	417		

**17. Do you prefer integrated tickets for all means of public transport?**



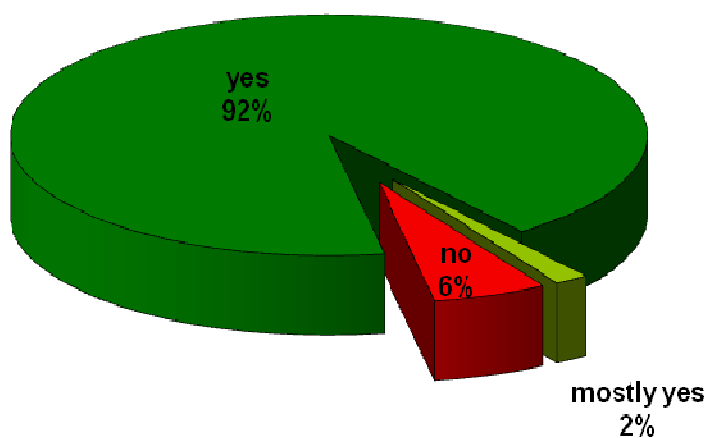
answers	non-anonymous	anonymous	percentage
<b>yes</b>	189	34	<b>54 %</b>
<b>no</b>	167	21	<b>46 %</b>
total answers	411		

**18. Is Ústí nad Labem Public Transport Company informing the citizens about the city PT properly?**



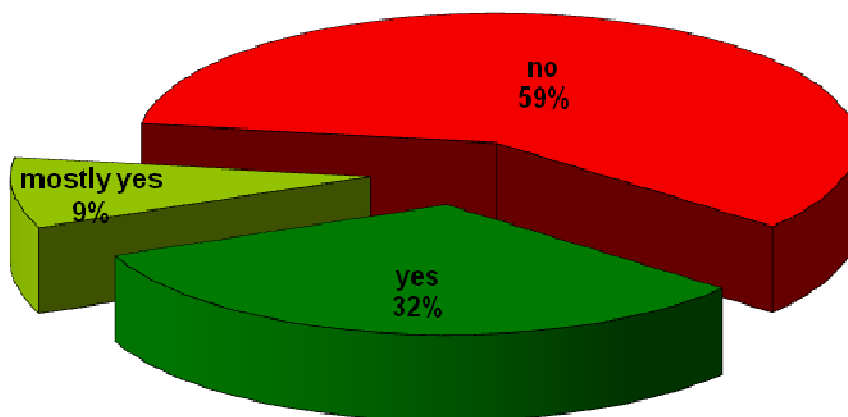
answers	non-anonymous	anonymous	percentage
<b>yes</b>	256	20	<b>69 %</b>
<b>no</b>	103	32	<b>31 %</b>
total answers	411		

**19. Do you think coaches are clean enough?**



answers	non-anonymous	anonymous	percentage
<b>yes</b>	201	28	<b>92 %</b>
<b>mostly yes</b>	3	2	<b>2 %</b>
<b>no</b>	13	1	<b>6 %</b>
total answers	248		

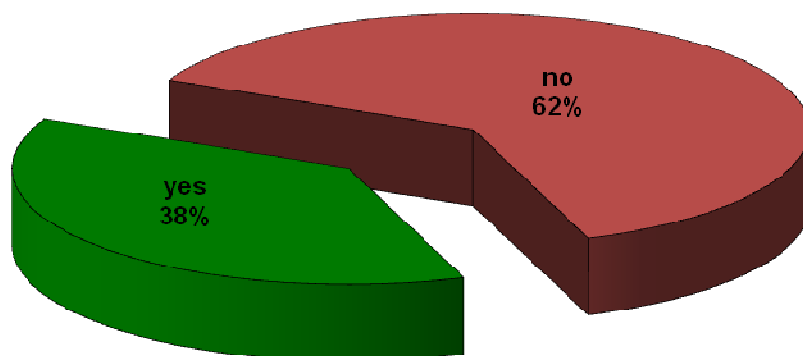
**20. Do you think trains are clean enough?**



answers	non-anonymous	anonymous	percentage
<b>yes</b>	97	13	<b>32 %</b>
<b>mostly yes</b>	27	2	<b>9 %</b>
<b>no</b>	173	28	<b>59 %</b>
total answers	340		

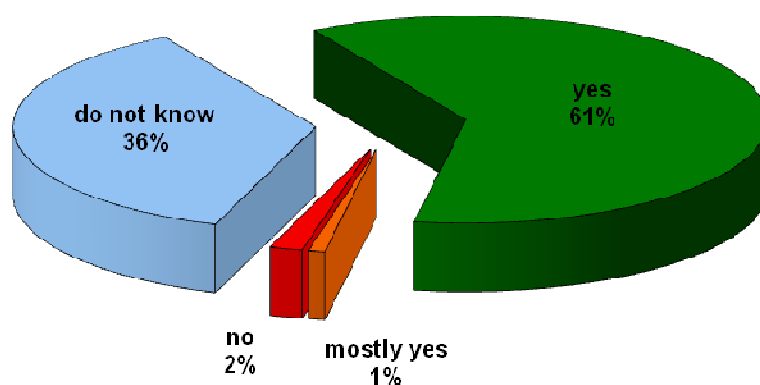


**21. Is public transport promoted properly in Ústí nad Labem?**



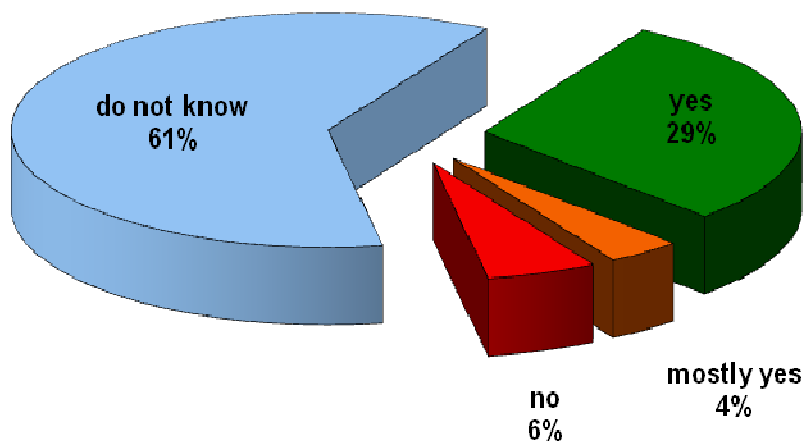
answers	non-anonymous	anonymous	percentage
<b>yes</b>	135	13	<b>38 %</b>
<b>no</b>	217	36	<b>62 %</b>
total answers	401		

**22. Do you feel safe in charter buses during the day-time period?**



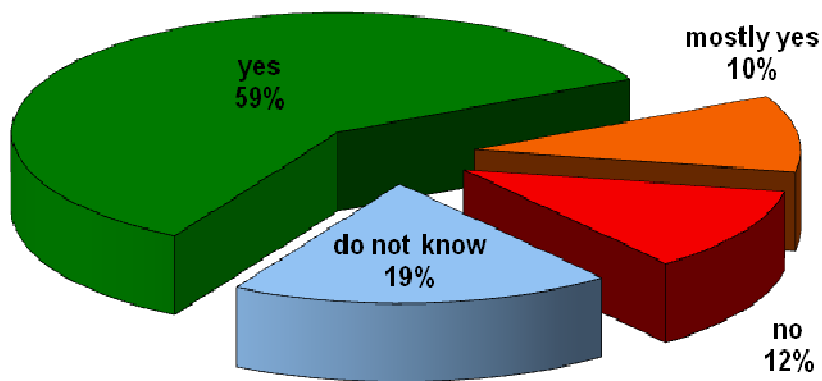
answers	non-anonymous	anonymous	percentage
<b>yes</b>	194	28	<b>61 %</b>
<b>mostly yes</b>	3		<b>1 %</b>
<b>no</b>	6		<b>2 %</b>
<b>do not know</b>	121	11	<b>36 %</b>
total answers	363		

**23. Do you feel safe in charter buses during the night-time period?**



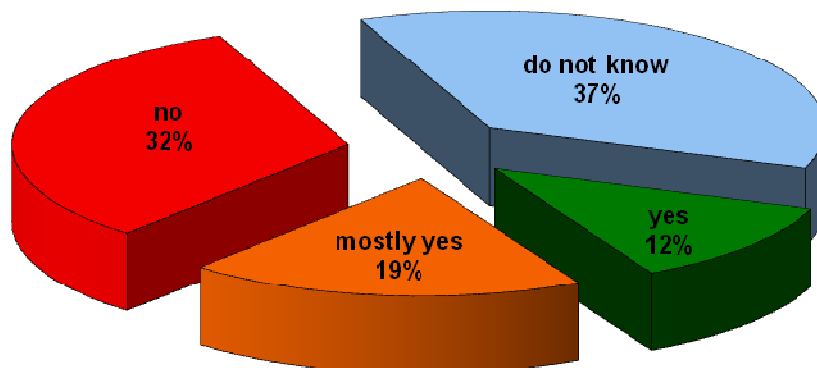
answers	non-anonymous	anonymous	percentage
<b>yes</b>	88	18	<b>29 %</b>
<b>mostly yes</b>	12	1	<b>4 %</b>
<b>no</b>	18	1	<b>6 %</b>
<b>do not know</b>	193	16	<b>61 %</b>
total answers	347		

**24. Do you feel safe in trains during the day-time period?**



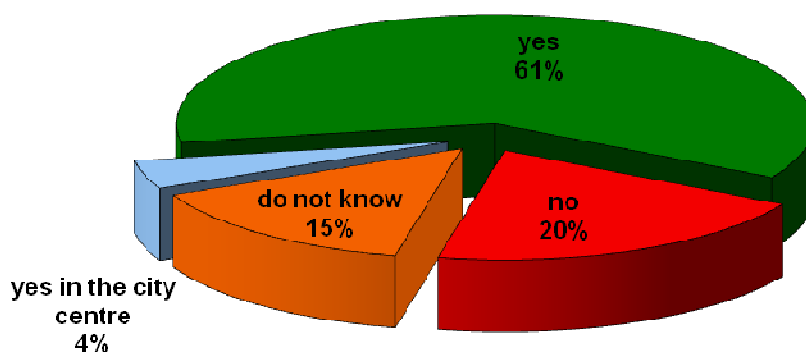
answers	non-anonymous	anonymous	percentage
<b>yes</b>	202	31	<b>60 %</b>
<b>mostly yes</b>	36	4	<b>10 %</b>
<b>no</b>	39	6	<b>12 %</b>
<b>do not know</b>	67	5	<b>18 %</b>
total answers	390		

**25. Do you feel safe in trains during the night-time period?**



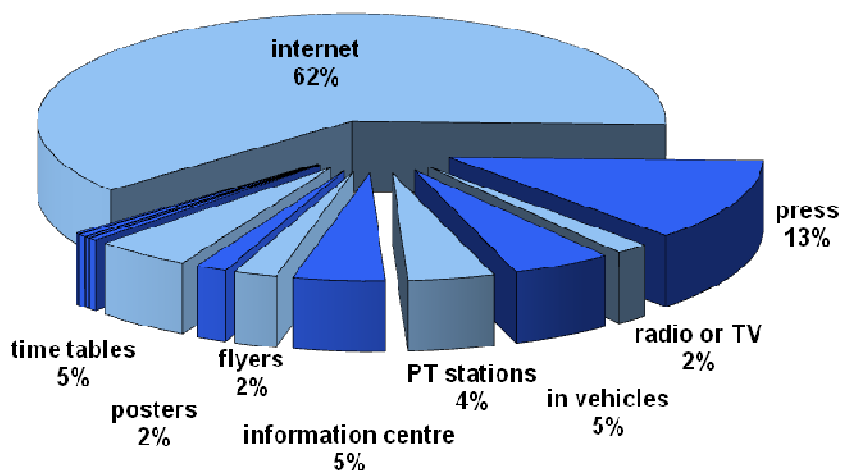
answers	non-anonymous	anonymous	percentage
<b>yes</b>	37	7	<b>12 %</b>
<b>mostly yes</b>	63	6	<b>19 %</b>
<b>no</b>	105	13	<b>32 %</b>
<b>do not know</b>	122	10	<b>37 %</b>
total answers	363		

**26. Are you satisfied with accessibility of public transport stations in the city?**



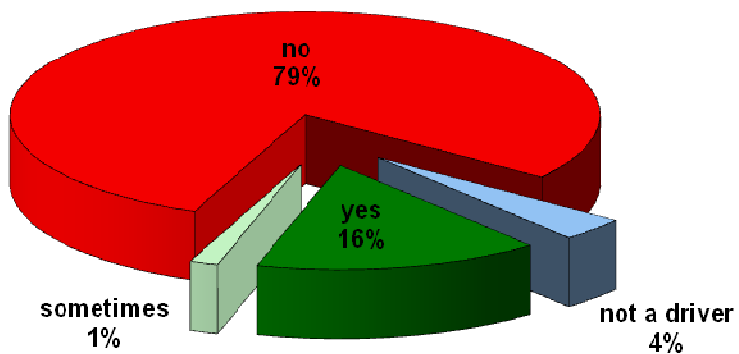
answers	non-anonymous	anonymous	percentage
<b>yes</b>	200	22	<b>62 %</b>
<b>no</b>	63	17	<b>20 %</b>
<b>do not know</b>	50	4	<b>15 %</b>
<b>yes in the city centre</b>	15		<b>4 %</b>
total answers	371		

27. What is your main source of information about the public transport in the city?



answers	non-anonymous	anonymous	percentage
internet	291	30	62 %
press	59	6	13 %
radio or TV	7	3	2 %
in vehicles	25	1	5 %
PT stations	19	6	4 %
information centre	22	3	5 %
flyers	11		2 %
posters	7	2	2 %
time tables	20	9	5 %
mobile phone	2		0 %
phone calls	1		0 %
municipality	2		0 %
campaigns	1		0 %
total answers	526		

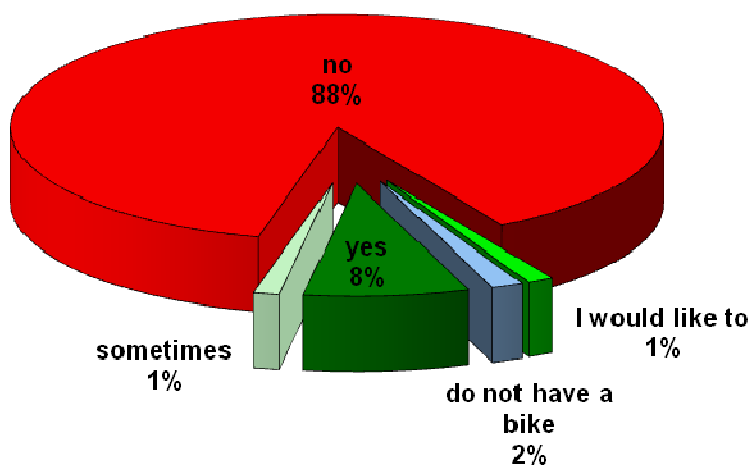
**28. Do you use public transport in combination with a car?**



answers	non-anonymous	anonymous	percentage
<b>yes</b>	54	12	<b>16 %</b>
<b>sometimes</b>	5	2	<b>2 %</b>
<b>no</b>	285	37	<b>79 %</b>
<b>not a driver</b>	14		<b>4 %</b>
total answers	409		

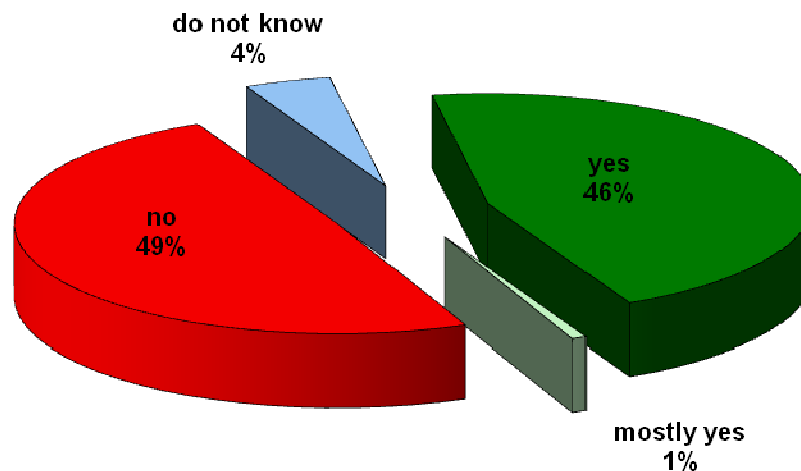


**29. Do you use public transport in combination with a bicycle?**



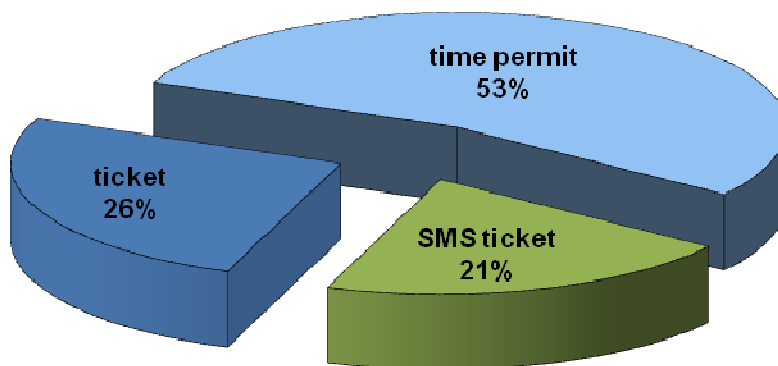
answers	non-anonymous	anonymous	percentage
<b>yes</b>	30	3	<b>8 %</b>
<b>sometimes</b>	5		<b>1 %</b>
<b>no</b>	316	46	<b>88 %</b>
<b>I would like to</b>	4	2	<b>1 %</b>
<b>do not have a bike</b>	6		<b>2 %</b>
total answers	412		

**30. Are you satisfied with changes to the city public transport realised on the 1st September 2009?**



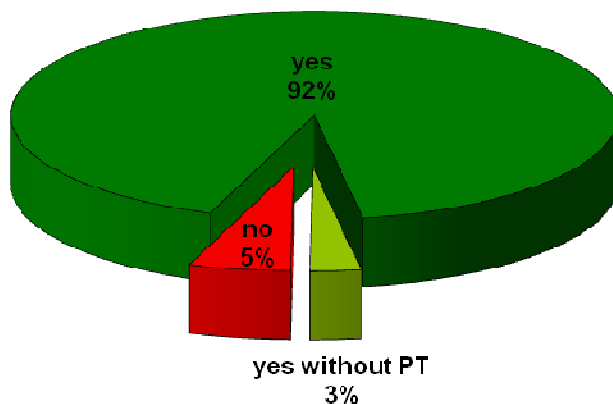
answers	non-anonymous	anonymous	percentage
<b>yes</b>	153	9	<b>46 %</b>
<b>mostly yes</b>	2	1	<b>1 %</b>
<b>no</b>	155	31	<b>49 %</b>
<b>do not know</b>	15		<b>4 %</b>
total answers	366		

**31. What kind of travel permit valid for public transport do you use?**



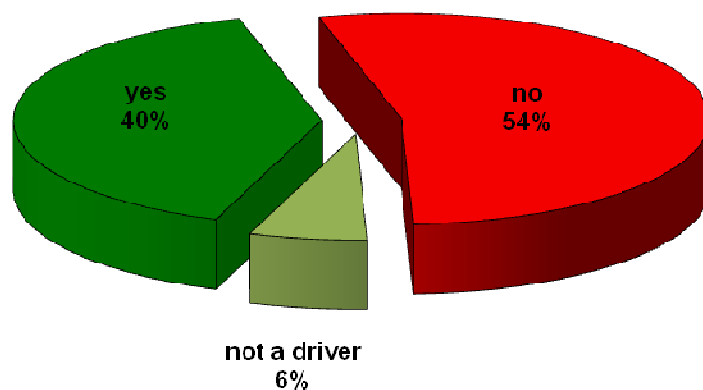
answers	non-anonymous	anonymous	percentage
<b>ticket</b>	91	9	<b>26 %</b>
<b>time permit</b>	191	13	<b>53 %</b>
<b>SMS ticket</b>	71	10	<b>21 %</b>
total answers	385		

**32. Would you agree with establishing a pedestrian zone in the city centre, excluding all the traffic except the public transport vehicles?**



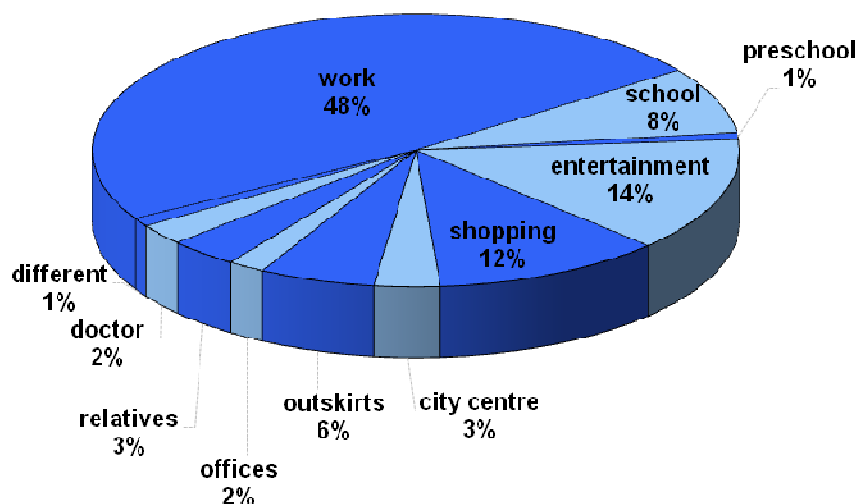
answers	non-anonymous	anonymous	percentage
<b>yes</b>	230	16	<b>92 %</b>
<b>yes but without PT</b>	7		<b>3 %</b>
<b>no</b>	13	2	<b>5 %</b>
total answers	268		

**33. Would you agree with establishing a park and ride system, where only public transport vehicles would operate the city centre?**



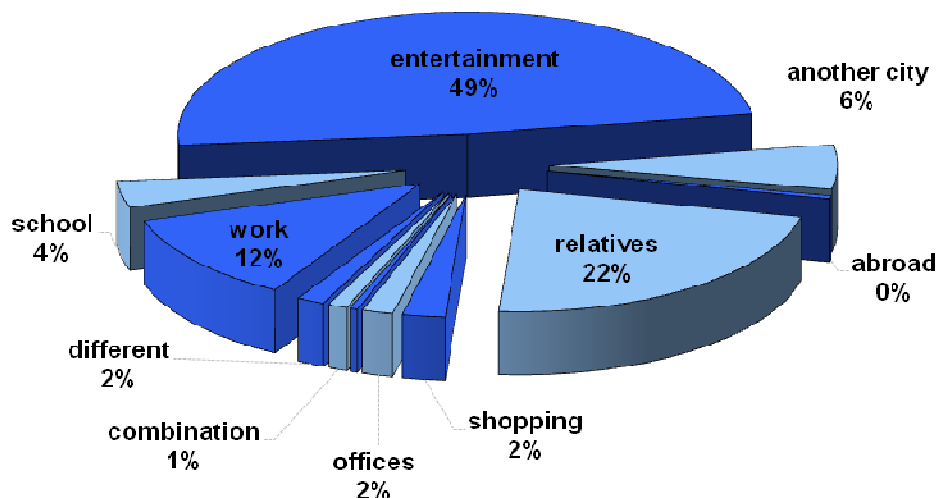
answers	non-anonymous	anonymous	percentage
<b>yes</b>	94	7	<b>40 %</b>
<b>no</b>	130	1	<b>54 %</b>
<b>not a driver</b>	14	2	<b>6 %</b>
total answers	248		

**34. What is the main purpose for your trips by the city public transport?**



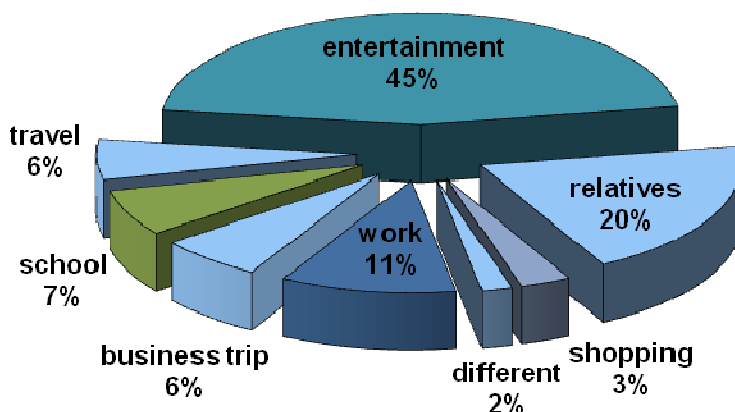
answers	non-anonymous	anonymous	percentage
<b>work</b>	222	27	<b>48 %</b>
<b>school</b>	35	7	<b>8 %</b>
<b>preschool</b>	4		<b>1 %</b>
<b>entertainment</b>	62	8	<b>14 %</b>
<b>shopping</b>	52	8	<b>12 %</b>
<b>city centre</b>	15	2	<b>3 %</b>
<b>outskirts</b>	27	2	<b>6 %</b>
<b>offices</b>	9		<b>2 %</b>
<b>relatives</b>	17		<b>3 %</b>
<b>doctor</b>	9	6	<b>2 %</b>
<b>different</b>	5		<b>1 %</b>
total answers	517		

**35. What is the main purpose for your trips by charter buses?**



answers	non-anonymous	anonymous	percentage
work	25	4	12 %
school	6	4	4 %
entertainment	106	11	49 %
another city	12	3	6 %
abroad	1		0 %
relatives	50	3	22 %
shopping	5	1	2 %
offices	4		2 %
doctor	1		0 %
combination	2	1	1 %
different	3	1	2 %
total answers	243		

**36. What is the main purpose for your trips by a train?**



answers	non-anonymous	anonymous	percentage
<b>work</b>	36	4	<b>11 %</b>
<b>business trip</b>	21	3	<b>6 %</b>
<b>school</b>	20	7	<b>7 %</b>
<b>travel</b>	18	5	<b>6 %</b>
<b>entertainment</b>	150	15	<b>45 %</b>
<b>relatives</b>	66	7	<b>20 %</b>
<b>shopping</b>	10	2	<b>3 %</b>
<b>different</b>	6	1	<b>2 %</b>
total answers	371		