

Appendices.

Appendix to Chapter 5: Survey Questionnaire

People's Opinion on Transport Environment – Public Transport Users

Respondent's Attributes

Sex: _____ 1. Male 2. Female

Age: _____ Please specify.

Car Ownership: _____ 1. none 2. one 3. two or more

Stated Preference

Q01 What is the purpose of this trip? _____

1. To / from work (commuting) 2. To / from school 3. Business 4. Leisure / Shopping
 5. Others

Q02 How long does it take time for this trip from your origin to destination? Please specify. _____ minutes

Q03 If you have another transportation service more rapid but costly, will you use it? Please answer for three cases by yes or no in the table below.

A. you can save 5 minutes and pay 1 YTL more. _____	1. yes	2. no
B. you can save 10 minutes and pay 1 YTL more. _____	1. yes	2. no
C. you can save 20 minutes and pay 1 YTL more. _____	1. yes >> go to Q4	2. no >> go to Q5

Q04 If "yes" to C of Q03, for 20 minutes saving, how much will you pay for the public transport service at most (maximum)? Please specify: _____ YTL.

Traffic Congestions

Q05 How do you feel about traffic situation (congestions) in Istanbul? _____

1. Very bad	>> go to Q6
2. Bad	>> go to Q6
3. So-so	>> go to Q7
4. Good	>> go to Q7
5. Very good	>> go to Q7

Q06 If "bad" or "very bad", what are causes of traffic congestions on road ? Select two (2) from the list below. _____

1. Increase of car traffic
2. Lack of traffic lights
3. Lack of roads
4. Undisciplined people's driving manner
5. Insufficiency of public transport
6. Lack of traffic management and enforcement
7. Increase of truck traffic
8. Others (please specify.....)

**Q07 How do you feel about present traffic situation in Istanbul compared to 5 years ago?
(If you don't know the situation of five years ago, do not answer)**

	Very much worse	Worse	Worse but not much	Same	better
A. Congestion	1	2	3	4	5
B. Safety	1	2	3	4	5
C. Convenience	1	2	3	4	5

Traffic Safety

Q08 How do you feel about traffic safety in Istanbul City ?

	Very Dangerous	Dangerous	So-so	Safe	Very safe
A. When you use " _____ " (the mode of interview)	1	2	3	4	5
B. When you walk across the roads	1	2	3	4	5

Q09 How do you find driving manner of car and taxi in Istanbul City ? _____

1. Very bad	2. Bad	3. so-so	4. Good	5. Very good
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Q10 What makes traffic safety bad? Select two (2) from the list below. _____

1. People's driving manner
2. Increase of motorbike traffic
3. Increase of car traffic
4. Lack of traffic light
5. Inefficient traffic enforcement
6. Poor road condition
7. Lack of facilities for traffic safety
8. Lack of education
9. Increase of truck traffic
10. Others (please specify.....)

Q11 What do you think is necessary to improve traffic safety in Istanbul City? Select two (2) from the list below. _____

1. Enhancement of people's awareness
2. Improvement of road
3. Control of motorcycles use
4. Control of car use
5. More traffic lights
6. More safety facilities for pedestrian
7. More strict enforcement of traffic rules/Increase of fine
8. More strict segregation of truck traffic
9. Others (please specify.....)

Public Transport

Q12 How often do you use public transport services? _____

1. Often (Five to seven days a week)	>> go to Q14
2. Several (Three to four days a week)	>> go to Q14
3. Rarely (One to two days a week)	>> go to Q13
4. Less frequently (One to two days a month)	>> go to Q13
5. Never (0)	>> go to Q13

Q13 If you answer “rarely” or “less frequently” or “never” in Q09, why don’t you use public transport? _____

1. Far from station / bus stop / sea port / terminal
2. No available route
3. Not punctual schedule
4. Uncomfortable on-board
5. Too high fare
6. Low frequency of operation
7. Too many transfers
8. Others (Please specify.....)

Q14 Please select three (3) most important factors to improve _____ from the list below.
 (the mode of interview)

1. Route network
2. Operating hours
3. Frequency
4. Speed
5. Fare
6. Accessibility to station / bus stop / sea port / terminal
7. On-board comfort
8. On-board security
9. Driver/conductor’s attitude
10. Waiting condition
11. Convenience of transfer

Q15 Do you think public transport services must be improved and expanded in the future? _____

1. Yes	>> go to Q16
2. No	>> go to Q17
3. Don’t know	>> go to Q17

Q16 If yes, what types of public transport services must be developed? Select two (2) from the list below. _____

1. Taxi
2. Bus
3. Rapid bus
4. Tramway
5. Underground / elevated railway
6. Ferry / Sea-bus

Transport Measures

Q17 Do you support following transport measures which are currently implemented?

	Strongly support	Support	Not sure	Not support
01. Construction / improvement of roads	1	2	3	4
02. Strict control of traffic	1	2	3	4
03. Installation of traffic signals	1	2	3	4
04. Strict control of parking	1	2	3	4
05. Improvement of walking conditions	1	2	3	4
06. Introduction of bus lanes	1	2	3	4
07. Expansion of bus services	1	2	3	4
08. Restriction of truck traffic entering to city center	1	2	3	4

Q18 Do you agree following transport improvement measures in the future?

	Agree	Disagree	Not sure	Not support
09. Restriction of car use in designated area (e.g. historical area) or road	1	2	3	4
10. Restriction of car use on specific day par week	1	2	3	4
11. Increase of user-charges for car (registration, license, fuel tax, parking fees)	1	2	3	4
12. Construction of bus exclusive lane / busways	1	2	3	4
13. Construction of urban railway (elevated/ underground) or tram (at-grade)	1	2	3	4
14. Improvement of water-based transportation	1	2	3	4
15. Control of air pollution	1	2	3	4
16. Promotion of people's understanding on transport problems and measures	1	2	3	4
17. Others (please specify.....)	1	2	3	4

Q19 Please select three (3) most important measures each for A: "Policy on improvement of infrastructure and service" and B: "Policy on regulation and restriction" from the list below (same with the ones in Q17 and Q18 (01 to 17))

A: Policy on improvement of infrastructure and service _____

01. Construction / improvement of roads
03. Installation of traffic signals
05. Improvement of walking conditions
06. Introduction of bus lanes
07. Expansion of bus services
12. Construction of bus exclusive lane / busways
13. Construction of urban railway (elevated / underground) or tram (at-grade)
14. Improvement of water-based transportation
17. Others (please specify.....)

B: Policy on regulation and restriction _____

02. Strict control of traffic
04. Strict control of parking
08. Restriction of truck traffic entering to city center
09. Restriction of car use in designated area (e.g. historical area) or road
10. Restriction of car use on specific day par week
11. Increase of user-charges for car (registration, license, fuel tax, parking fees)
15. Control of air pollution
16. Promotion of people's understanding on transport problems and measures
17. Others (please specify.....)

Thank you for your cooperation.

Do not write anything below this line.

<Surveyor's Record>

Date and Time: _____
 Interviewer: _____ Supervisor: _____
 Survey Location: _____
 Interview to a passenger of _____

1. Car 2. Metro 3. LRT 4. Tram 5. Bus / Minibus 6. Dolmus 7. Ferry / Sea-bus

People's Opinion on Transport Environment - Car Users

Respondent's Attributes

Sex: _____ **1. Male 2. Female**

Age: _____ Please specify.

Car Ownership: _____ **1. none 2. one 3. two or more**

Stated Preference

Q01 What is the purpose of this trip? _____

- | | | | |
|-------------------------------|---------------------|-------------|-----------------------|
| 1. To / from work (commuting) | 2. To / from school | 3. Business | 4. Leisure / Shopping |
| 5. Others | | | |

Q02 How long does it take time for this trip from your origin to destination? Please specify. _____ minutes

Q03 If you can save time by using public transport service, do you use it? _____

1. Yes, if travel time is saved by 20%	>> go to Q4
2. Yes, if travel time is saved by 30%	>> go to Q4
3. Yes, if travel time is saved by 40%	>> go to Q4
4. Yes, if travel time is saved by 50%	>> go to Q4
5. No, I will not use it	>> go to Q5

Q04 If you answer 1-4 to the Q03, how much will you pay for the public transport service at most (maximum)? Please specify: _____ YTL.

Traffic Congestions

Q05 How do you feel about traffic situation (congestions) in Istanbul? _____

1. Very bad	>> go to Q6
2. Bad	>> go to Q6
3. So-so	>> go to Q7
4. Good	>> go to Q7
5. Very good	>> go to Q7

Q06 If you answer "bad" or "very bad" to Q05, what are causes of traffic congestions on road ? Select two (2) from the list below. _____

1. Increase of car traffic
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3. Lack of roads
4. Undisciplined people's driving manner
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Q14 Please select three (3) most important factors to improve public transport from the list below. _____

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2. Operating hours
3. Frequency
4. Speed
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8. On-board security
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10. Waiting condition
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