

ZA5912

**Flash Eurobarometer 382
(Rail and Urban Transport Passenger Satisfaction)**

**Country Questionnaire
Malta (English)**

FL 382 - Rail - MTE

D1 How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

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D2 Gender.

Male	1
Female	2

ASK ALL

D21: 'No' code 1 and 7 'DK' - single codes

D21 Do you or someone in your household have any accessibility issues when using transports?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

No	1,
Yes, as a result of a disability	2,
Yes, as a result of a temporary impairment	3,
Yes, as a result of the natural ageing process	4,
Yes, as you travel with young children using strollers and buggies	5,
Yes, other (DO NOT READ OUT)	6,
DK/NA	7,

NEW

ASK Q1.1 AND Q1.2 TO ALL COUNTRIES EXCEPT MT AND CY. ASK Q1.3 TO ALL

Q1 How often do you travel by ... in Malta?

(READ OUT – ONE ANSWER ONLY)

	Daily \ Alm ost daily	Sev eral time s per wee k	Onc e a wee k	Sev eral time s per mont h	Sev eral time s per year	Onc e a year or less	Nev er	DK/ NA
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3	Urban public transport (Bus)	1	2	3	4	5	6	7	8
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EB77.2 QC1 modified

ASK Q2a IF "TRAVELS BY INTERNATIONAL, NATIONAL OR REGIONAL TRAIN", code 1 to 6 in Q1.1 OR "TRAVELS BY SUBURBAN TRAINS", code 1 to 6 in Q1.2

Q2a What is the most frequent purpose of your trips by train in Malta?

(READ OUT - ONE ANSWER ONLY)

Travelling to work/ school/ university	1
Business trips	2
To go on holidays	3
For other leisure activities	4
Other	5
DK/NA	6

FL326 Q2 Modified

ASK Q2b IF "TRAVELS BY URBAN PUBLIC TRANSPORT", code 1 to 6 in Q1.3

Q2b What is the most frequent purpose of your trips by urban public transport (bus) in Malta?

(READ OUT - ONE ANSWER ONLY)

Travelling to work/school/university	1
For leisure activities	2
Other	3
DK/NA	4

NEW

ASK ALL

Q3b How long does or would it take you to get to the nearest bus stop from your home?

(READ OUT - ONE ANSWER ONLY)

Less than 10 minutes	1
From 10 to 30 minutes	2
From more than 30 minutes to an hour	3
More than an hour	4
DK/NA	5

NEW

ASK ALL

Q4b: ROTATE STATEMENTS 1 TO 4

Q4b Are you satisfied or not with the following features of urban public transport (bus) in Malta?

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ OUT)	DK/NA
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1	Provision of information about timetables	1	2	3	4	5	6
2	Ease of buying tickets	1	2	3	4	5	6
3	Amenities for passengers at stops and stations (e.g. shelter, seats, etc.)	1	2	3	4	5	6
4	Cleanliness and good maintenance of stops and stations	1	2	3	4	5	6

NEW

ASK ALL

Q5b: ROTATE STATEMENTS 1 TO 8

Q5b Are you satisfied or not with the following features of travel by urban public transport (bus, metro, tram etc.) in Malta?

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ OUT)	DK/NA
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1	Frequency of service	1	2	3	4	5	6
2	Punctuality and reliability	1	2	3	4	5	6
3	The provision of information in particular on connecting services	1	2	3	4	5	6
4	Price of the tickets	1	2	3	4	5	6
5	Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains)	1	2	3	4	5	6
6	Cleanliness and good maintenance of vehicles/carriages	1	2	3	4	5	6
7	The routes taken by the different urban lines	1	2	3	4	5	6
8	Passenger security	1	2	3	4	5	6

NEW

ASK Q6 TO THE RESPONDENTS WHO TAKE THE TRAIN ONCE A YEAR OR LESS OR NEVER, (code 6 or 7 or 8 in Q1.1) and (code 6 or 7 or 8 in Q1.2)

Q6: ROTATE ITEMS 1 TO 6

Q6: 'None' code 8 and 'DK' code 9 - single codes

Q6 Which of the following reasons, if any, prevent you from travelling by train in Malta?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Inaccessibility of stations or platforms	1,
Inaccessibility of railway carriages	2,
Lack of assistance by train or station staff	3,
Lack of pre-journey information about stations and accessible services	4,
Lack of accessible information (such as Braille, large print or accessible websites) in general about rail travel	5,
Difficulties in travelling to the station	6,
Other (DO NOT READ OUT)	7,
None (DO NOT READ OUT)	8,
DK/NA	9,

NEW

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

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D5a As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4

Other\ Refusal (DO NOT READ OUT)	5
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ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12 Which locality do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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D13 Would you say you live in a...?

(READ OUT – ONE ANSWER ONLY)

Rural area or village	1
Small or middle sized town	2
Large town	3
DK (DO NOT READ OUT)	4

D18 Have you got a mobile phone?

(DO NOT READ OUT)

Yes	1
No	2

D20 Have you got a landline phone?

(DO NOT READ OUT)

Yes	1
No	2

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

	Number of people aged 15 or more in the household
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