



Ministerie van Infrastructuur
en Waterstaat

OV-Klantenbarometer 2023

kennisplatform
CROW



Would you please clearly tick the boxes of your choice? ☒

This questionnaire is completely anonymous

Version: 12a

		1	2	3	4	5	6	7	8	9	10			
1. Was it difficult or easy to find a seat when you got on?	very difficult/no seat	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very easy	☐	don't know ☐ N/A
2. What is your impression of the stop/station where you got on?	very bad	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very good	☐	don't know ☐ N/A
3. How would you rate the punctuality (being on time) of the vehicle at the departure stop/station?	very poor	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very good	☐	don't know ☐ N/A
4. How easy or difficult was it to get on the vehicle (height, distance from platform)?	very difficult	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very easy	☐	don't know ☐ N/A
5. How would you rate the customer-friendliness of the staff?	very unfriendly	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very friendly	☐	don't know ☐ N/A
6. How would you rate the driving style of the driver? (accelerating, braking, etc.)	very unpleasant	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very pleasant	☐	don't know ☐ N/A
7. How would you rate the travel speed of this journey? (detours, directness)	very poor	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very good	☐	don't know ☐ N/A
8. How neat and clean is the vehicle?	very dirty	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very clean	☐	don't know ☐ N/A
9. How noisy is the vehicle?	very noisy	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very quiet	☐	don't know ☐ N/A
10. How would you rate the climate in the vehicle? (temperature, ventilation)	very poor	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very good	☐	don't know ☐ N/A
11. How would you rate the interior of the vehicle? (layout, colour scheme)	very poor	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very good	☐	don't know ☐ N/A
12. How would you rate the information at the stop where you got on? (departure times, route, etc.)	very poor	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very good	☐	don't know ☐ N/A
13. How would you rate the travel information in the vehicle?	very poor	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very good	☐	don't know ☐ N/A
14. Was it difficult or easy to buy a ticket/top up your balance ?	very difficult	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very easy	☐	don't know ☐ N/A
15. How would you rate the price of this journey?	very expensive	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very cheap	☐	don't know ☐ N/A
16. Are you bothered by other passengers during this journey (noise, behaviour)?	much inconvenience	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	no inconvenience	☐	don't know ☐ N/A
17. Do you feel stressed or relaxed during this journey?	very stressed	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very relaxed	☐	don't know ☐ N/A
18. How would you rate the service frequency (number of trips per hour) on this line?	very infrequent	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very frequent	☐	don't know ☐ N/A
19. How would you rate this journey overall ?	very poor	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very good	☐	don't know ☐ N/A

20. How did you **travel to where you got on**?

☐ on foot

☐ by bicycle

☐ other public transport

☐ by car

☐ other

		1	2	3	4	5	6	7	8	9	10			
21. If you have just transferred, how would you rate the connection time ?	unacceptably bad	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very acceptable	☐	don't know ☐ N/A
22. What is your most important reason for making this journey today?														
	☐ work/business	☐ education	☐ shopping	☐ visiting relatives/friends	☐ sports/hobby/recreation	☐ other								
23. On average, how often do you travel with public transport on this line ?														
	☐ 4 days a week or more	☐ 1-3 days a week	☐ 1-3 days a month	☐ 6-11 days a year	☐ 5 days a year or less									
24. How well are you informed about delays or other problems ?	very poorly	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very well	☐	don't know ☐ N/A

Continue on the reverse >>>

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25. What **type of ticket** are you travelling with?

- | | | | | |
|---|--|--|---|---|
| ☐ OV chip card (plastic) | ☐ debit/credit card (plastic) | ☐ ticket purchased online (printed on paper) | ☐ the new ov-pas (plastic) | ☐ disposable ticket (on paper) |
| ☐ OV chip card (on smartphone or smartwatch) | ☐ debit/credit card (on smartphone or smartwatch) | ☐ ticket purchased online (on the smartphone) | ☐ the new ov-pas (on smartphone or smartwatch) | |

26. How would you rate the **ease of use** of this specific ticket? (question 25)

	1	2	3	4	5	6	7	8	9	10			
very difficult	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very easy	☐ don't know	☐ N/A
very crowded	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	not crowded at all	☐ don't know	☐ N/A

27. How would you rate the **crowdedness** in the vehicle?

28. Which aspect of this journey **needs to be improved** most in your opinion? (only a single answer possible)

- | | | | |
|--|--|--|--|
| ☐ chance of getting a seat | ☐ cleanliness of the vehicle | ☐ noise of this vehicle | ☐ information about delays |
| ☐ punctuality of this journey | ☐ number of daily departure options | ☐ nothing | ☐ other, namely: <input type="text"/> |

29. How **safe** do you feel in public transport in general?

	1	2	3	4	5	6	7	8	9	10			
very unsafe	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very safe	☐ don't know	☐ N/A
very unsafe	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very safe	☐ don't know	☐ N/A
very unsafe	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	very safe	☐ don't know	☐ N/A

30. How **safe** do you (usually) feel during this **journey**?

31. How **safe** do you (usually) feel at the **stop/station** where you boarded?

32. Have you **been a victim** of one or more of the following incidents in public transport or at the stop/station over the past 12 months?

- | | | | | | |
|---------------|------------------------------|---------------------------------|----------------------------------|----------------------------------|--|
| A) harassed | ☐ not | ☐ 1 time | ☐ 2 times | ☐ 3 times | ☐ 4 times or more often |
| B) threatened | ☐ not | ☐ 1 time | ☐ 2 times | ☐ 3 times | ☐ 4 times or more often |
| C) robbed | ☐ not | ☐ 1 time | ☐ 2 times | ☐ 3 times | ☐ 4 times or more often |
| D) assaulted | ☐ not | ☐ 1 time | ☐ 2 times | ☐ 3 times | ☐ 4 times or more often |
| E) other | ☐ not | ☐ 1 time | ☐ 2 times | ☐ 3 times | ☐ 4 times or more often |

33. Have you **witnessed** one or more incidents in public transport or at the stop/station over the past 12 months?

☐ yes ☐ no

34. What is your **year of birth**?

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Thank you very much for your cooperation. You can return the questionnaire to the pollster.

Do not fill anything in here!

0	1	2	3	4	5	6	7	8	9
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Journey code (unique)

0	1	2	3	4	5	6	7	8	9
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

0	1	2	3	4	5	6	7	8	9
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

0	1	2	3	4	5	6	7	8	9
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

