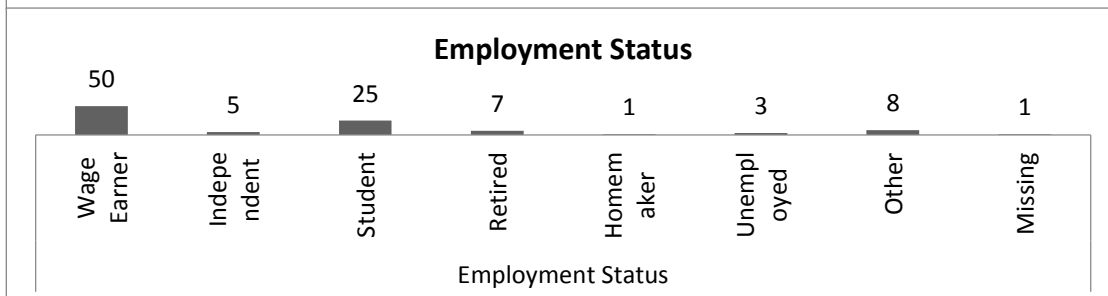
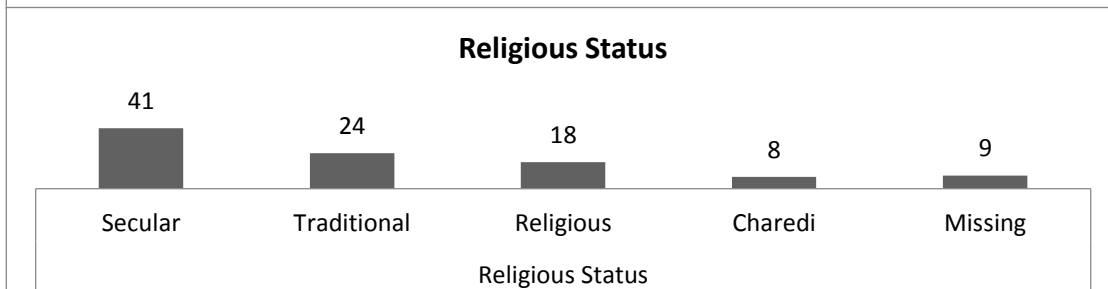
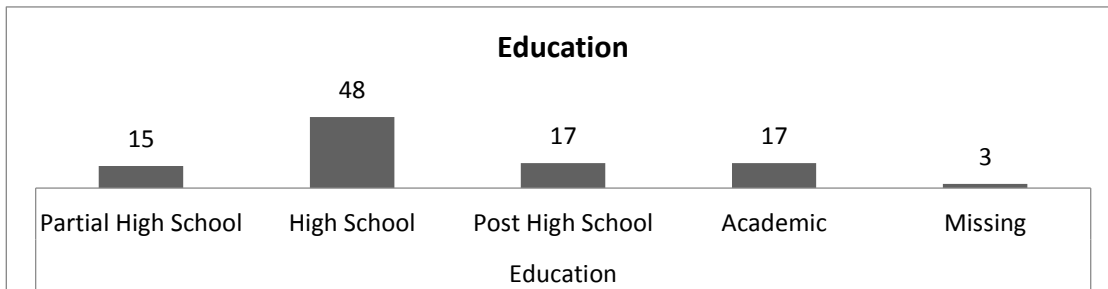
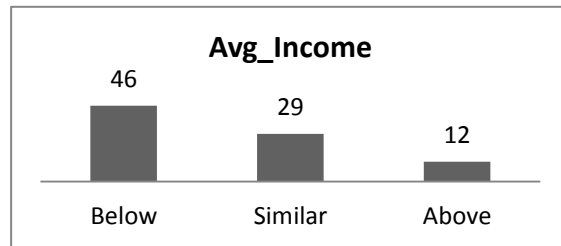
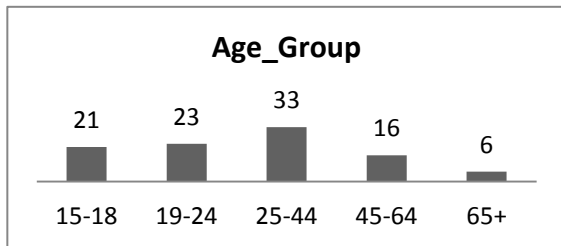
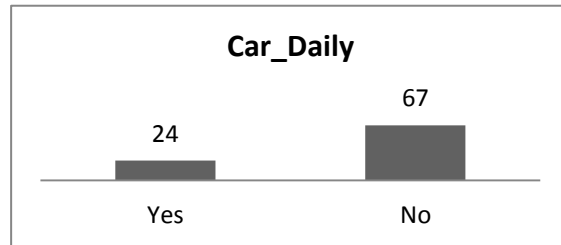
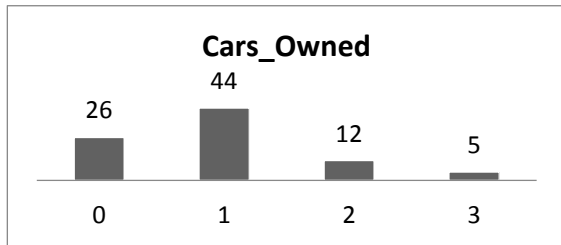
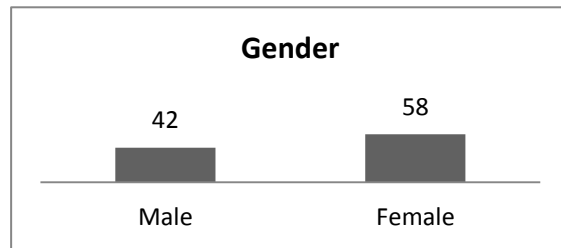
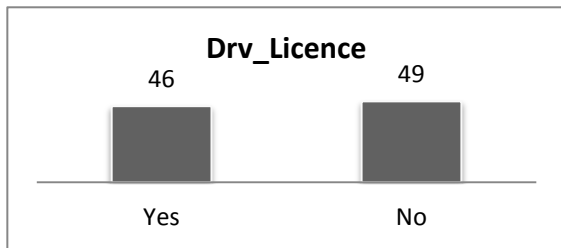
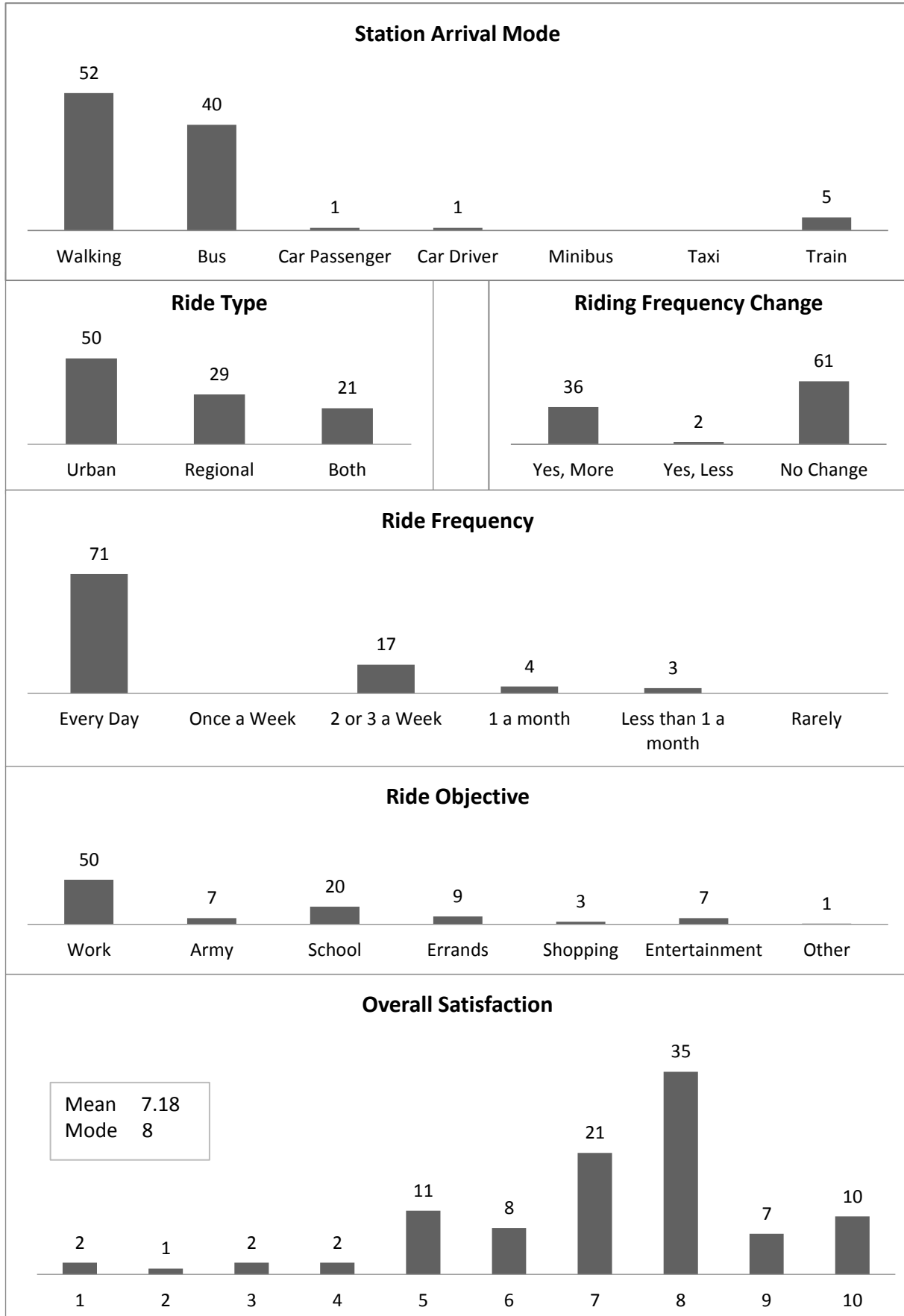


Appendix

1. Socio Demographic Frequencies

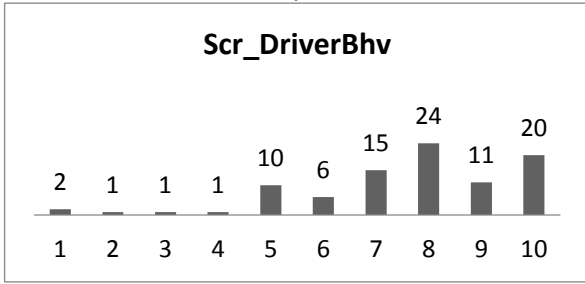


Questions 3-8

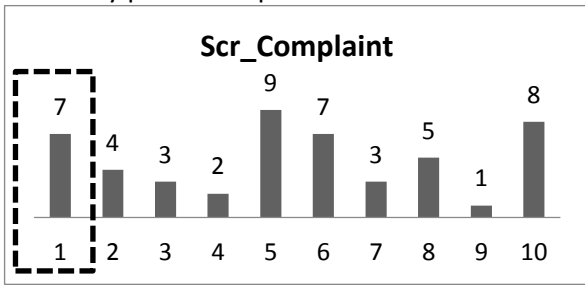


Question 9: Score Frequency and Importance

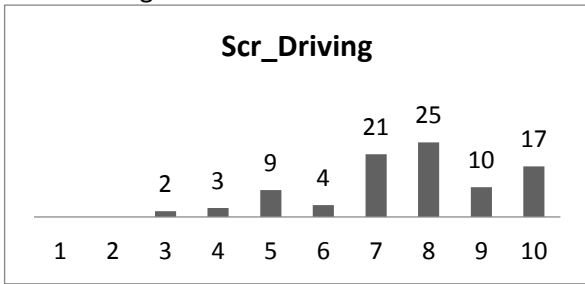
1. Politeness and courtesy of the driver



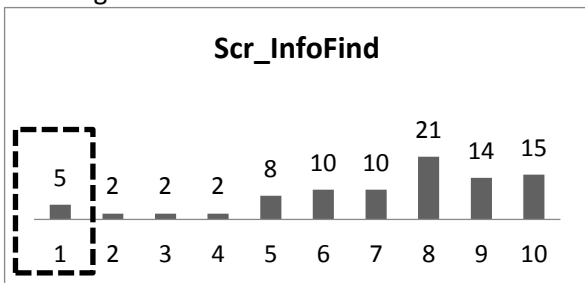
2. The way public complaints are dealt with



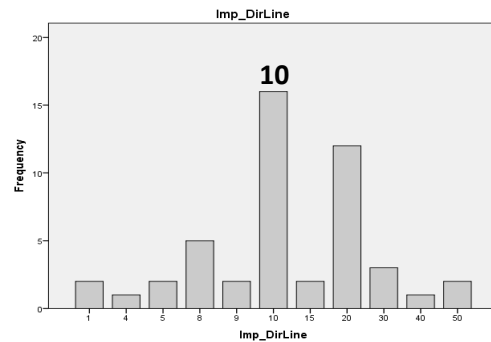
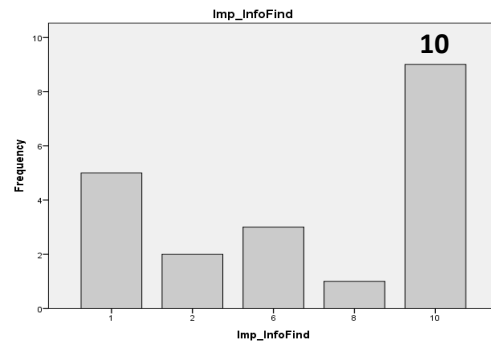
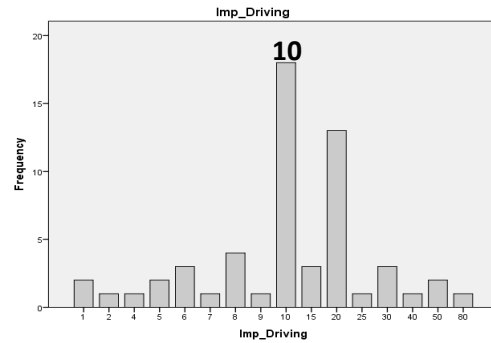
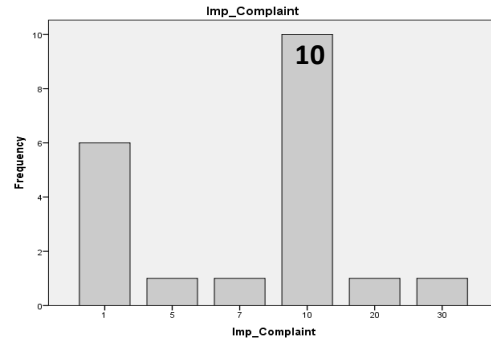
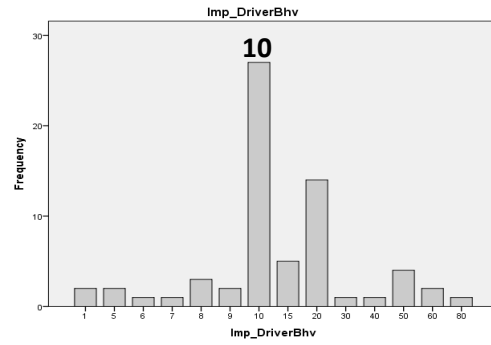
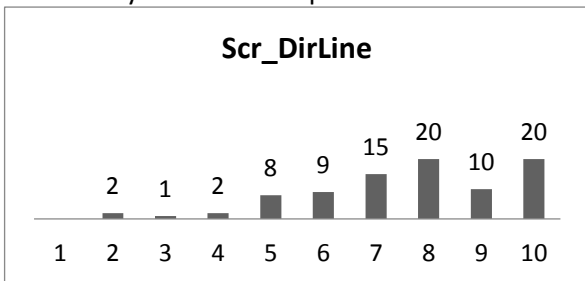
3. The driving manners of the driver



4. Finding detailed information in bus stations

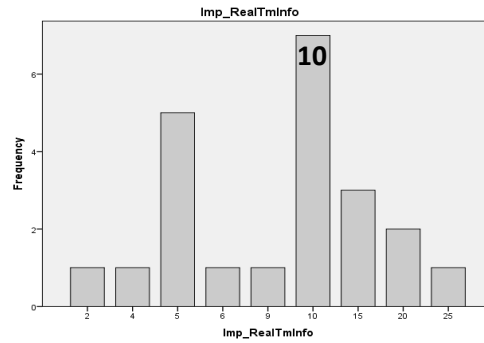
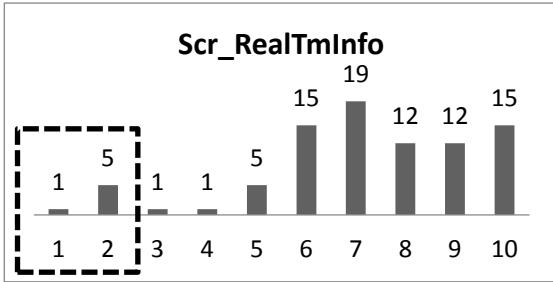


5. Suitability of bus line to personal needs

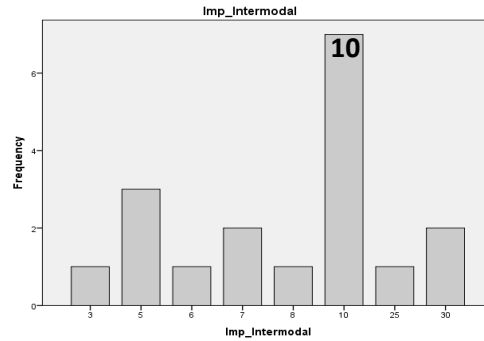
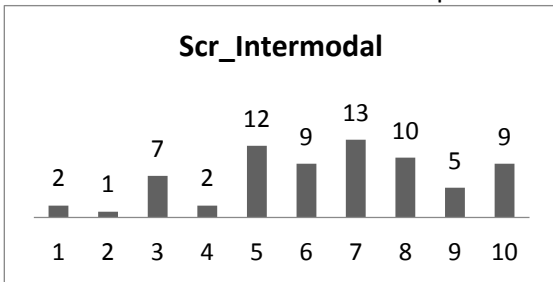


Question 9: Score Frequency and Importance

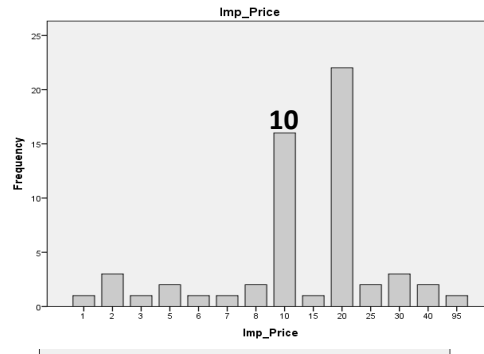
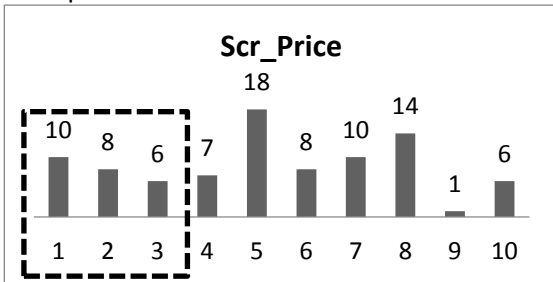
6. Availability of real time information



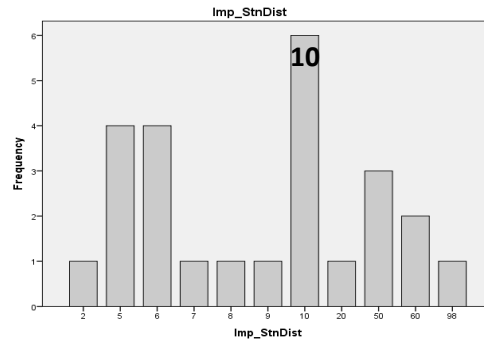
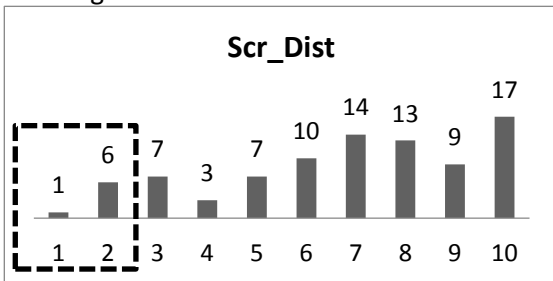
7. Connection to other modes of transport



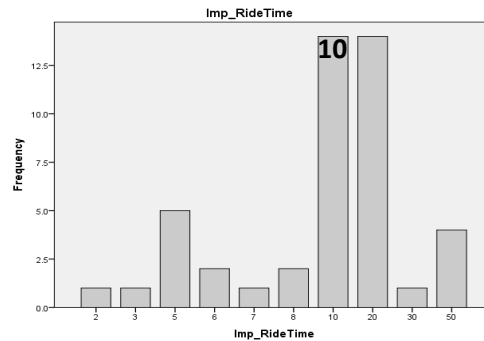
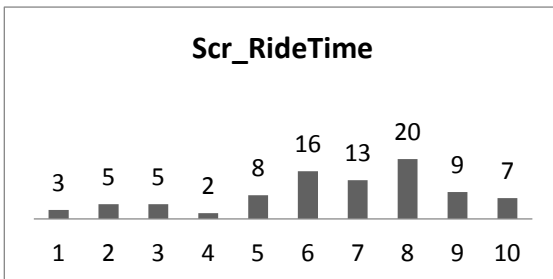
8. Ride price



9. Walking distance to bus station

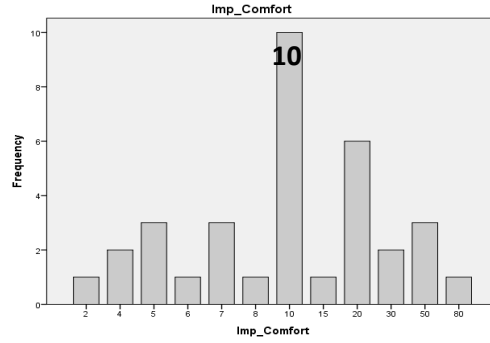
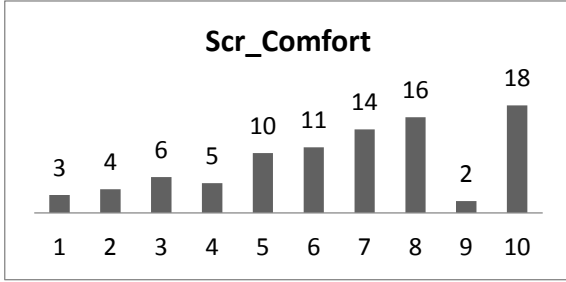


10. Ride time on the line

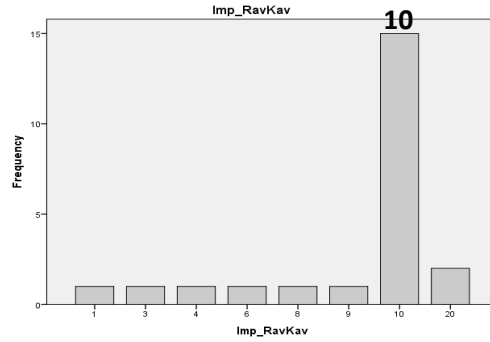
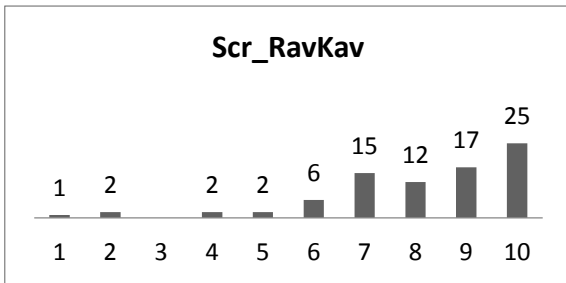


Question 9: Score Frequency and Importance

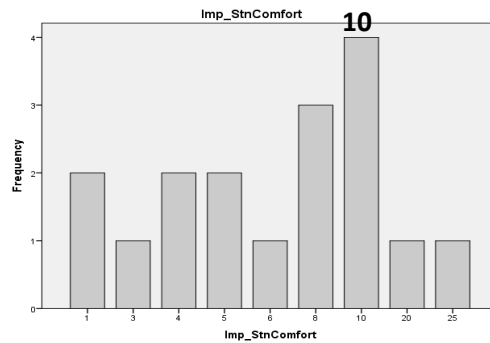
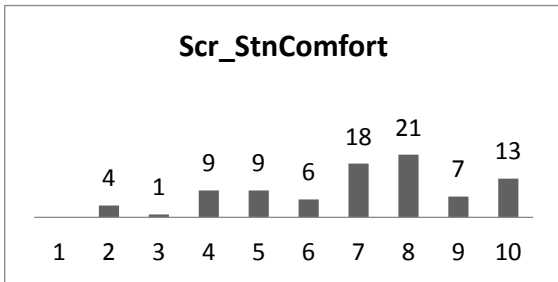
11. Comfort of sitting and standing on the bus



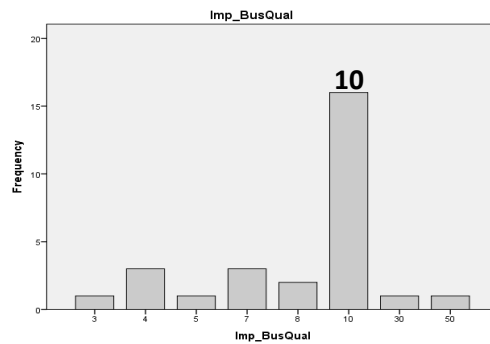
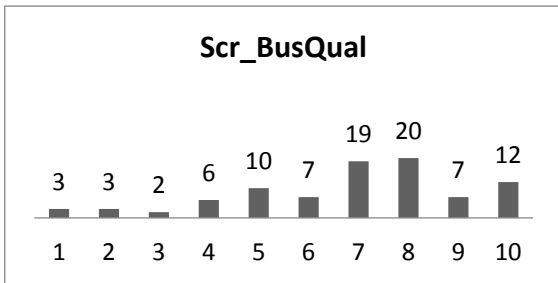
12. Ease of charging the Rav-Kav card



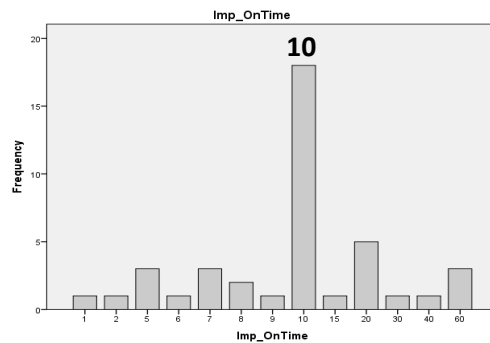
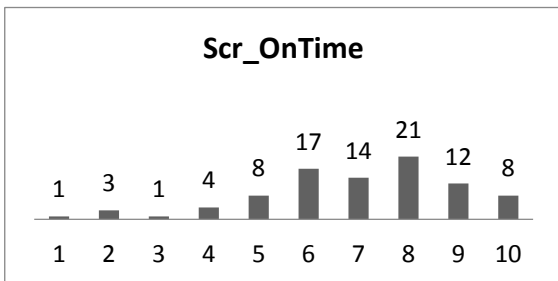
13. Comfort of the bus station



14. Cleanliness, maintenance and renewal of busses

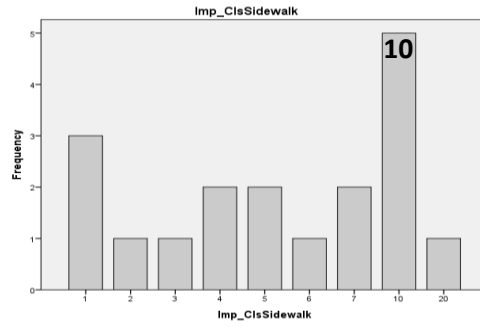
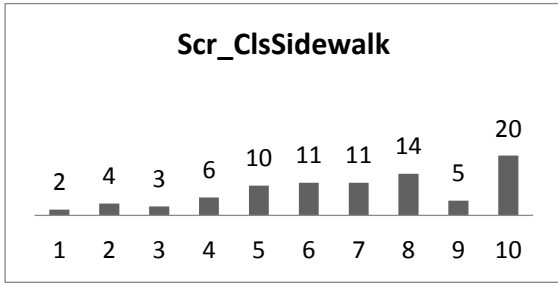


15. Busses arrive on schedule

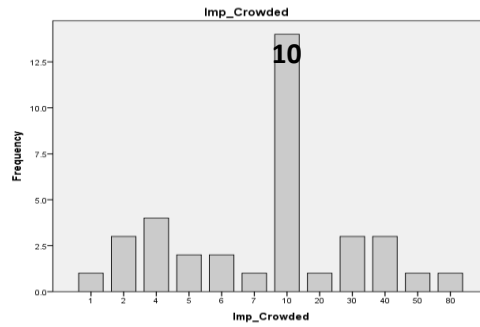
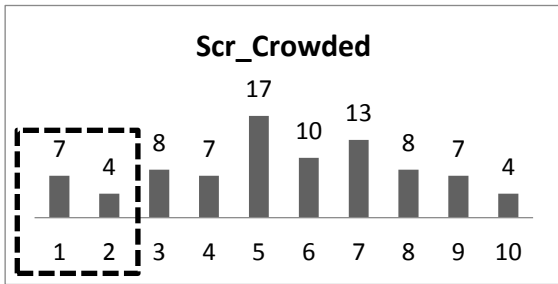


Question 9: Score Frequency and Importance

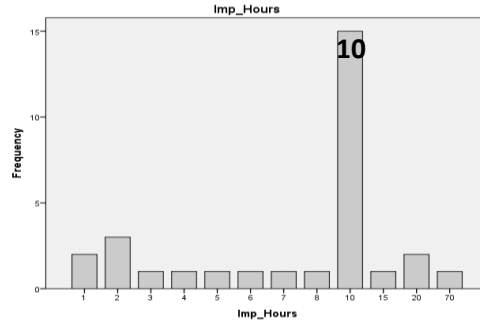
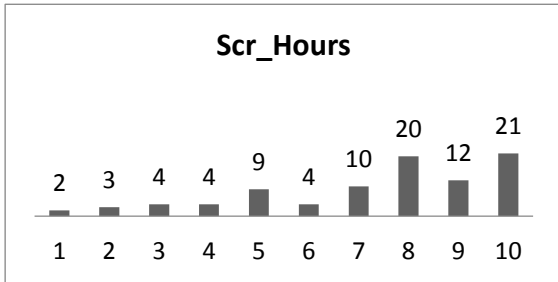
16. Bus stops close to the sidewalk



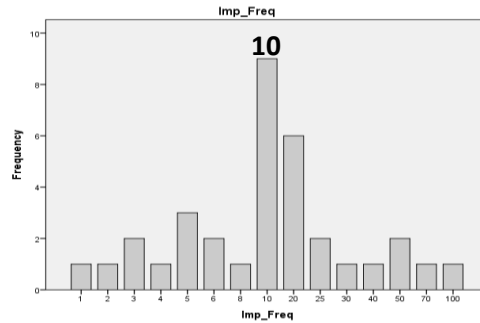
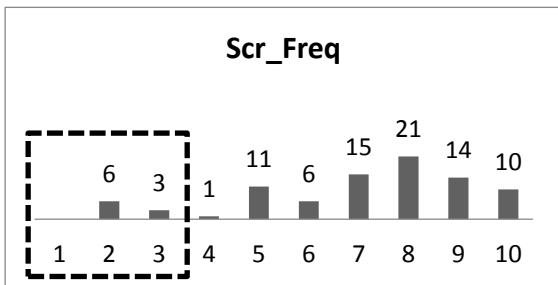
17. Crowdedness on the bus



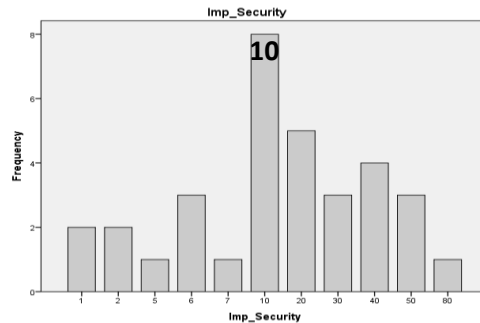
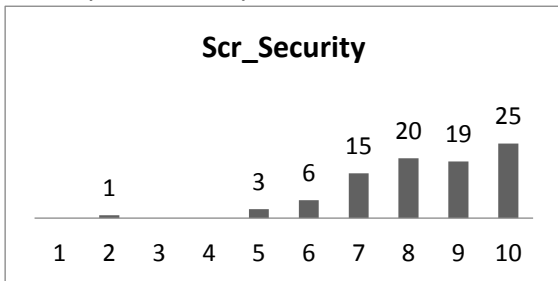
18. Hours of the lines operation



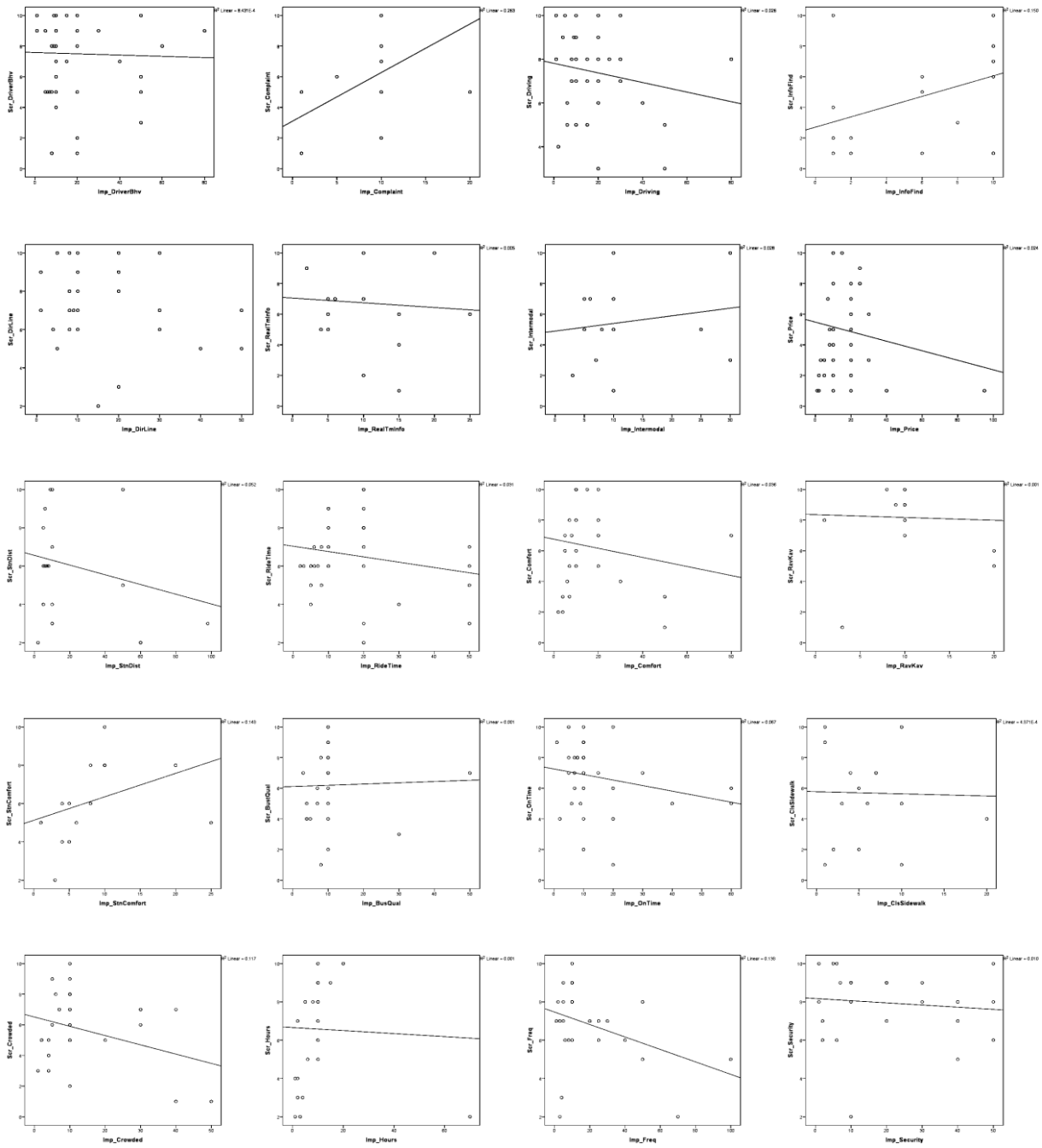
19. Frequency of the service



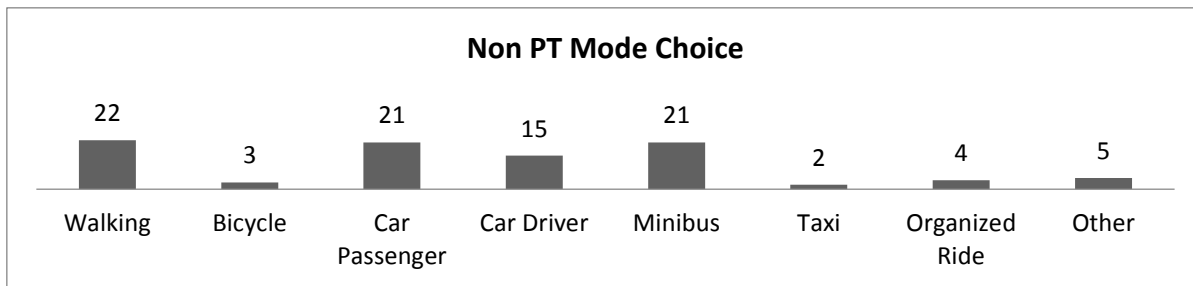
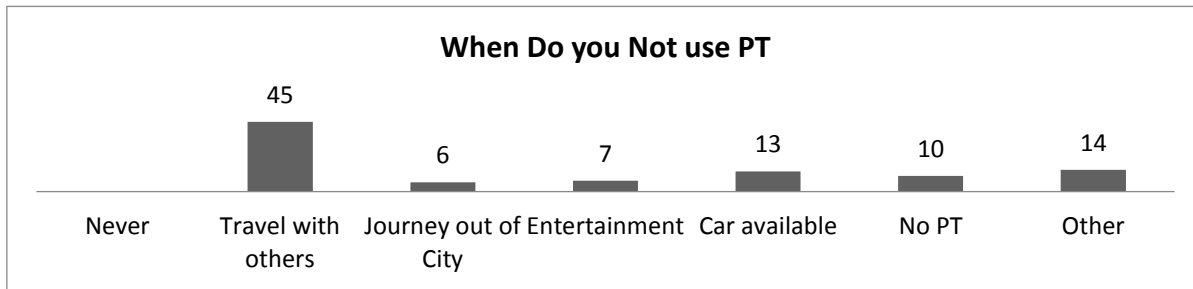
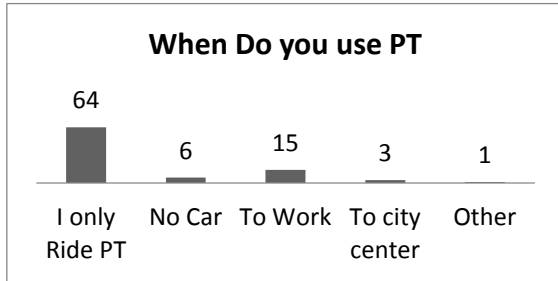
20. Safety and security at the station



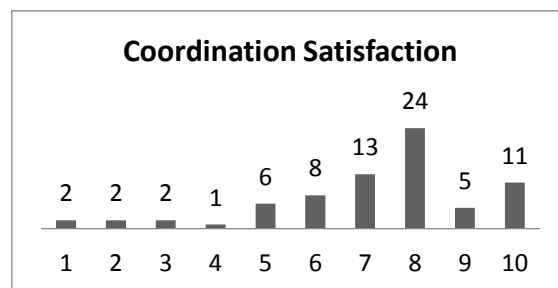
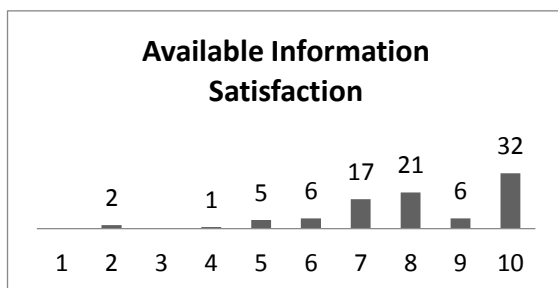
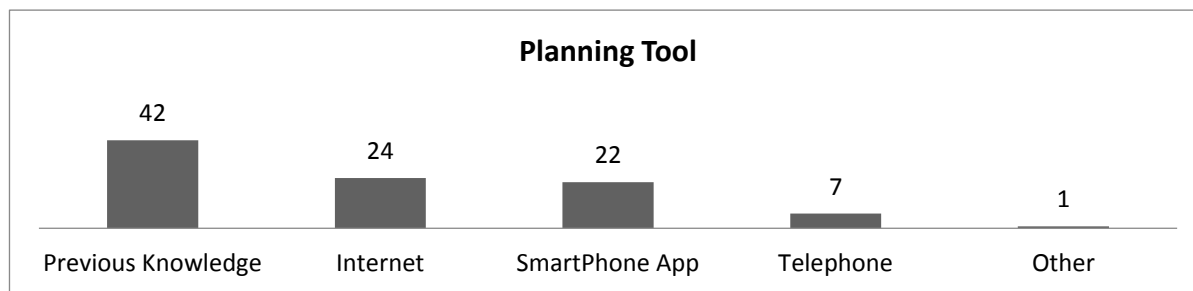
Question 9: Relationship between parameter importance and score



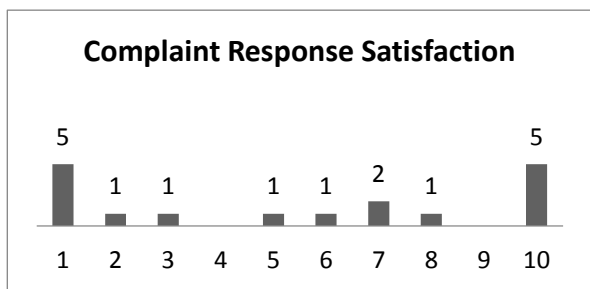
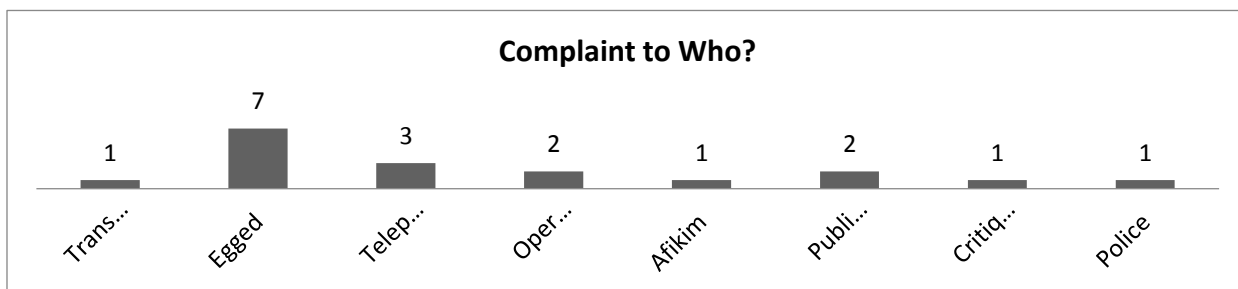
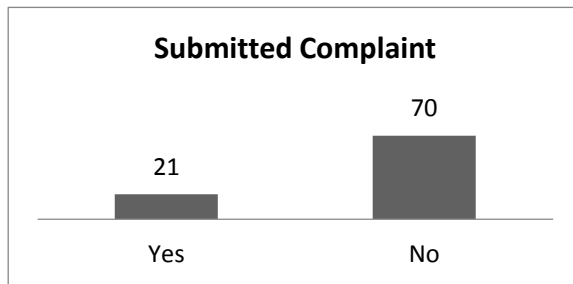
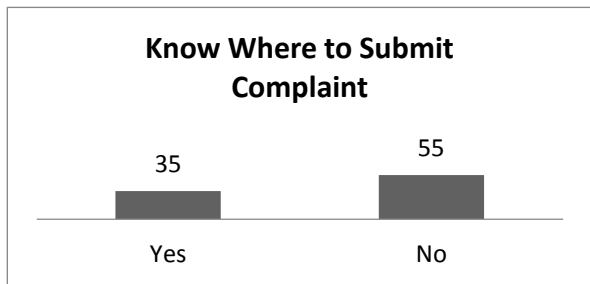
Questions 11-13



Questions 14-16



Questions 17-18



Complnt_NoWhy	Frequency	Percent
לא הייתי צריך	42	71.2
אין זמן להתחיל בתהליך	5	8.5
לא יודע להיכן להגיש	2	3.4

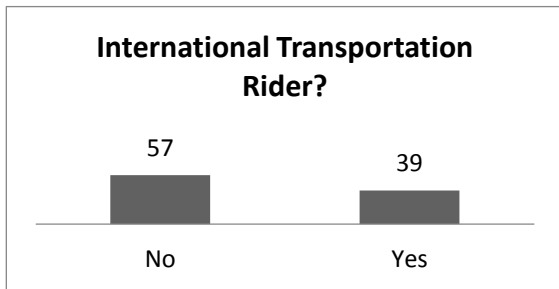
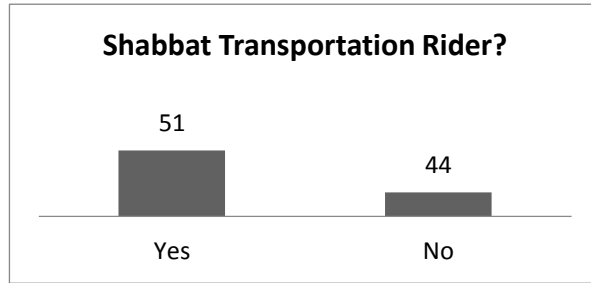
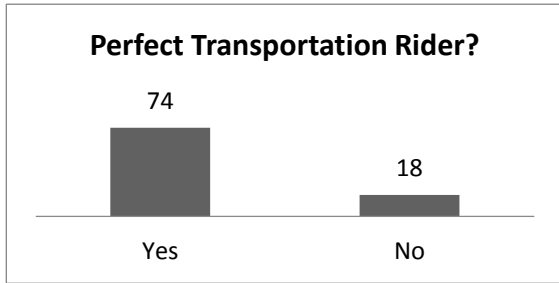
Question19-21

Improve Todays Ride		
	Frequency	Percent
תדירות	16	29.6
צפיפות	9	16.7
מחיר	3	5.6
קווים ישירים	2	3.7
יחס נהגים/אדיבות	2	3.7

Recent Improvements in PT		
	Frequency	Percent
נשאר אותו דבר	33	42.3
בלוחות האלקטרוניים-לוז עם GPS	8	10.3
הרפורמה	5	6.4
מידע זמין ונגיש לציבור	4	5.1
עמידה בזמנים/דיוק	3	3.8
הכריזה באוטובוס	3	3.8
טעינת רב קו	3	3.8
תדירות	3	3.8

Recent Decline in PT		
	Frequency	Percent
לא הייתה הרעה/נשאר אותו דבר	38	61.3
מחיר	7	11.3
צפיפות	4	6.5
הרבה החלפות אוטובוסים	2	3.2

Questions 22-24



Has Subway	City	Frequency
Yes	לונדון	9
Yes	ברצלונה	5
Yes	ניו יורק	5
Yes	פריז	3
Yes	ברלין	2

International Aspects of Perceived Good Service		
	Frequency	Percent
שביעות רצון/מרוצה	12	34.3
תדירות	4	11.4
רכבת תחתית שירות אוטומטי יעיל, נוח וחדשני	4	11.4
זמינות 24/7	3	8.6
מטרו-מהיר ונוח	2	5.7
עמידה בזמנים/הגעה בזמן	2	5.7