D.T1.3.2

Budapest FUA report on passengers landside mobility demand, needs & behaviours

Version 2
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1. Introduction

This report elaborates the current landside mobility demand, needs & behaviours of the passengers revealed at Budapest Airport based on the survey conducted by Mobilissimus Ltd. subcontractor of Budapest Budapest Főváros XVIII. kerület Pestszentlőrinc-Pestszentimre Önkormányzata in February 2018.

The survey results provided an insight into the mobility pattern of the arriving and departing passengers at Budapest Airport. The report is compiled as a result of a more than 400 paper-based passenger survey records, that were delivered with the help of interviewers of Mobilissimus Ltd. in arrival and departure halls at the Budapest Airport Terminal 2.

1.1. Background of the survey

The surveying methodology was elaborated by Aeroporto G. Marconi di Bologna S.p.A. The methodology was taken as a basis for elaborating the questionnaires. The task was taken over temporarily by the Lead Partner, BP18 and Mobilissimus Ltd. to avoid serious delay in the project. The questionnaire elaboration was based on commonly identified points to facilitate adaptation to the local conditions and to the transnational comparability.

Each partner elaborated an own survey including Budapest. This survey was elaborated by Mobilissimus Ltd. in close cooperation with Budapest Airport. Both survey for arriving (See Annex I and III) and departing passengers the surveys (See Annex II and IV) had common points, but more specific to the travel situation in which incoming or departing passengers were, therefore we handle these two categories separately below.

1.2. Conducting the survey

Both for arriving and departing passenger surveys were carried out on paper. The interviewers were selected university students with good command of English and confident appearance. The language of the surveys was primarily English, but it was also possible to complete the questionnaire in local, Hungarian language.

The interviewers approached the respondents in a polite manner in the terminal building 2A, and 2B departure halls waiting for their plane to depart or in the baggage reclaim waiting for their checked-in luggage after arrival to Budapest. These idle times at the airport provided the room for carrying out the activity.

The surveying was carried out on the following weekdays and weekends in shorter and longer periods between 4:00 am to 11:00 pm focusing on the most frequented times at both directions.

- 7th February
- 11th February
- 12th February
- 14th February
- 16th February
- 24th February
- 25th February
- 26th February
- 27th February

More than 400 questionnaires were completed altogether. The assessment of the departing passengers is based on 207 completed questionnaire, whereas 200 ones for the arriving passengers.

Arriving passengers are the ones, that just landed at Budapest Airport and continue their trip on land. Departing passengers travelled to Budapest Airport on land and leave the airport with an airline.

1.3. Limitation of the survey

The carrying out of the survey had some limitations too, that might distort the representativeness of our sample.

These are the following factors:

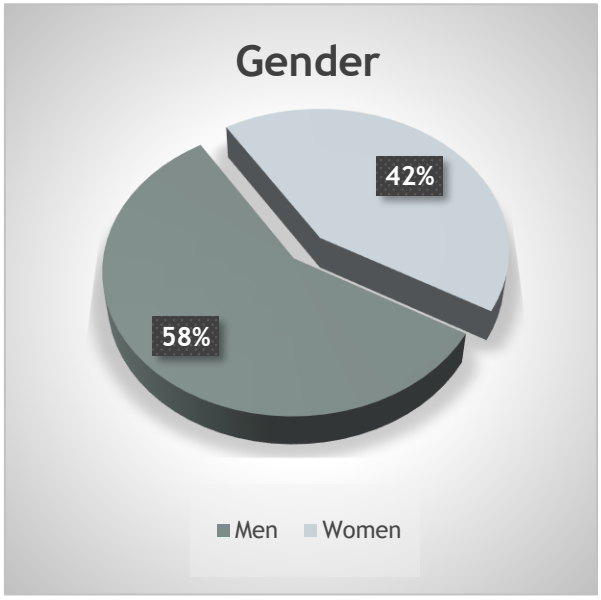
- The time of surveying focused on periods with higher passenger turnover throughout the weeks;
- The survey was conducted in February, which means low season at the airport;
- Passengers who do not speak good English and Hungarian did not take part;
- Only those passengers could complete the questionnaire that had some spare time and willingness to contribute, others e.g. rushing through the arrival hall or travellers after a very long drive in the departure hall were hardly reachable;
- Bias of the interviewers, who tend to turn to people closer to their age;
- The survey was carried out in paper-based format with an interviewer that might be an obstacle for many people;
- Attitude of people towards surveys is a limiting factor.

2. Assessment of the survey results

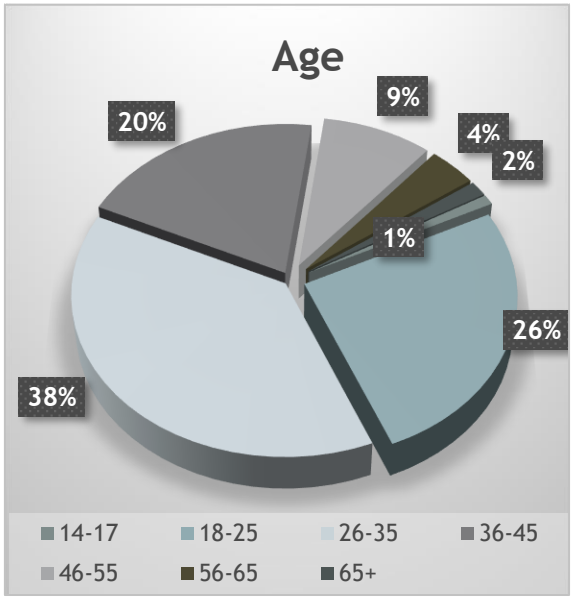
The assessment of the survey results consists of two parts. On the one hand it consists of the arriving passengers. On the other hand, it describes the departing passengers. Each part starts with the passenger profile and then explaining the findings about the revealed mobility pattern of the respondents.

2.1. Passenger profile of arriving respondents

The passenger profile consists of the general data about the respondents' gender, age, educational background, occupation, and how frequently they fly.

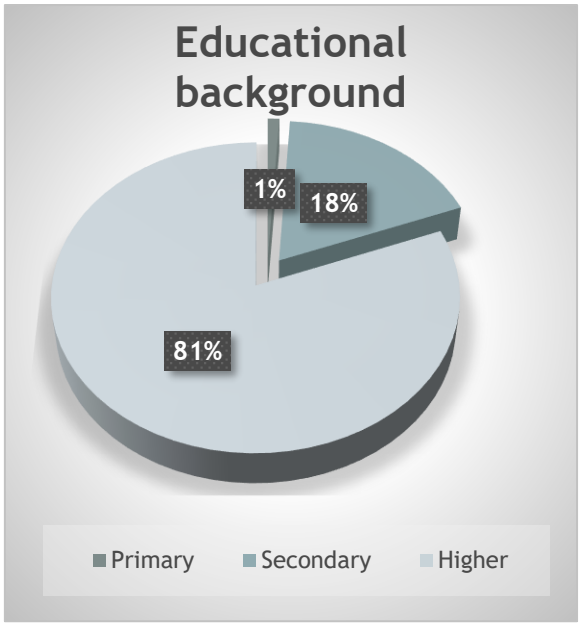


1. Figure: Gender ratio of the arriving respondents

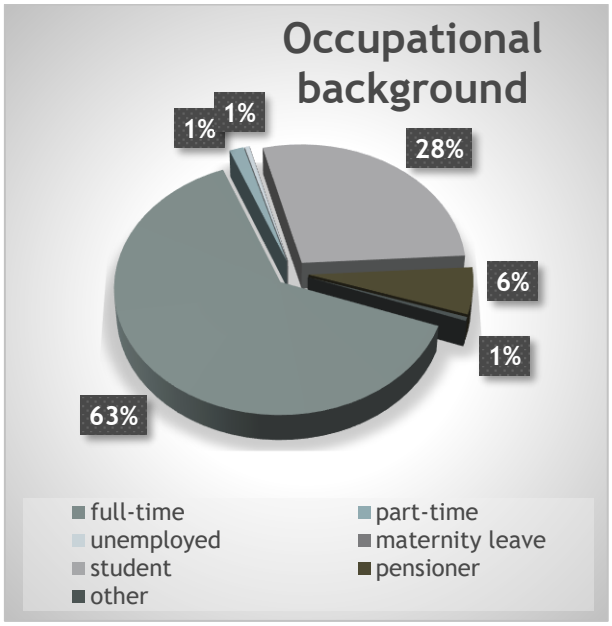


2. Figure: Age distribution of the arriving respondents

Men are overrepresented in the survey with 58% to 42% of woman. The younger generation between the age of 18-35 made up the 64% of all arriving respondents that is a considerably high proportion.



3. Figure: Educational background of the arriving respondents

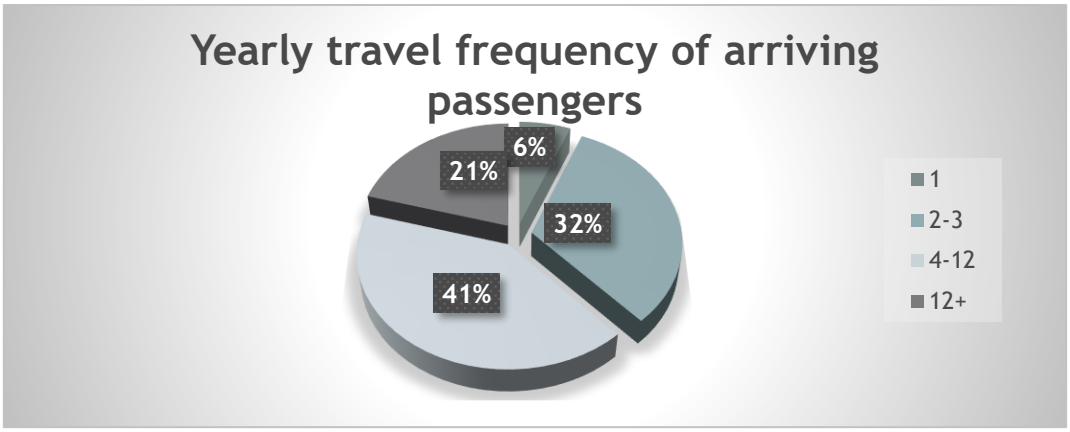


4. Figure: Occupational background of the arriving respondents

An overwhelming, 81% of the majority of the arriving respondents declared a higher educational background. Nearly one-fifth has secondary educational qualification, whereas the ratio of respondents with primary educational background is at 1%.

63% of the respondents are working full-time, 28% of them are students and roughly, every 16th respondents were pensioners.

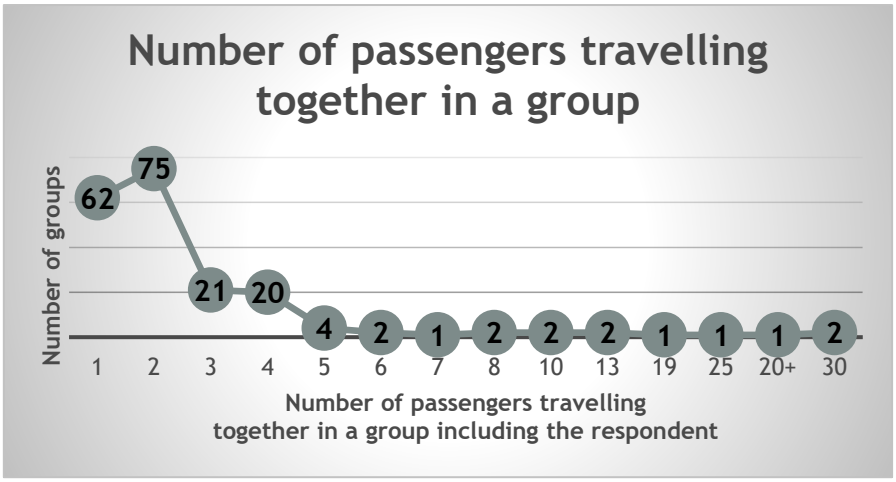
Generally one-third of the responding passengers fly 2-3 times a year, whereas most of the passengers indicated to fly between 4 and 12 times a year. Every 5th respondent flies once a month on average annually.



5. Figure: Annual average number of travels of the arriving respondents

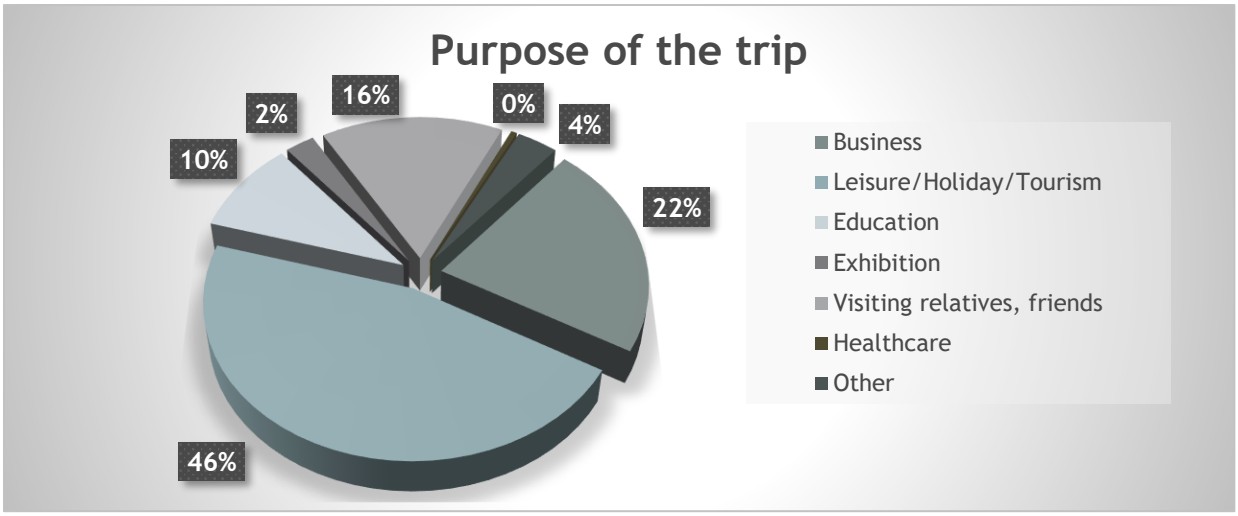
2.2. Mobility pattern of arriving respondents

In this section the collected information on the actual travels and the perception of the respondents are being collected, analysed and described connected with their travel. The survey was conducted in the baggage reclaim at Budapest Airport Terminal 2A and 2B.



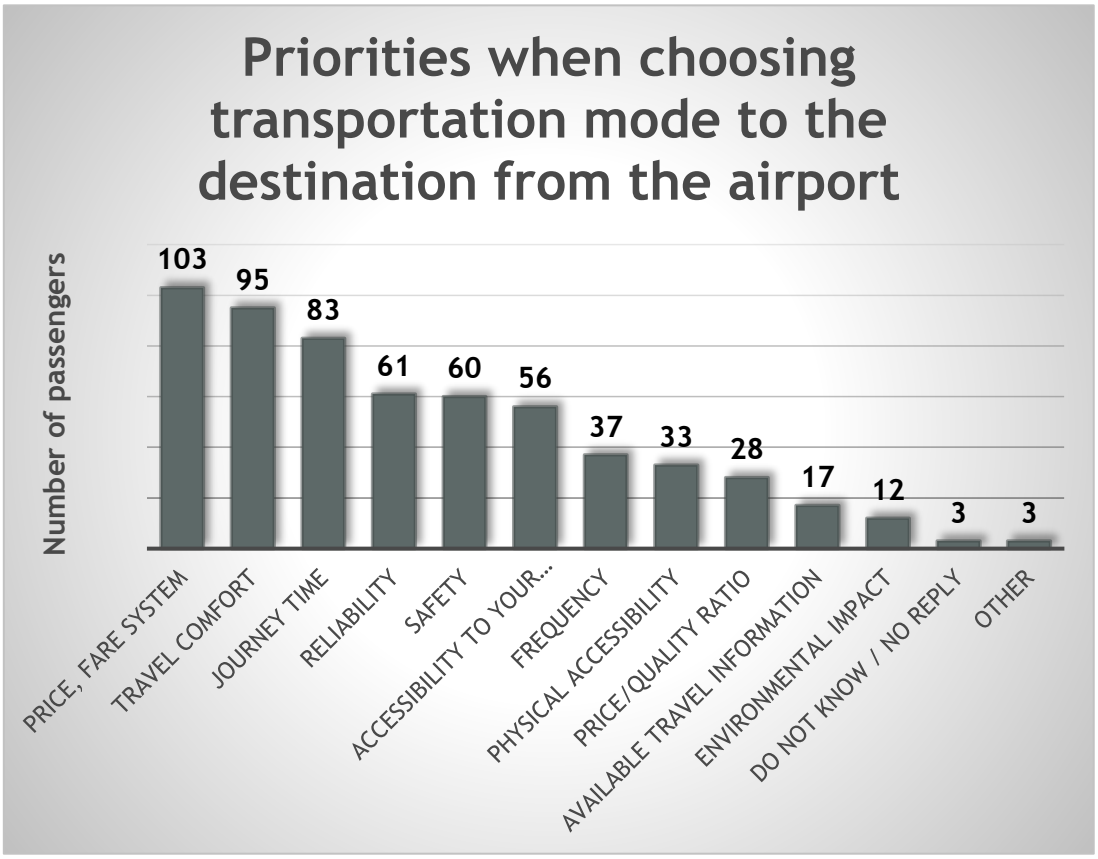
6. Figure: Number of passengers travelling in a group

Three out of ten respondents travelled alone, while 7 out of ten travelled with company predominantly with one, two or three other travellers, while every 20th respondent travelled in a group larger than 5 people. The number of people travelling in a group may shrink the number of mobility alternatives they would take.



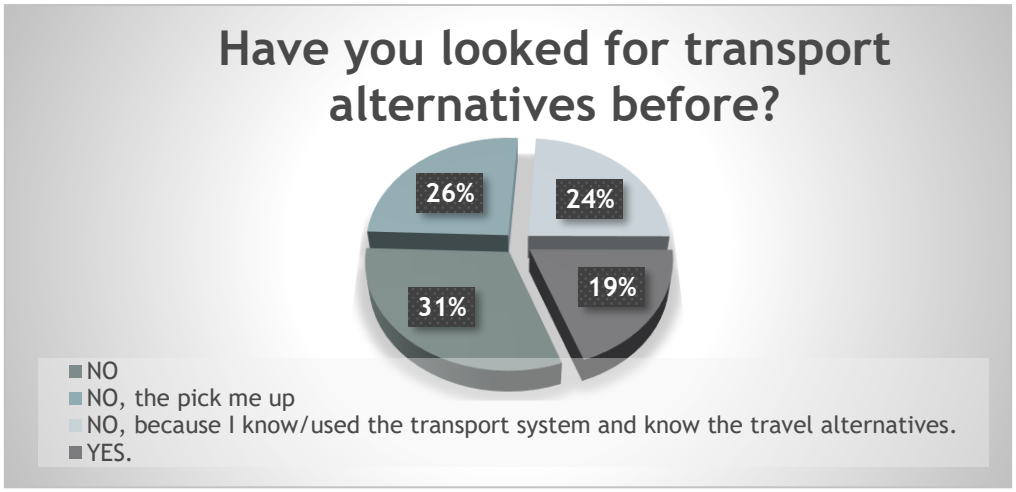
7. Figure: Purpose of the trip

The purpose of the trips is more diverse. Even though the survey took place in low season (February) 46% of the respondents arrived to Budapest with tourism purpose, whereas 22% was visiting friends and relatives. Beyond that 10% of the respondents provided education as purpose of the trip.



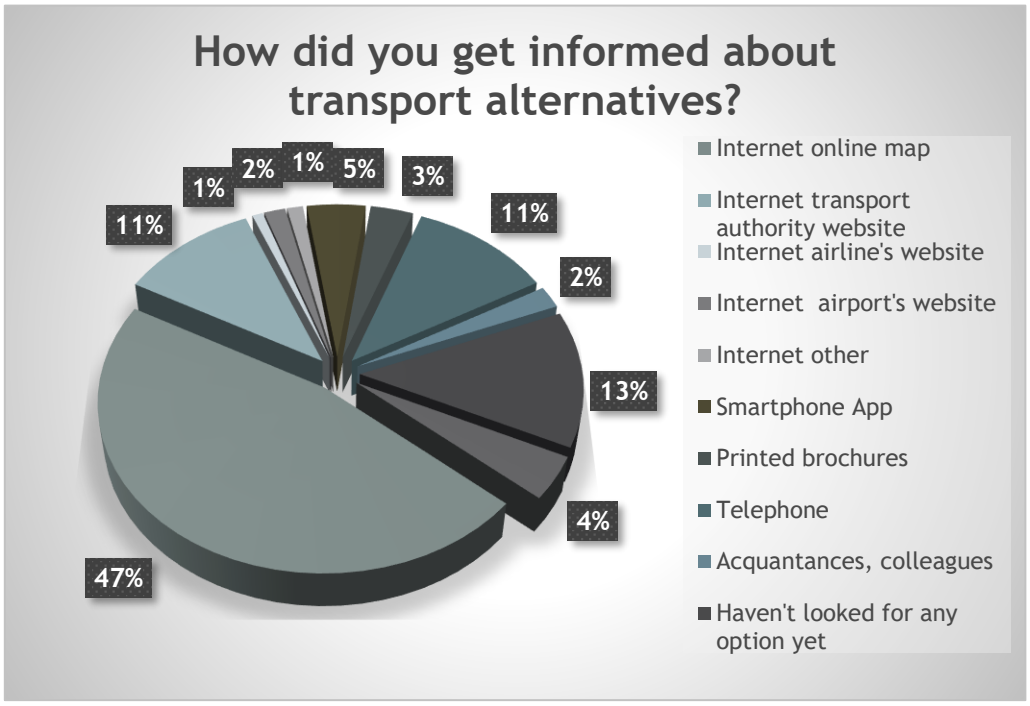
8. Figure: Decisive factors when choosing transport alternative from the airport

Price, travel comfort and journey time are the three major revealed factors at decision, when it comes to weighing, which transport mode to choose out of the known or found alternatives on the spot. Reliability, safety and the door-to-door service were mentioned too as decisive factors, though of less importance.



9. Figure: Ratio of respondents who looked for transport alternatives before arriving to Budapest

Roughly every fifth (19%) of arriving respondents looked for transport alternative before arriving to Budapest. The vast majority of the respondents (81%) did not get actively informed before the trop about the alternatives, because either they are used to the transport system and they are aware of the possible alternatives (24%) or they get a ride by a friend or relative (26%), while 31% simply did not without any reason.

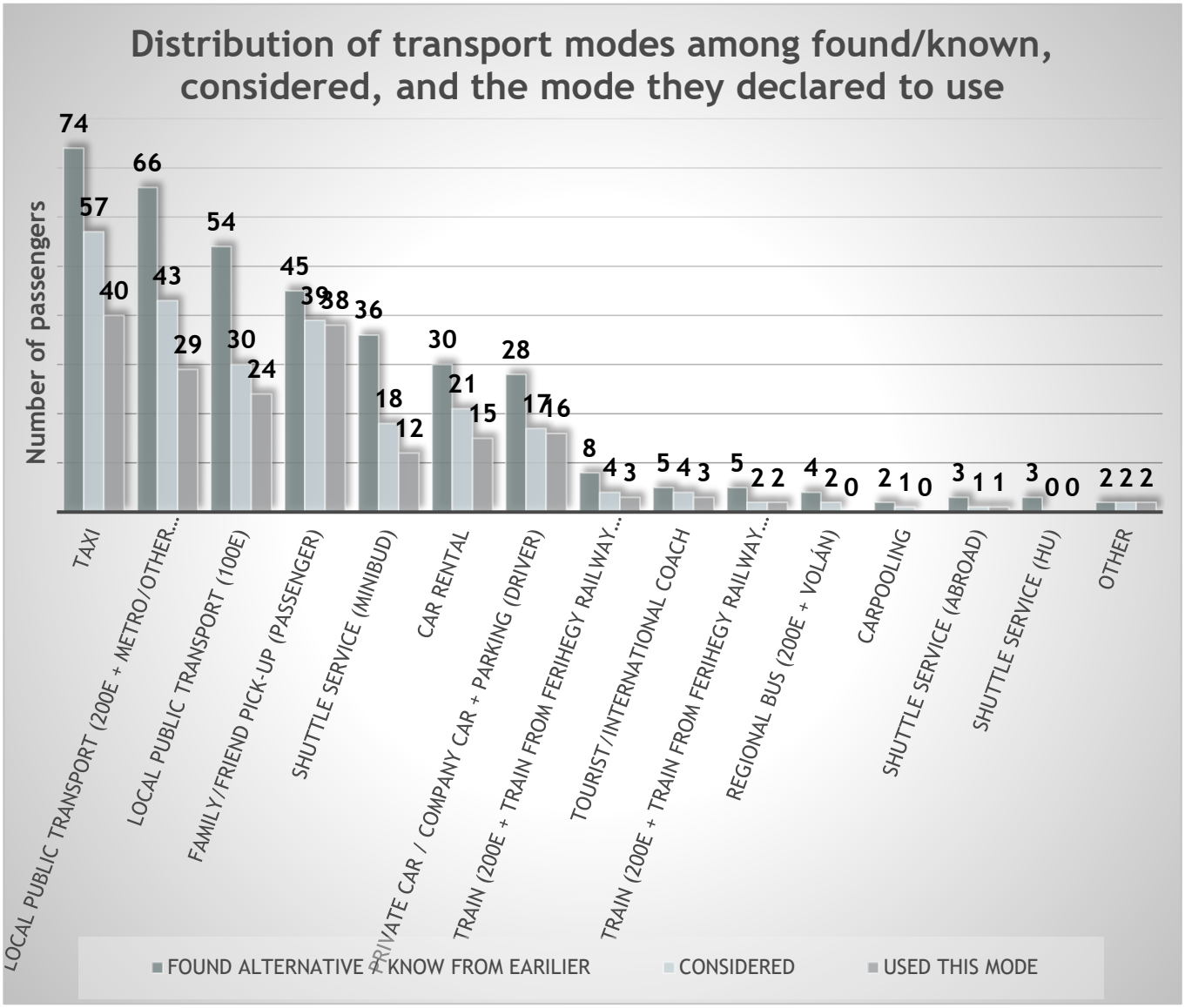


10. Figure: Share of information sources when looking for transport alternatives

Even though, one quarter of the arriving respondents looked for alternative, but when it comes to searching for travel alternatives from the airport to the destination, nearly half of the respondents, 47% used an online map (e.g. Google Maps, Bing Maps) to find the route. Otherwise, the transport authority's website (11%) and the telephone option (11%) are the most frequent ones. About 13% of all respondents look for transport mode at the airport for the first time.

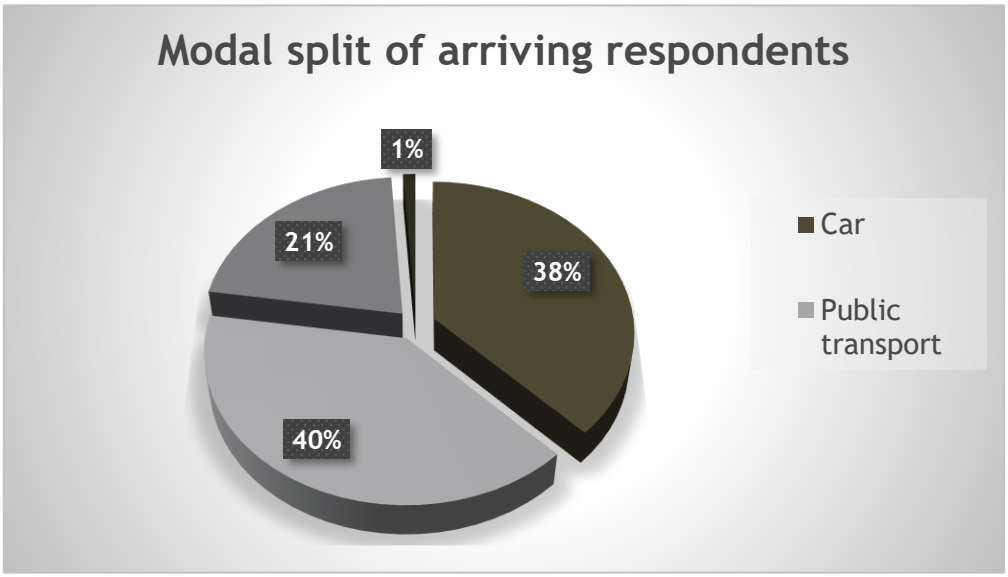
The arriving respondents were asked about what transport modes they have found or if they looked for transport alternatives or which ones do they know if they have not looked for any. They could name more transport modes and also combined ways to get to the their destination from the airport.

The table below shows the best known and most frequently considered and used transport modes. These are the taxi, the combination of 200E and the metro to the downtown of Budapest, bus 100E and the pick-up by friends or the family.



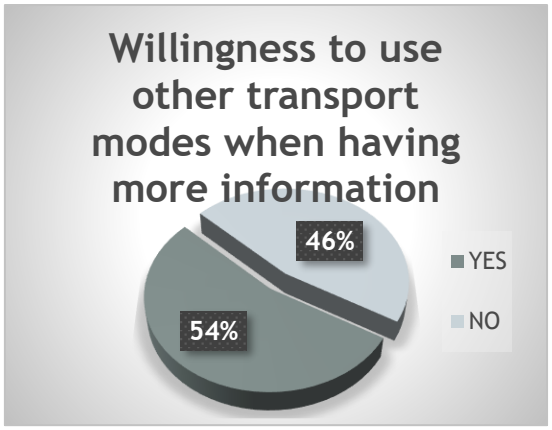
11. Figure Distribution of respondents who found/known, considered, and declared to use the listed transport modes

The share among the transport modes of the responding arriving passengers can be seen in the diagram below. According to their declared future intention, the public transport has the largest share including the different alternatives of urban bus, combined with rail or metro service. The individual motorized transport has a comparably large share with 38%. The car use includes the use of family or company car as a driver or as a passenger, as well as the car rental. The taxi transport was taken out of the car category due to its significant role in the modal share, that makes up 21%. Other transport modes are marginal according to the survey.

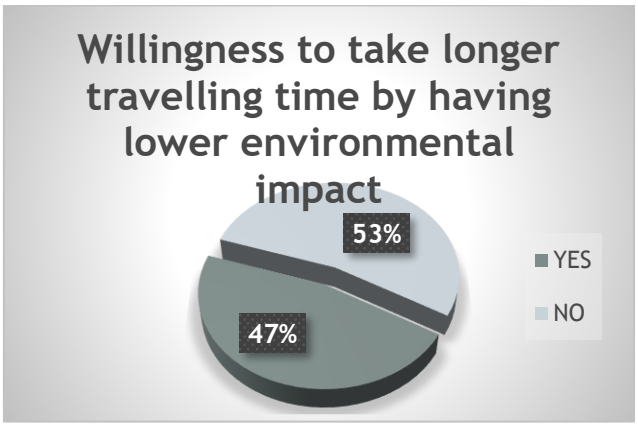


12. Figure Modal split of the arriving respondents (according to their declared intention prior choosing transport mode)

54% thinks, there is an information barrier and they might consider using other modes if they had more information about them. 46% of the respondent would not change their travel pattern, if they had more information about to other transport modes.

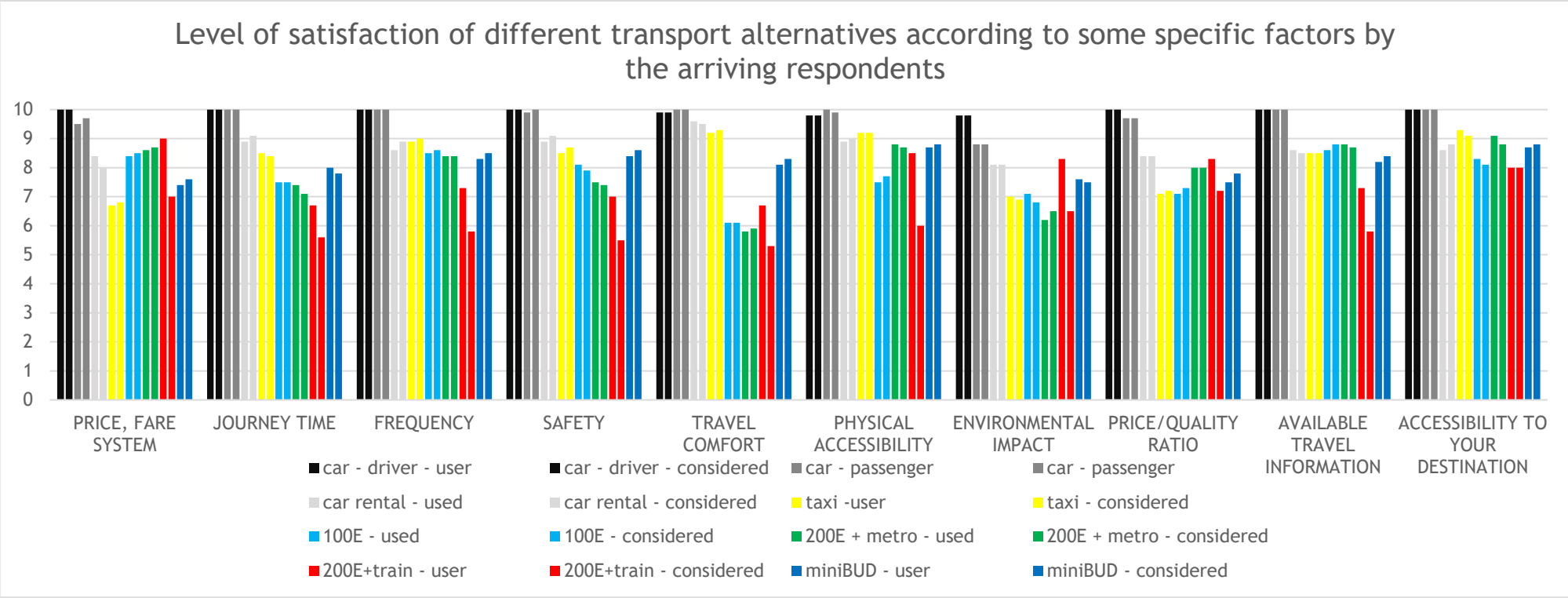


13. Figure: Willingness to consider using other transport mode when having more information



14. Figure: Willingness to travel longer in time thus having lower environmental impact

47% is willing to take a longer journey in time to pose less impact on the environment.



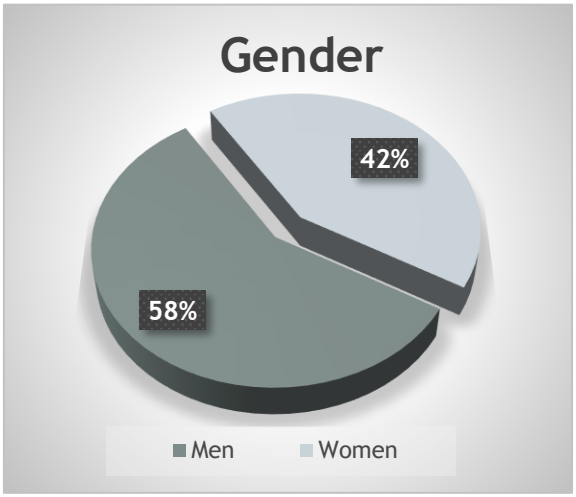
15. Figure: Level of satisfaction of arriving respondent of different transport modes according to some specific factors

The arriving respondents declared their satisfaction of different transport alternatives according to specific factors on a scale between 0 and 10. Many of the evaluations are based on previous experience or on projections and not on the perception right before the survey as the passengers just arrived to the Budapest Airport. Due to the general expectation prior to the real journey these values shall be regarded more like a general evaluation of the transport alternative, rather than the actual service they received. The transport alternatives are distinguished by colours. The first column of the same colour always shows the value for those passengers that declared that they would definitely use the transport, whereas the second one shows the value for those, that considered taking this more. The latter includes the first category too.

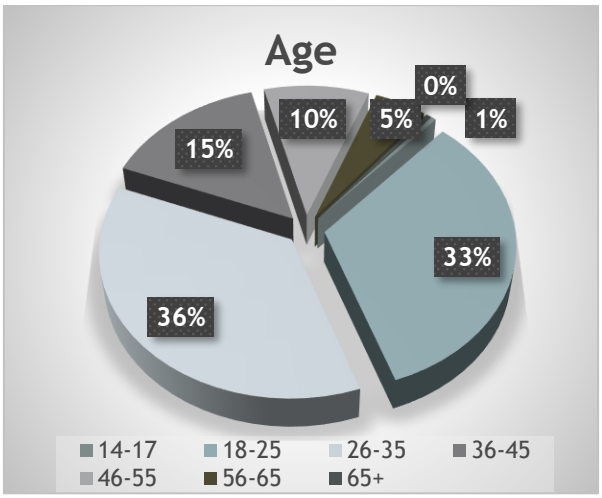
The arriving rank to the car transport the highest when they are driving with own car, or travelling as a passenger. Car rental service is comparable to taxi service and the lowest ranked transport mode is the public transport. The worst general opinion is about the combined train and local public transport combination.

2.3. Passenger profile of departing respondents

The passenger profile consists of the general data about the respondents' gender, age, educational background, occupation, and how frequently the passengers fly.

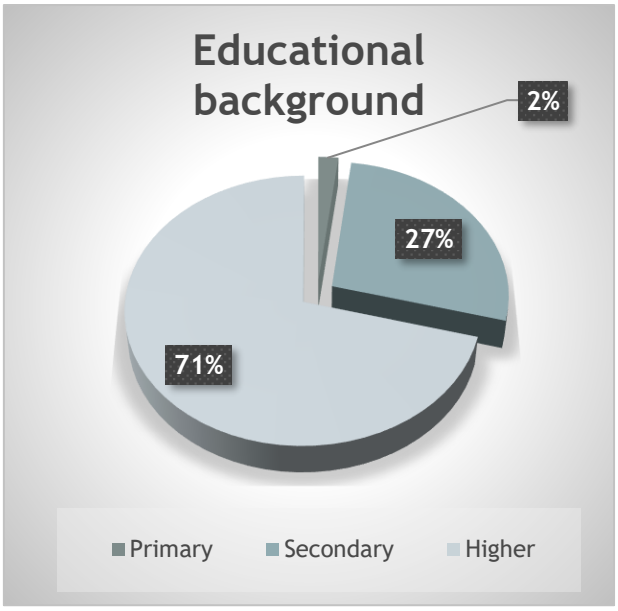


16. Figure Gender ratio of the departing respondents

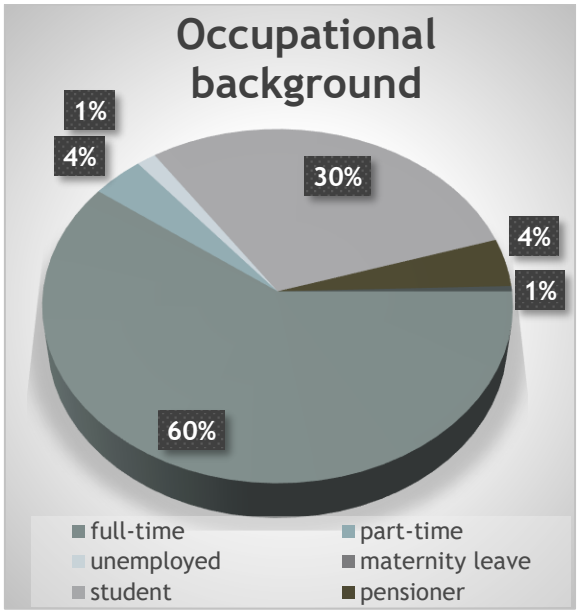


17. Figure Age distribution of the departing respondents

The ratio of responding men and women 58-42%. The age group distribution is higher than in case of the arriving passengers. Young people between the age of 18 and 35 make up 69% of the respondents. This is a high proportion compared to others age groups, that are underrepresented in this survey.

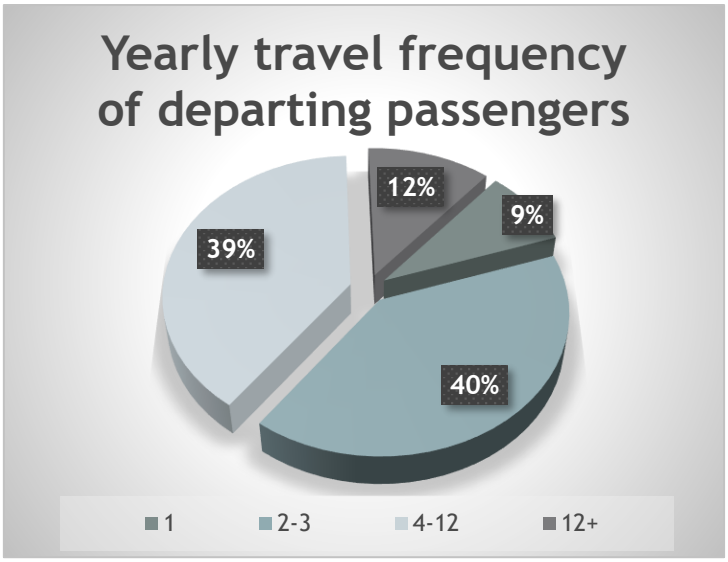


18. Figure Educational background of the departing respondents



19. Figure Occupational background of the departing respondents

98% of the departing respondents holds has at least secondary education. 71% of all respondents has graduated at a university or collage. 6 out of 10 respondents work full time, while 3 out of 10 respondents study in higher education.

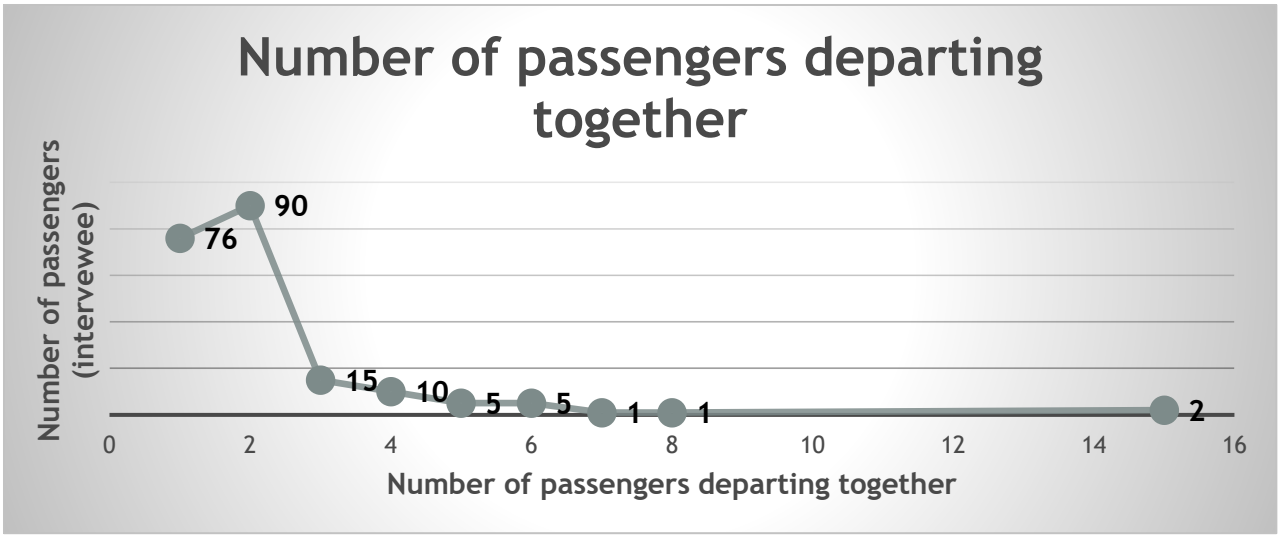


20. Figure Annual average number of travels of the departing respondents

1 out of 10 respondents travel only once a year, while 9 out of 10 travel more than 2 times a year. 4-4 2-3 and 4-12 times. 1 person out of 10 travels once a months on average at an annual basis.

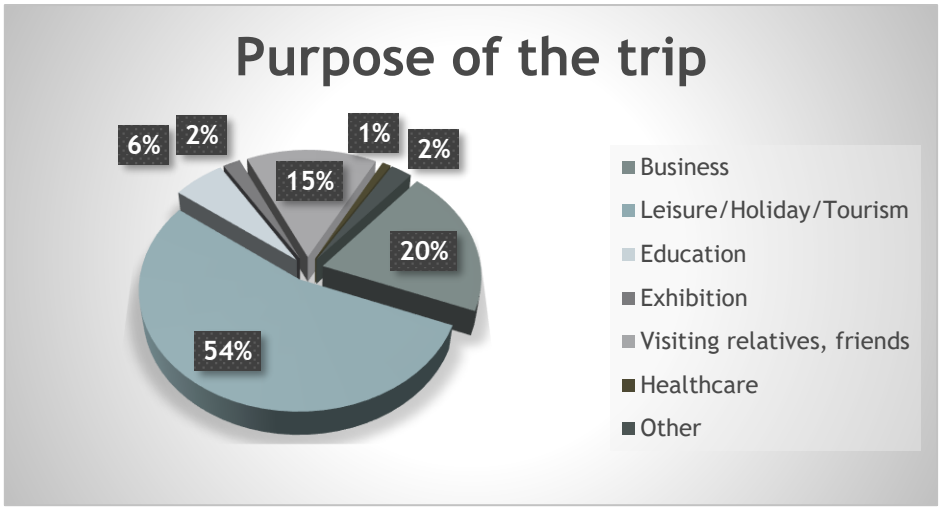
2.4. Mobility pattern of departing respondents

Comparable to the profile of the arriving respondents, in this section we introduce the collected information about the actual travels and the perception of the departing respondents. The surveying of the travellers occurred in the departure halls of Budapest Airport Terminal 2A and 2B.



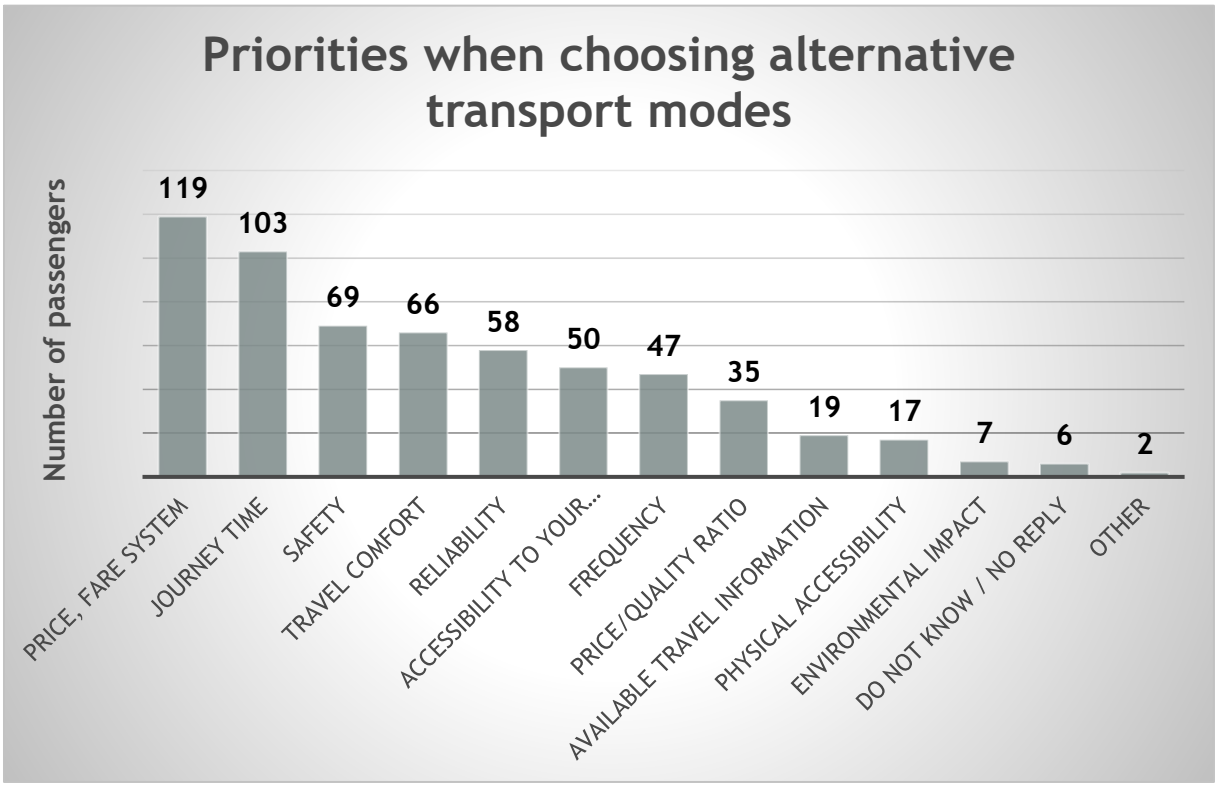
21. Figure Number of passengers travelling in a group

More responding passengers tend to depart alone or with one person accompanying, than arriving. Every fifth respondent was travelling in a group at least 3 people.



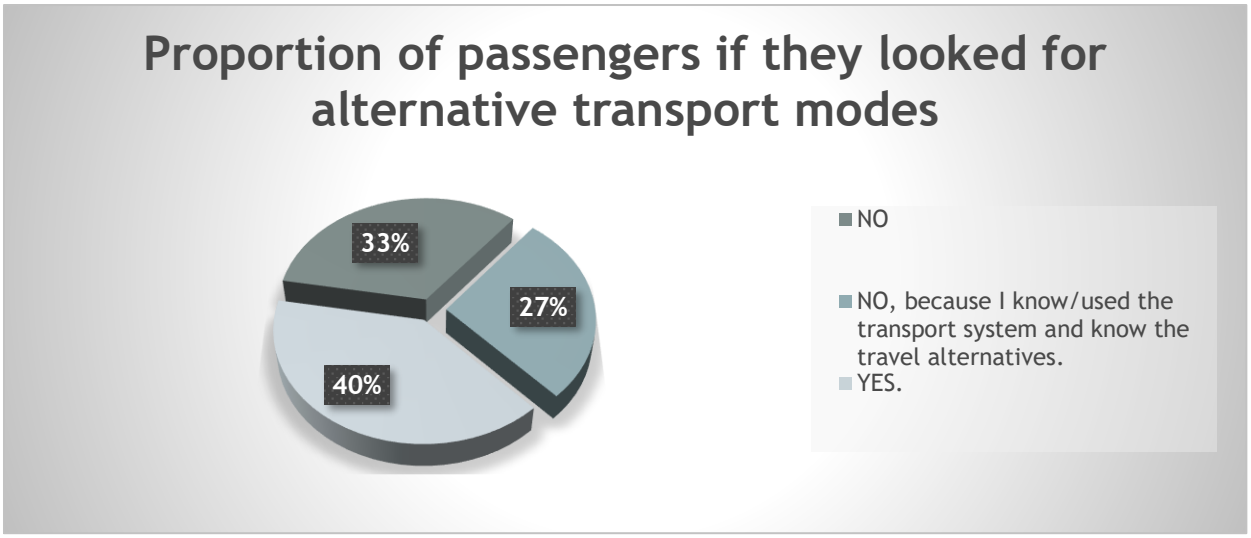
22. Figure Purpose of the trip

Despite the time of the survey was low season, 54% of the departing respondents indicated tourism as the purpose of the visit. Business made up 20% of the declared travels, and visiting family, friends 15%.



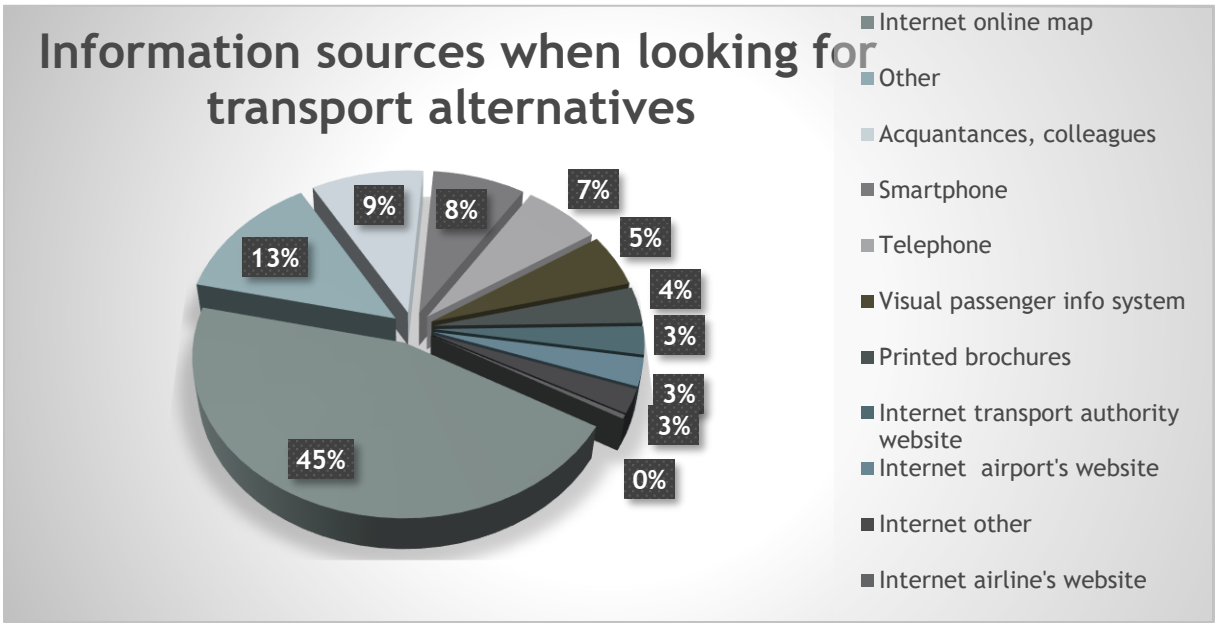
23. Figure Decisive factors when choosing transport alternative to the airport

When it comes to choose transport mode to the airport, the price, the journey time, the safety and travel comfort plays a role when making decision.



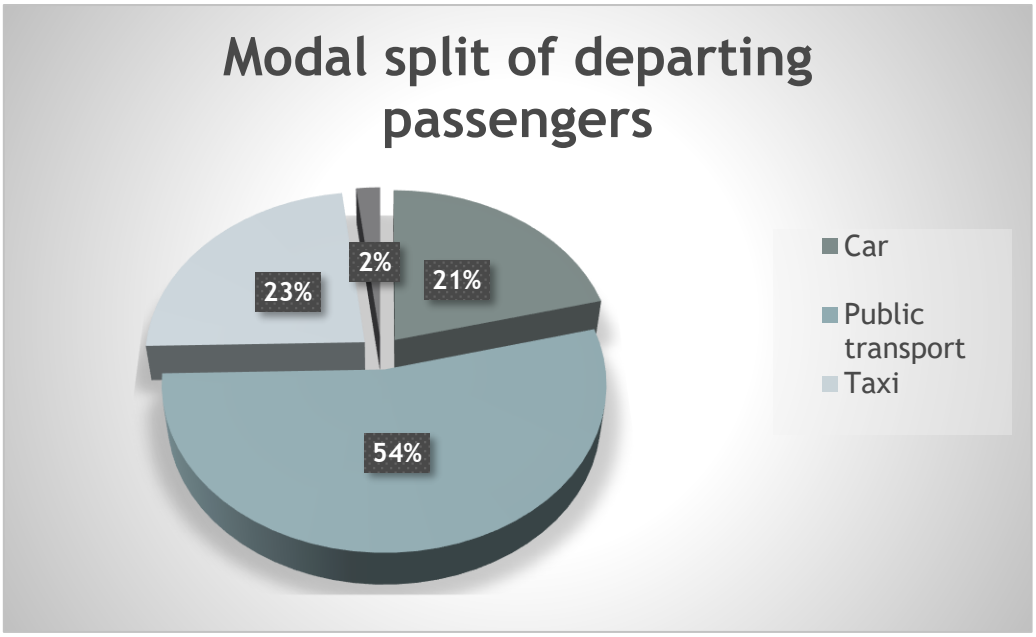
24. Figure Ratio of respondents who looked for transport alternatives before the trip to Budapest Airport

40% of the travellers looked for different alternative transport modes to the airport from their origin, however, 60% did not. 27% knows the system and the alternatives, 33% simply due to other reason.



25. Figure Share of information sources when looking for transport alternatives

The most popular way of obtaining information about the alternatives is the online maps and route planners that make up 45% of the searches among the departing respondents. 9% relies on acquaintance or colleagues, while 8% uses smartphone application, and 7-5-4% use telephone, visual passenger information, printed brochures as conventional ways of getting information. The website of the transport authority (3%), the airport (3%) or the airlines (0%) is not very often used to get information about the transport alternatives.



26. Figure Modal split of the departing respondents

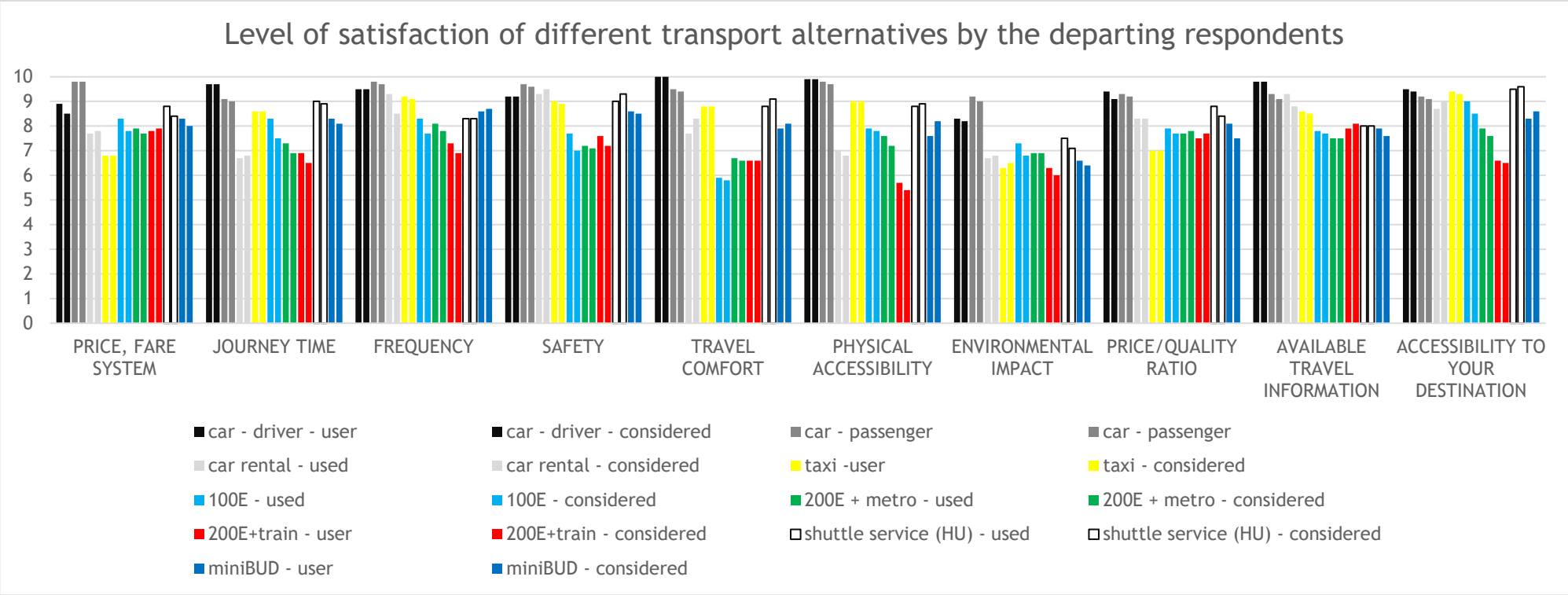
The data about the departing passengers is more reliable, as the declared information is based on a actually happened journey the airport. 54% of the respondents arrived to the airport by public transport. 23% used the taxi to arrive to the airport, while 21% used family, company or rented car. Other transport means are marginal, and made up only 2% of the travels.

30% changed transport mode from their origin, while 70% arrived directly to the airport without changing transport mode.

52% would consider using other transport mode, if they had more information about them, while 48% is content with the travel mode, would not change.

66% of the respondent gladly choose a transport mode, if that had a lower environmental impact than the usual mode they travel. However, less than half (48%) of the departing respondent would take a transport mode, if that is slower, cheaper and less polluting than the usual transport mode they take. Only 33% of the respondents would spend more money on the trip to the airport, if they knew, it had lower environmental impact.

Responding passengers arrive to the airport 125 minutes before their flight departure on average ranging from 60 to 180 minutes. The majority of the respondents travelled about 20-60 minutes to reach the airport.



27. Figure: Level of satisfaction of different transport alternatives according to some specific factors by the departing respondents

The departing respondents declared their satisfaction of different transport alternatives according to specific factors on a scale between 0 and 10. These evaluations are based on real, and fresh experience, how they according to their journey experience to the Budapest Airport. These values are regarded more creditable than in case of the arriving passengers. The transport alternatives are distinguished by colours. The first column of the same colour always shows the value for those passengers that declared that they would definitely use the transport, whereas the second one shows the value for those, that considered taking this more. The latter includes the first category too.

The departing passenger gave the highest rank to the car transport mode including when they are driving, or travelling as a passenger. It is followed by the shuttle services within Budapest or in Hungary, while the lowest ranked transport mode are the public transport.

3. Conclusions

The survey provide a snapshot of the landside mobility pattern of the passengers at the Budapest Airport in the low season, February 2018 according to more than 400 respondents.

The methodology, implementation conditions and the composition of the respondents might hold limitation to the survey.

Men, young people between the age of 18-35, respondents with higher educational background, working full-time or beings students are overrepresented in the survey. Generally in the low season about 50% of the trips are made with purpose of holidays, and 20% are with business purpose, that proportion may change over the year, especially in summertime. The low season, relatively low fares might attract the younger generation with less purchasing power to fly. 50-60% of the respondents fly at least every quarter of the year, meaning that mostly regular fliers completed the survey.

The most frequently mentioned factor at the choice of transport mode is the price. Arriving passenger take into account travel comfort and journey time too, whereas departing passengers have the journey time and safety as secondary and tertiary priorities when making decision about the travel alternative. Only one-quarter of the arriving passengers stated that they looked for the transport mode prior to the journey, whereas for departing passengers, that was 40%. For the latter group, the landside journey was over, whereas the arriving group had more time and chance to decide about the transport mode on the spot.

The revealed modal split of the arriving respondent shows, that car transport dominates the share of the transport modes by 59% taxi and other car use together. Public transport has a share of 40%. 54% of the departing passengers use the private, whereas car transport makes up only 44% that is considerably lower than for arrival. The difference may derive from the more time for planning and the better learnt local conditions. The level of satisfaction with individual motorized transport is the highest. This was projected in the DT1.2.3 analysis about the transport system, because Budapest Airport is almost exclusively accessible by road, and most of the development was carried out in that transport mode. The car users prefer driving or travelling as a passenger too. Public transport has a lower level of satisfaction among the users, due to its complexity, less developed infrastructure than road transport and the low cooperation level of service providers that was revealed in DT1.2.3. More than half of the passengers is seeking for new information about other transport alternatives, whereas the other part of travellers got used or know to the transport system, they are content with the way they travel. 47% and 66% of the arriving and departing respondent are willing to use more transport modes that have less environmental impact that is theoretical value in reality when it comes to decision, environmental impact was not among the major decisive factors.

This survey provide a good description of the status of the landside mobility pattern taken in February 2018. Longer trends and better conclusions could be drawn if the survey consequently continued over a longer period with regular surveying in order to identify trends and seasonal effects. This action would go beyond the scope of the LAirA project, however it is highly recommended to the Budapest Airport to regularly monitor landside transport and the changes that their future developments may induce.

4. ANNEXES

Annex I. – Arrival passenger survey, English version

Passenger survey (ARRIVAL)

Venue: Date & Time Name of Researcher Weather conditions

1. **General passenger data**
   - 1.1. **Gender:** Male / Female
   - 1.2. **Age** 14-17 18-25 26-35 36-45 46- 55 56-65 65+
   - 1.3. **Education:** Primary / Secondary (vocation/high school) / Higher education (BSc, MSc, PhD etc.)
   - 1.4. **Occupation:** full time / part time / unemployed / maternity leave / student / pensioner / other
   - 1.5. **Nationality** (If more, list)
   - 1.6. **Country of residence** Where have you stayed/lived in the last 12 months?
   - 1.7. **How often do you fly a year?** (# of return flights) 1 2-3 4-12 12+
2. **General data concerning the journey**
   - **2.1. City of departure?**
   - **2.2. Flying in / return flight / transfer?**
   - **2.3. Purpose of your trip:**

Business	leisure/holiday/tourism	education	exhibition	visiting relatives & friends	healthcare	other

   - **2.4. How many people travel in your group including you?**
3. **Accommodation**
   - **3.1. Where will you travel from the airport?**
     - a) Home: (ZIP code/city/country)
     - b) Budapest downtown / suburbs / agglomeration
     - c) Hotel: name+city
     - d) Other
   - **3.2. Will you stay overnight on the way to your final destination?**
4. **Prior to your journey**
   - **4.1. How and where did you obtain information about transport modes from the airport to your destination?**
     - a) Internet
       - Online map (e.g. Google, Bing)
       - Transport authority's/provider's website namely:

Airline's website:

Airport's website

Other (namely):

b) Smartphone application. If so, which one?

c) Printed brochures

d) Telephone

e) Acquaintances, colleagues

f) Haven't looked for any option yet

g) Other (namely):

4.2. Based on what priorities do you make decision when choosing the means of transport to your destination from the airport? Please, prioritize the most important 3 elements below.

PRICE, FARE SYSTEM	JOURNEY TIME	RELIABILITY	FREQUENCY	SAFETY	TRAVEL COMFORT	PHYSICAL ACCESSIBILITY	ENVIRONMENTAL IMPACT	PRICE/QUALITY	AVAILABLE TRAVEL INFORMATION	ACCESSIBILITY TO YOUR DESTINATION	DO NOT KNOW / NO REPLY

4.3. Have you looked for the transport alternatives, how you could reach your destination after landing at Budapest Airport?

a) NO, I will do it right now.

b) NO, they pick me up.

c) NO, because I know/used the transport system and know the travel alternatives. If so, which transport modes do you know? [TABLE]

d) YES.
If so, indicate, which ones have you found in the TABLE below.

4.4. Which other travel modes have you considered / know? [TABLE]

4.5. Please, rate ONLY the considered/known travel modes according to some aspects on a scale from 1 to 10. 1 - very bad, 10 – outstanding. (No need to fill in all options!) [TABLE]

4.6. If you had much more information about transport modes, would you consider other transport means? YES NO

4.7. Would you consider travelling longer in time by having a lower environmental impact journey than usual? YES NO

4.8. Would you consider travelling longer in time for lower price by having a lower environmental impact journey than usual? YES NO

5. Any suggestion how to make the accessibility better to and from the airport?

	FOUND ALTERNATIVE / KNOW FROM EARLIER	CONSIDERED	WILL SELECT THIS MODE	PRICE, FARE SYSTEM	JOURNEY TIME	FREQUENCY	SAFETY	TRAVEL COMFORT	PHYSICAL ACCESSIBILITY	ENVIRONMENTAL IMPACT	PRICE/QUALITY RATIO	AVAILABLE INFORMATION	ACCESSIBILITY TO YOUR DESTINATION	DO NOT KNOW / NO REPLY
Private car / company car + Parking (driver)														
Family/friend pick-up (passenger)														
Car rental														
Carpooling														
Taxi														
Local public transport (200E + metro/other PT)														
Local public transport (100E)														
Regional bus (200E + Volán)														
train (200E + train from Ferihegy railway station to Bp)														
train (200E + train from Ferihegy railway station to other cities/abroad) Namely:														
Shuttle service (miniBUD)														

Shuttle service (HU)															
Shuttle service (abroad)															
Tourist/international coach															
Other:															

Passenger survey (DEPARTURE)

Venue: Date & Time Name of Researcher Weather conditions

1. **General passenger data**
   - 1.1. **Gender** Male / Female
   - 1.2. **Age** 14-17 18-25 26-35 36-45 46- 55 56-65 65+
   - 1.3. **Education** Primary / Secondary (vocation/high school) / Higher education (BSc, MSc, PhD etc.)
   - 1.4. **Occupation:** full time / part time / unemployed / maternity leave / student / pensioner / other
   - 1.5. **Nationality** (If more, list)
   - 1.6. **Country of residence** Where have you stayed/lived in the last 12 months?
   - 1.7. **How often do you fly a year?** (# of return flights) 1 2-3 4-12 12+
2. **General data concerning the journey**
   - **2.1. Destination of your flight?**
   - **2.2. Destination of your trip?**
   - **2.3. Flying out / return trip / transfer?**
   - **2.4. Purpose of your trip:**

Business	leisure/holiday/tourism	education	exhibition	visiting relatives & friends	healthcare	other

   - **2.5. How many people travel in your group including you?**
3. **Accommodation**
   - **3.1. Where did you stay overnight before this journey?**
     - a) Home: (ZIP code/city + country)
     - b) Budapest downtown / suburbs / agglomeration
     - c) Hotel (name + city):
   - **3.2. Have you stopped for overnight stay before your flight?**
4. **Prior to your journey**
   - **4.1. How and where did you obtain information about the transport alternatives?**
     - a) Visual passenger information system (static or dynamic info board/ timetable/info screen)
     - b) Internet
       - Online map (e.g. Google, Bing)
       - Transport authority/provider's website namely:
       - Airline's website
       - Airport's website
       - Other (namely):
     - c) Smartphone application. If so, which one?
     - d) Printed brochures
     - e) Telephone
     - f) Acquaintances, colleagues
     - g) Other (namely):
   - **4.2. Have you looked for the transport mode alternatives to get to the airport?**

     a) NO.

b) NO, because I know/used the transport system and know the travel alternatives. If so, please list the travel alternatives [TABLE]

c) YES. If so, please list, which transport modes have you found [TABLE]

4.3. Based on what priorities have you made your decision when choosing the transport mode to the airport? Please, prioritize the most important 3 elements below.

PRICE, FARE SYSTEM	JOURNEY TIME	RELIABILITY	FREQUENCY	SAFETY	TRAVEL COMFORT	PHYSICAL ACCESSIBILITY	ENVIRONMENTAL IMPACT	PRICE/QUALITY	AVAILABLE TRAVEL INFORMATION	ACCESSIBILITY TO YOUR DESTINATION	DO NOT KNOW / NO REPLY	OTHER:

4.4. Which transport modes have you considered reaching the airport before this trip? [TABLE]

4.5. Please, <u>rate ONLY the travel modes you considered / know</u> according to some aspects on a scale from 1 to 10. 1 - very bad, 10 – outstanding. [TABLE]

4.6. Which transport mode have you taken? [TABLE]

4.7. Did you have to change transport mode?

4.8. How long did it take to reach the airport from your accommodation? [min]

4.9. How much time before the take off have you arrived to the airport? [min]

4.10. If you had much more information about other transport modes, would you consider using them?	YES	NO
4.11. Would you consider travelling by having a lower environmental impact journey than usual?	YES	NO
4.12. Would you consider travelling longer in time for lower price by having a lower environmental impact journey than usual?	YES	NO
4.13. Would you consider travelling for a higher price by having a lower environmental impact journey than usual?	YES	NO

	FOUND ALTERNATIVE / KNOW FROM EARLIER	CONSIDERED	USED THIS MODE	PRICE, FARE SYSTEM	JOURNEY TIME	FREQUENCY	SAFETY	TRAVEL COMFORT	PHYSICAL	ENVIRONMENTAL IMPACT	PRICE/QUALITY RATIO	AVAILABLE INFORMATION	ACCESSIBILITY TO YOUR DESTINATION	DO NOT KNOW / NO REPLY
Private car / company car + Parking (driver)														
Family/friend pick-up (passenger)														
Car rental														
Carpooling														
Taxi														
Local public transport (200E + metro/other PT)														
Local public transport (100E)														
Regional bus (200E + Volán)														
train (200E + train from Ferihegy railway station to Bp)														
train (200E + train from Ferihegy railway station to other cities/abroad) Namely:														
Shuttle service (miniBUD)														

Shuttle service (HU)															
Shuttle service (abroad)															
Tourist/international coach															
Other:															

5. **<u>Please give some feedback about your trip from your origin of your journey to the airport</u>**

5.1. Was it easy to use and travel with the chosen transport mode?

5.2. Was it easy to find information about the concerned transport mode prior the journey?

5.3. How did you find the price/ratio of your journey?

5.4. How did you find the parking situation (if relevant)

6. **Problems & experience & suggestions encountered. Idea how to make the transport better?**

Annex III. - Arrival passenger survey, Hungarian version

Utaskérdőív (ÉRKEZŐ)

Helyszín	Dátum és időpont	Kérdezőbiztos neve	Időjárás

1. Általános utas adatok

1.1. **Nem:** Férfi / Nő

1.2. **Életkor** 14-17 18-25 26-35 36-45 46- 55 56-65 65+

1.3. **Végzettség:** általános / középfokú (szakközép, gimnázium) / felsőfokú (főiskola, egyetem)

1.4. **Foglalkozás:** teljes munkaidő / részmunkaidő / munkanélküli / GYES / diák / nyugdíjas / egyéb

1.5. **Állampolgárság(ok):**

1.6. **Lakóhely (ország):** Hol tartózkodott az elmúlt 12 hónapban a legtöbbet?

1.7. **Milyen gyakran repül egy évben?** (oda-vissza utak száma) 1 2-3 4-12 12+

2. Általános adatok az utazással kapcsolatban

2.1. Kiindulási hely? (város, ország)

2.2. Beutazás / Visszaút / Átszállás?

2.3. Az utazás célja?

Üzleti	szabadidő / turizmus	oktatás	kiállítás	barát vagy rokonlátogatás	egészségügyi	egyéb

2.4. Mennyien utaznak Önnel együtt Önt is beleszámolva?

3. Szállás

3.1. Hová utazik a repülőtérről, hol fog megszállni ezt követően?

a) Otthon (IRSZ / város / ország)

b) Budapest belváros / külváros / agglomeráció

c) Hotel neve + város

d) Egyéb:

3.2. A végső úticél elérése előtt tervez-e megszállni valahol útközben?

4. Az utazás előtt

4.1. Milyen szempontok, prioritások alapján választ közlekedési módot, amikor a repülőtérről az úticéljához vezető útról dönt? Kérem, válassza ki a 3 legfontosabb szempontot az alábbi listából és tegye sorrendbe azokat.

ÁR ÉS		ELÉRÉSI IDŐ	MEGBÍZHATÓSÁG	GYAKORISÁG	BIZTONSÁG	UTAZÁSI KÉNYELEM	AKADÁLYMENTESSÉG, FIZIKAI MEGKÖZELÍTHETŐSÉG	KÖRNYEZETI HATÁS	ÁR-ÉRTÉK ARÁNY	ELÉRHETŐ UTAZÁSI INFORMÁCIÓ	AZ ÚTICÉL ELÉG JÓ /KÖZELI MEGKÖZELÍTHETŐSÉG	NEM TUDOM / NEM VÁLASZOL	EGYÉB:

4.2. Keresett-e már közlekedési alternatívát, hogy miként érheti el úticélját a Liszt Ferenc nemzetközi repülőtérről?

a) NEM, majd most teszem ezt meg..

b) NEM, mert kijönnek elém.

c) NEM, mert ismerem/már használtam a közlekedési rendszert és ismerem az alternatívákat. Ez esetben kérem, nevezze meg, milyen közlekedési módokat ismer? [TÁBLÁZAT]

d) IGEN.
Ez esetben kérem, nevezze meg, milyen közlekedési módokat talált. [TÁBLÁZAT]

4.3. Mely közlekedési módokat mérlegelt vagy melyeket ismeri? [TÁBLÁZAT]

4.4. Értékelje CSAK azokat a közlekedési módokat, amelyeket mérlegelt vagy ismer egy 1-től 10-ig terjedő skálán a következő szempontok szerint. 1-es a nagyon rossz, pocsék, 10-es a kiváló osztályzat. (tehát nem kell minden módot értékelni) [TÁBLÁZAT]

4.5. Melyik közlekedési módot fogja választani? [TÁBLÁZAT]

4.6. Meg tudja-e tippelni, mennyi időbe telik majd eljutni az úticéljához? [perc]

4.7. Hogyan és hol keresett és talált információkat arról, hogy milyen közlekedési módokkal érheti el az úticélját a repülőtérről? Ha tudja, nevezze meg.

a) Internet

Online térkép/útvonaltervező (e.g. Google, Bing)

Közlekedési hatóság/szolgáltató weboldala:

A légitársaság weboldala:

A repülőtér weboldala:

Egyéb:

b) Okostelefon alkalmazás:

c) Nyomtatott kiadvány

d) Telefon

e)Másoktól pl. családtagoktól, ismerősöktől, munkatársaktól

f) Eddig még nem néztem utána

g) Egyéb (mégpedig):

4.8. Ha több információja lenne, akkor mérlegelné-e más közlekedési módok választását? IGEN NEM

4.9. Választana-e egy időben hosszabb utazást a repülőtérre, amely kisebb környezeti terheléssel jár, mint egy átlagos út?	IGEN	NEM
4.10. Választana-e egy időben hosszabb, de olcsóbb utazást, amely kisebb környezeti terheléssel jár, mint egy átlagos út?	IGEN	NEM

5. **Van-e bármilyen ötlete, javaslata, hogy miként lehetne javítani a repülőtér közlekedési elérhetőségét az ön úticéljához?**

	MEGTALÁLTA / KORÁBBRÓL ISMERT	MÉRLEGELT KÖZLEKEDÉSI MÓDOK	EZZEL FOGOK UTAZNI	ÁR ÉS TARIFARENDSZER	ELÉRÉSI IDŐ	GYAKORISÁG	BIZTONSÁG	UTAZÁSI KÉNYELEM	AKADÁLYMENTESSÉG, FIZIKAI	KÖRNYEZETI HATÁS	ÁR-ÉRTÉK ARÁNY	ELÉRHETŐ UTAZÁSI INFORMÁCIÓ	AZ ÚTICÉL ELÉG JÓ /KÖZRLI MEGKÖZELÍTHETŐSÉGE	NEM TUDOM / NEM VÁLASZOL
Magán / céges auto + parkolás (sofőrként)														
Család/barát jön érte (utasként)														
Autókölcsönzés														
Telekocsi														
Taxi														
Helyi közösségi közlekedés (200E + metró/egyéb KK)														
Helyi közösségi közlekedés (100E)														
Helyközi busz (200E + Volán)														
Vonat (200E + vonat Ferihegy vasúti megállótól Budapestre)														
Vonat (200E + vonat Ferihegy vasúti megállóhelyről egyéb városokba/külföldre) Mégpedig:														

Transzfer (miniBUD)															
Transzfer (vidék)															
Transzfer (külföld)															
Nemzetközi/szervezett turista buszjárat															
Egyéb:															

Annex IV. - Departure passenger survey, Hungarian version

Utaskérdőív (INDULÁS)

Helyszín	Dátum és időpont	Kérdezőbiztos neve	Időjárás

1. Általános utas adatok

1.1. Nem: Férfi / Nő
1.2. Életkor 14-17 18-25 26-35 36-45 46- 55 56-65 65+
1.3. Végzettség: Általános / középfokú (szakközép, gimnázium) / felsőfokú (főiskola, egyetem)
1.4. Foglalkozás: teljes munkaidő / részmunkaidő / munkanélküli / GYES / diák / nyugdíjas /egyéb
1.5. Állampolgárság(ok):
1.6. Lakóhely (ország): Hol tartózkodott az elmúlt 12 hónapban a legtöbbet?
1.7. Milyen gyakran repül egy évben? (oda-vissza utak száma) 1 2-3 4-12 12+

2. Általános adatok az utazással kapcsolatban

2.1. Repülési úticél?
2.2. Az utazás végcélja?
2.3. Indulás-kirepülés / Visszaérkezés / átszállás
2.4. Az utazás célja:

Üzleti	szabadidő / turizmus	oktatás	kiállítás	barát vagy rokonlátogatás	egészségügyi	egyéb

2.5. Mennyien utaznak Önnel együtt Önt is beleszámítva?

3. Szállás

3.1. Hol szállt meg a mostani utazás előtt?
a) Otthon (IRSZ / város / ország):
b) Budapest belváros / külváros / agglomeráció
c) Hotel neve + város:
d) Egyéb
3.2. A mostani repülés előtt megszállt-e valahol éjszakára?

4. Az utazás előtt

4.1. Milyen szempontokat mérlegelésével választja ki a közlekedési módot, amikor dönt, hogy miként jusson el a repülőtérre? Kérem, válassza ki a 3 legfontosabb szempontot az alábbi listából és tegye sorrendbe azokat.

ÁR ÉS ELÉRÉSI IDŐ	MEGBÍZHATÓSÁG	GYAKORISÁG	BIZTONSÁG	UTAZÁSI KÉNYELEM	AKADÁLYMENTESSÉG, FIZIKAI MEGKÖZELÍTHETŐSÉG	KÖRNYEZETI HATÁS	ÁR-ÉRTÉK ARÁNY	ELÉRHETŐ UTAZÁSI INFORMÁCIÓ	AZ ÚTICÉL ELÉG JÓ /KÖZELI MEGKÖZELÍTHETŐSÉG	NEM TUDOM / NEM VÁLASZOL	EGYÉB:

4.2. Keresett-e közlekedési alternatívákat, hogy kiként juthat el a repülőtérre?

a) NEM.

b) NEM, mert ismerem / hozzászoktam a közlekedési rendszerhez és ismerem az alternatív utazási módokat.
Ez esetben, nevezze meg az alternatívákat ismer. [TÁBLÁZAT]

c) IGEN. Ez esetben sorolja fel, milyen közlekedési alternatívákat talált meg [TÁBLÁZAT]

4.3. Hogyan és hol keresett és szerzett információkat a repülőtérre való eljutási módokról?

a) Vizuális utastájékoztató rendszer (statikus, dinamikus infótábla, menetrend, FUTÁR stb)
b) Internet

Online térkép/útvonaltervező (pl. Google, Bing)

Közlekedési hatóság/szolgáltató weboldala mégpedig:

A légitársaság weboldala:

A repülőtér weboldala:

Egyéb (mégpedig):

c) Okostelefon alkalmazás (mégpedig):
c) Nyomtatott kiadvány
d) Telefon
e) Barátoktól, ismerősöktől, munkatársaktól stb.
g) Egyéb (mégpedig):

4.4. Mely közlekedési módokat mérlegelt a reptérre utazás előtt vagy melyeket ismeri? [TÁBLÁZAT]

4.5. Értékelje CSAK azokat a közlekedési módokat, amelyeket mérlegelt vagy ismer egy 1-től 10-ig terjedő skálán a következő szempontok szerint. 1-es a nagyon rossz, pocsék, 10-es a kiváló osztályzat. (tehát nem kell minden módot értékelni) [TÁBLÁZAT]

4.6. Melyik közlekedési módo(ka)t választotta? [TÁBLÁZAT]

4.7. Szükséges volt-e átszállni a reptérre tartó út során?

4.8. Mennyi időbe tartott az út a kiindulóponttól/szállástól a repülőtérig? [perc]

4.9. Mennyi idővel az indulás előtt érkezett a repülőtérre? [perc]

4.10. Ha több információja lett volna, akkor mérlegelte volna egyéb közlekedési módok választását is?	IGEN	NEM
4.11. Választana-e egy, az átlagosnál kisebb környezeti terheléssel járó közlekedési módot?	IGEN	NEM
4.12. Választana-e egy időben hosszabb, de olcsóbb utazást, amely kisebb környezeti terheléssel jár, mint egy átlagos út?	IGEN	NEM
4.13. Választana-e egy drágább utazási módot, amelynek az átlagosnál alacsonyabb a környezeti terhelése?	IGEN	NEM

5. **<u>Kérem, röviden adjon visszajelzést arról, milyen volt az útja a szállásától/kiindulási pontról a repülőtérig?</u>**

5.1. **Könnyű volt-e utazni a kiválasztott közlekedési módokkal?**

5.2. **Könnyen talált-e információt a szóban forgó kiválasztott közlekedési módról az utazás előtt?**

5.3. **Milyennek találja az utazás ár-érték arányát?**

5.4. **Ha autóval jött, milyennek találta a parkolási viszonyokat?**

6. **Az utazás során milyen pozitív és negatív tapasztalatokat szerzett, problémákkal találkozott? <u>Vannak-e javaslatai, hogy miként lehetne javítani a repülőtér megközelíthetőségét?</u>**

	MEGTALÁLTA / KORÁBBRÓL ISMERT ALTERNATÍVÁK	MÉRLEGELT KÖZLEKEDÉSI MÓDOK	EZZEL UTAZTAM	ÁR ÉS	ELÉRÉSI IDŐ	GYAKORISÁG	BIZTONSÁG	UTAZÁSI KÉNYELEM	AKADÁLYMENTESSÉG, FIZIKAI MEGKÖZELÍTHETŐSÉG	KÖRNYEZETI HATÁS	ÁR-ÉRTÉK ARÁNY	ELÉRHETŐ UTAZÁSI INFORMÁCIÓ	AZ ÚTICÉL ELÉG JÓ /KÖZRLI MEGKÖZELÍTHETŐSÉG	NEM TUDOM / NEM VÁLASZOL
Magán / céges autó + parkolás (sofőrként)														
Magán / céges autó (utasként)														
Autókölcsönzés														
Telekocsi														
Taxi														
Helyi közösségi közlekedés (200E + metró/egyéb KK)														
Helyi közösségi közlekedés (100E)														
Helyközi busz (200E + Volán)														
Vonat (Bp.-ről Ferihegy vasúti megállóig + 200 E)														
Vonat (Ferihegy vasúti megállóhelyig Mo.-ról/külföldről + 200E)														
Transzfer (miniBUD)														

Transzfer (vidék)															
Transzfer (külföld)															
Nemzetközi/szervezett turista buszjárat															
Egyéb:															