

### How do you evaluate a journey?

In your role as a passenger, you evaluate an ordinary trip with HTM that you would have been taking anyway. The evaluation covers one single journey on an HTM bus or tram. If you changed trams or buses during the trip, that counts as two journeys. Pick one single journey to evaluate.

#### Write down or memorise at the very least:

- the date
- the line and direction
- the four-digit carriage number
- the stop you started from
- the time you boarded the tram or bus
- the stop you ended at

#### Tram carriage number:

- outside, at the front and on the side
- inside, near the driver and at the back

#### Bus carriage number:

- outside, at the front and back, and by the entrance door
- inside, near the driver



Please use the recording form on the next page of these instructions for your evaluation.

### Different route

Your bus or tram may sometimes take a different route from the one you are used to. You may then have to start or end your journey at a temporary stop. In that case, you should pick 'other stop' for the stop you started from or ended at.

### Scores

You assess several quality aspects of the journey. In most cases you give a score ranging from 1 for 'extremely poor' to 10 for 'excellent'. If any aspect is not applicable, enter "don't know" or "not applicable".

### You should preferably complete the web form as soon as possible after the journey.

Please use the unique link in your e-mail during the journey or as soon as soon as possible afterwards, while it is still fresh in your mind. You can use this link to evaluate one single journey.

### Prizes

Every month, a number of nice prizes will be raffled among the people who gave an evaluation.

### Complaints and questions?

If you have any complaints or questions for HTM, please report them directly to HTM. You can do this using the response form on [htm.nl](http://htm.nl) or call 0900-4864636 / WhatsApp 06-53369754.

Remarks and questions relating to this study can be sent by e-mail to [info@htmpanel.nl](mailto:info@htmpanel.nl).

**Thank you very much for your cooperation!**

**REGISTRATION FORM**

→ → → PLEASE NOTE DOWN YOUR JOURNEY DETAILS BELOW

	<b>journey</b>
journey date:	
starting time:	
line and direction:	
carriage number:	
stop you started from:	
stop you ended at:	
delays or other problems:	

→ → → PLEASE NOTE DOWN YOUR SCORES (1-10) BELOW\*

	<b>score</b>
The journey as a whole	
Finding a seat	
The behaviour of other passengers	
Cleanliness of the tram/bus	
The climate in the tram/bus (temperature, ventilation)	
The stop you started from (clean, undamaged, layout, etc.)	
The information at the stop (departure times, route, etc.)	
The information about delays or other problems	
The journey information in the tram/bus	
The friendliness and courteousness of the staff	
The driver's driving style (starting off, braking, etc.)	
How easy it was to check in and out/buy a ticket	
The punctuality of the tram/bus (running on time)	
The frequency (number of times it runs per hour)	
How safe you felt during the journey	
The journey speed (different route, direct route, etc.)	

\* If any aspect is not applicable, leave the box empty; in the online form, enter "don't know/not applicable".