

**Table A.1** Questionnaire sample (English version) used for this study

No.	Question
<b>Q1</b>	<b>Day of the survey?</b>
	1. <i>Weekday</i>   2. <i>Weekend</i>
<b>Q2</b>	Where do you live? ( <i>Insert area number</i> )
<b>Q3</b>	Where did you start this journey? ( <i>Insert area number</i> )
<b>Q4</b>	How long did it take you to get to the bus stop? ( <i>Insert time</i> )
<b>Q5</b>	Where are you travelling to? ( <i>Insert area number</i> )
	<b>What type of ticket do you have for this journey?</b>
<b>Q6</b>	1. <i>Single (paid cash to driver)</i>   2. <i>Smartcard – Ojra – day pass</i> 3. <i>Smartcard – Ojra – monthly pass</i>   4. <i>Smartcard – Ojra – senior citizen pass</i> 5. <i>Smartcard – Ojra – special need pass</i>
	<b>What is the purpose of your journey today?</b>
<b>Q7</b>	1. <i>Commuting to/from work</i>   2. <i>Travelling to/from education</i> 3. <i>On company business</i>   4. <i>Personal reason (doctor/immigration)</i> 5. <i>Shopping</i>   6. <i>Leisure/visiting friends and family</i>
	<b>How often do you make this journey by bus?</b>
<b>Q8a</b>	1. <i>“5 or more times a week”</i>   2. <i>“2-4 times a week”</i> 3. <i>Once a week</i>   4. <i>“1-3 times a month”</i> 5. <i>Less often</i>   6. <i>First time</i> 7. <i>Never</i>
	<b>How often do you make this journey by car/taxi/walk?</b>
<b>Q8b</b>	1. <i>“5 or more times a week”</i>   2. <i>“2-4 times a week”</i> 3. <i>Once a week</i>   4. <i>“1-3 times a month”</i> 5. <i>Less often</i>   6. <i>First time</i> 7. <i>Never</i>
<b>Q9</b>	<b>Which of these statements do you agree with? (Tick all that apply)</b>
	1. <i>I like to live close to where I work</i>   2. <i>I like to live close to my family and friends</i> 3. <i>Travel by bus is the easiest way for me</i>   4. <i>I cannot afford to travel by car or taxi</i> 5. <i>The buses are too crowded</i>   6. <i>I would pay more to travel by bus if I always had a seat</i> 7. <i>My journey is often delayed by traffic congestion</i>
<b>Q10</b>	<b>How satisfied are you with the following aspects of bus service here?</b>
<b>Q10A</b>	<b>Journey time</b>
	1. <i>Very Satisfied</i>   2. <i>Satisfied</i> 3. <i>Neutral</i>   4. <i>Dissatisfied</i> 5. <i>Very Dissatisfied</i>   6. <i>Blank</i>
	<b>Frequency</b>
<b>Q10B</b>	1. <i>Very Satisfied</i>   2. <i>Satisfied</i> 3. <i>Neutral</i>   4. <i>Dissatisfied</i> 5. <i>Very Dissatisfied</i>   6. <i>Blank</i>
	<b>Network coverage</b>
<b>Q10C</b>	1. <i>Very Satisfied</i>   2. <i>Satisfied</i> 3. <i>Neutral</i>   4. <i>Dissatisfied</i> 5. <i>Very Dissatisfied</i>   6. <i>Blank</i>
	<b>Level of fares</b>
<b>Q10D</b>	1. <i>Very Satisfied</i>   2. <i>Satisfied</i>

	3. <i>Neutral</i>	4. <i>Dissatisfied</i>
	5. <i>Very Dissatisfied</i>	6. <i>Blank</i>
	<b>Bus Stop Waiting Area</b>	
Q10E	1. <i>Very Satisfied</i>	2. <i>Satisfied</i>
	3. <i>Neutral</i>	4. <i>Dissatisfied</i>
	5. <i>Very Dissatisfied</i>	6. <i>Blank</i>
	<b>Quality of ride</b>	
Q10F	1. <i>Very Satisfied</i>	2. <i>Satisfied</i>
	3. <i>Neutral</i>	4. <i>Dissatisfied</i>
	5. <i>Very Dissatisfied</i>	6. <i>Blank</i>
	<b>Gender</b>	
Q11A	1. <i>Male</i>	2. <i>Female</i>
	<b>Nationality</b>	
	1. <i>UAE</i>	2. <i>Europe/USA/Australia</i>
Q11B	3. <i>Other Middle East &amp; GCC Countries</i>	4. <i>Africa</i>
	5. <i>India/Pakistan/Srilanka/Bangladesh</i>	6. <i>Philippines</i>
	7. <i>Chinese &amp; other South Asia</i>	8. <i>Other</i>
	<b>Age</b>	
Q11C	1. <i>Under 16</i>	2. <i>16-24</i>
	3. <i>25-34</i>	4. <i>35-44</i>
	5. <i>45-64</i>	6. <i>65+</i>
Q11D	<b>Number of cars in household (insert number)</b>	
Q11E	<b>Do you hold a UAE valid driving licence</b>	
	1. <i>Yes</i>	2. <i>No</i>
	<b>Gross monthly income (AED)</b>	
Q11F	1. <i>Under 1,000</i>	2. <i>1,000-3,000</i>
	3. <i>3,001-5,000</i>	4. <i>5,001-10,000</i>
	5. <i>10,001-20,000</i>	6. <i>Over 20,000</i>
	<b>What type of accomodation do you live?</b>	
Q11G	1. <i>Villa</i>	2. <i>Residential Apartment</i>
	3. <i>Serviced Apartment</i>	4. <i>Hotel</i>
	5. <i>Labour camp</i>	6. <i>Other</i>
	<b>What is your annual rent? (AED)</b>	
Q11H	1. <i>Under 10,000</i>	2. <i>10,000-20,000</i>
	3. <i>20,001 – 40,000</i>	4. <i>40,001 – 60,000</i>
	5. <i>60,001 -100,000</i>	6. <i>Over 100,000</i>
	<b>Employment status</b>	
Q11I	1. <i>Work full-time</i>	2. <i>Work part-time</i>
	3. <i>Seeking work</i>	4. <i>Student</i>
	5. <i>Visitor</i>	6. <i>Retired</i>
	<b>Type of work (if working)</b>	
Q11J	1. <i>Professional</i>	2. <i>Healthcare</i>
	3. <i>Teaching</i>	4. <i>Customer facing</i>
	5. <i>Construction</i>	6. <i>Industrial</i>
	7. <i>Domestic workers</i>	8. <i>Delivery</i>
	9. <i>Other</i>	

**Table A.2** Statistical descriptive distribution of the collected variables

No.	Variable	Mean	Standard Deviation	Variance
Q2	Where do you live? ( <i>Insert area number</i> )	3.76	1.814	3.291
Q3	Where did you start this journey? ( <i>Insert area number</i> )	3.35	1.845	3.405
Q4	How long did it take you to get to the bus stop? ( <i>Insert time</i> )			
Q5	Where are you travelling to? ( <i>Insert area number</i> )	3.38	1.823	3.323
Q6	What type of ticket do you have for this journey?	1.32	0.732	0.536
Q7	What is the purpose of your journey today?	3.25	2.130	4.539
Q8a	How often do you make this journey by bus?	5.20	1.149	1.321
Q8b	How often do you make this journey by car/taxi/walk?	2.94	1.414	2.000
Q9	Which of these statements do you agree with? ( <i>Tick all that apply</i> )			
Q9A	<i>I like to live close to where I work</i>	4.70	2.70	7.301
Q9B	<i>I like to live close to my family and friends</i>	0.66	0.472	0.223
Q9C	<i>Travel by bus is the easiest way for me</i>	0.66	0.475	0.226
Q9D	<i>I cannot afford to travel by car or taxi</i>	0.45	0.497	0.247
Q9E	<i>The buses are too crowded</i>	0.60	0.489	0.240
Q9F	<i>I would pay more to travel by bus if I always had a seat</i>	0.36	0.479	0.229
Q9G	<i>My journey is often delayed by traffic congestion</i>	0.35	0.478	0.228
Q10A	How satisfied are you with journey time of buses?	3.95	0.826	0.682
Q10B	How satisfied are you with frequency of buses?	3.70	0.899	0.809
Q10C	How satisfied are you with network coverage of buses?	3.74	0.890	0.793
Q10D	How satisfied are you with level of fares of buses?	3.37	1.351	1.824
Q10E	How satisfied are you with bus stop waiting area?	2.10	0.676	0.457
Q10F	How satisfied are you with quality of ride on buses?	3.98	0.976	0.953
Q11A	Gender	1.13	0.333	0.111
Q11B	Nationality	5.02	1.070	1.145
Q11C	Age	3.21	0.923	0.851
Q11D	Number of cars in household ( <i>insert number</i> )	0.17	0.392	0.153
Q11E	Do you hold a UAE valid driving licence	1.79	0.411	0.169
Q11F	Gross monthly income (AED)	2.47	1.048	1.099
Q11G	What type of accommodation do you live?	2.52	1.390	1.933
Q11H	What is your annual rent? (AED)	2.09	1.252	1.566
Q11I	What is your employment status?	5.55	1.103	1.216