

SHUTTLE_MarketAnalysis

Q1 Gender

- ☐ Male (1)
- ☐ Female (2)

Q2 What is your age group?

- ☐ 15-19 (1)
- ☐ 20-25 (2)
- ☐ 26-35 (3)
- ☐ 35+ (4)

Q3 Which industry do you belong to?

- ☐ Private Sector (1)
- ☐ Public Sector (2)
- ☐ Self-employed (3)
- ☐ None of the above (4)

If Self-employed Is Selected, Then Skip To What is your work place location? If None of the above Is Selected, Then Skip To How much time do you spend travelling...

Q4 Do you avail office transport facility?

- ☐ Yes (1)
- ☐ No (2)

Q5 What is your work place location?

- ☐ Gurgaon (1)
- ☐ Noida (2)
- ☐ Faridabad (3)
- ☐ Delhi (4)
- ☐ Others (5) _____

Q6 Are you satisfied by the transportation available near your office?

- ☐ Yes (1)
- ☐ No (2)

Q7 How much time do you spend traveling in a day?

- ☐ Less than 30 minutes (1)
- ☐ 30 minutes to 1 hour (2)
- ☐ 1 Hour to 2 hour (3)
- ☐ 2 Hours+ (4)

Q8 What mode of transport do you generally use?

- ☐ Metro (1)
- ☐ Public Buses (2)
- ☐ Personal vehicle (3)
- ☐ Others (4) _____

If Others Is Selected, Then Skip To Are you satisfied with the current tr...If Public Buses Is Selected, Then Skip To Are you satisfied with the current tr...

Q9 Do you have a metro station within 1 km of your house?

- ☐ Yes (1)
- ☐ No (2)

Q10 Are you satisfied with the current transportation available in your area?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Partially (3)

Q11 How much money(in Rs.) do you spend on daily basis for transportation?

- ☐ 0-50 (1)
- ☐ 51-100 (2)
- ☐ 101-150 (3)
- ☐ 150+ (4)

Q12 Do you use e-wallets for payments?

- ☐ Yes (1)
- ☐ No (2)

If No Is Selected, Then Skip To Do you have a mobile internet connect...

Q13 Which wallet do you use the most?

- ☐ Paytm (1)
- ☐ Mobikwik (2)
- ☐ Oxigen (3)
- ☐ Others (4)

Q14 Do you have a mobile Internet connection?

- ☐ Yes (1)
- ☐ No (2)

Q15 Would you prefer a ride with free WIFI?

- ☐ Yes (1)
- ☐ No (2)

Q16 Have you used SHUTTTL services?

- ☐ Yes (1)
- ☐ No (2)

If No Is Selected, Then Skip To Have you heard about SHUTTTL service?

Q17 Have you taken SHUTTTL free rides?

- ☐ Yes (1)
- ☐ No (2)

Q18 Please rate the below SHUTTTL services?

| | Excellent (1) | Good (2) | Average (4) | Poor (5) | Terrible (6) |
|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Travel Comfort (1) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of Booking (2) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Security (3) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timings (4) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q19 Are you happy with the current SHUTTTL pick up points near you?

- ☐ Extremely happy (1)
- ☐ Slightly happy (2)
- ☐ Neither happy nor unhappy (3)
- ☐ Slightly unhappy (4)
- ☐ Extremely unhappy (5) _____

Q20 Please rate the SHUTTTL mobile app

- ☐ 1 (1)
- ☐ 2 (2)
- ☐ 3 (3)
- ☐ 4 (4)
- ☐ 5 (5)

Q21 Are you satisfied with the current price of SHUTTTL services?

- ☐ Extremely satisfied (1)
- ☐ Slightly satisfied (2)
- ☐ Neither satisfied nor dissatisfied (3)
- ☐ Slightly dissatisfied (4)
- ☐ Extremely dissatisfied (5) _____

Q22 Would you recommend SHUTTTL services to your friends?

- ☐ Yes (1)
- ☐ No (2)

If Yes Is Selected, Then Skip To End of SurveyIf No Is Selected, Then Skip To End of Survey

Q23 Have you heard about SHUTTTL service?

- ☐ Yes (1)
- ☐ No (2)

If No Is Selected, Then Skip To End of Survey

Q24 Do you wish to avail our new SHUTTTL services?

- ☐ Yes (1)
- ☐ No (2)
- ☐ May be (3)

Q25 Have a heard about our new program 'First Free Ride'?

- ☐ Yes (1)
- ☐ No (2)

Q26 Which of the following services you prefer?

- ☐ Economical (1)
- ☐ Air conditioned buses (2)
- ☐ Cashless Booking (3)
- ☐ Safety (4)
- ☐ High Frequency (5)
- ☐ High number of pick up points (6)