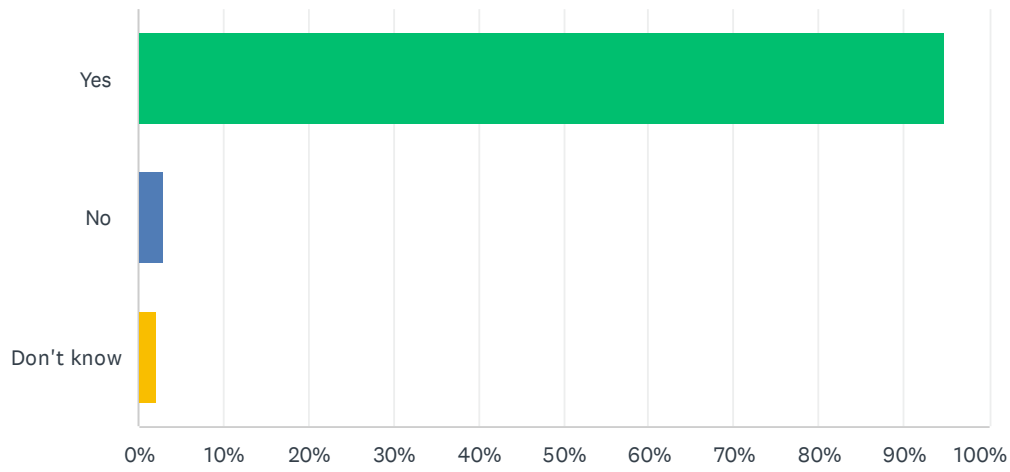


Q1 Do you know there are hydrogen powered buses in Pau?

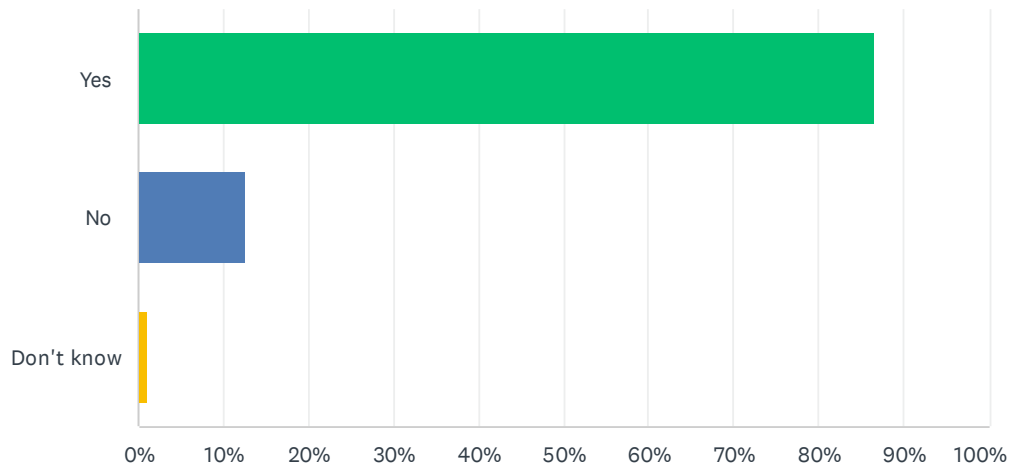
Answered: 405 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 94.81% | 384 |
| No | 2.96% | 12 |
| Don't know | 2.22% | 9 |
| TOTAL | | 405 |

Q2 Have you ever travelled on hydrogen buses in Pau?

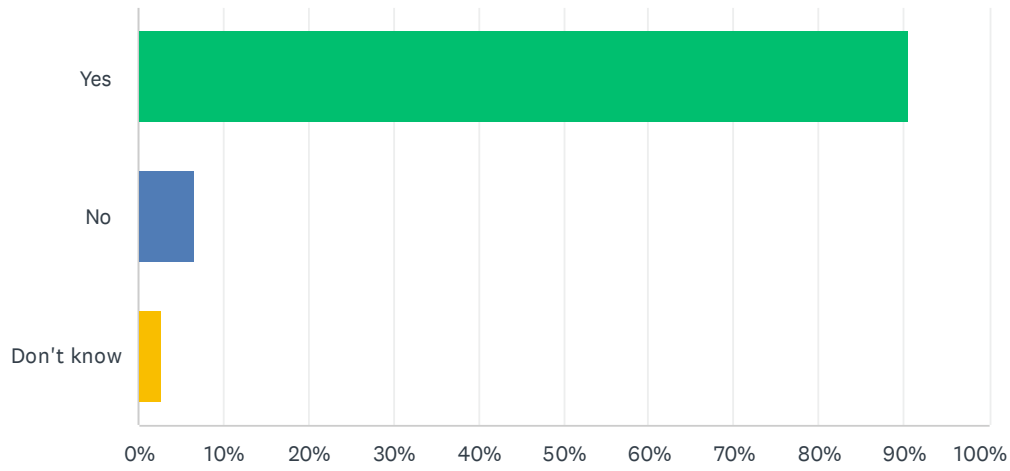
Answered: 392 Skipped: 13



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Yes | 86.48% | 339 |
| No | 12.50% | 49 |
| Don't know | 1.02% | 4 |
| TOTAL | | 392 |

Q3 Can you distinguish a hydrogen bus from a diesel bus when you are travelling on it?

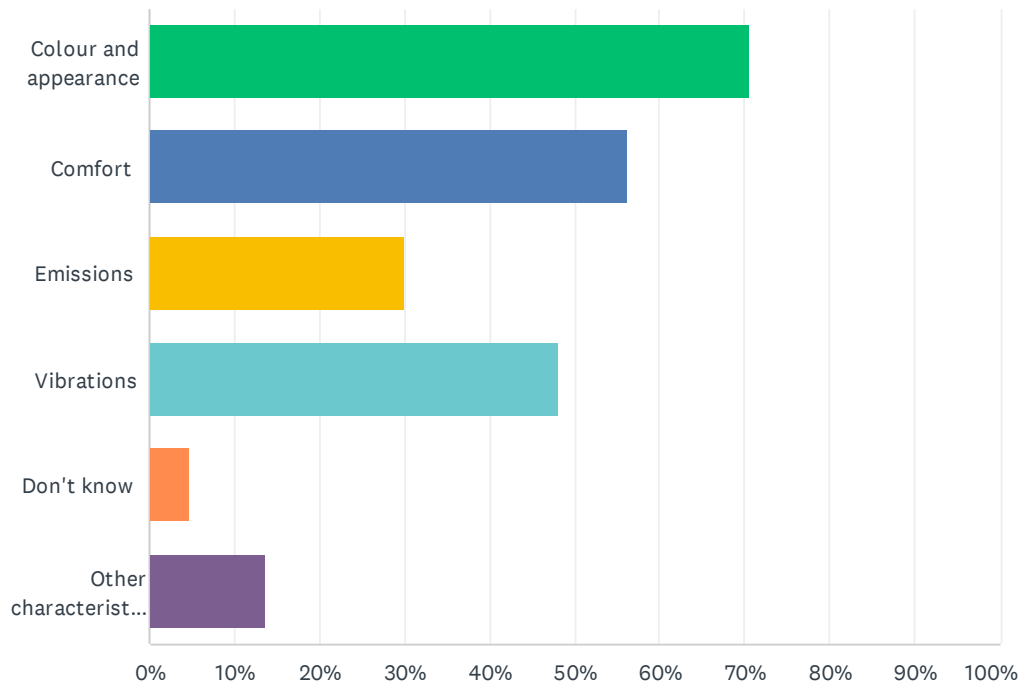
Answered: 321 Skipped: 84



| ANSWER CHOICES | | RESPONSES | |
|----------------|--|-----------|-----|
| Yes | | 90.65% | 291 |
| No | | 6.54% | 21 |
| Don't know | | 2.80% | 9 |
| TOTAL | | | 321 |

Q4 How do you recognize that you are travelling on a hydrogen bus?

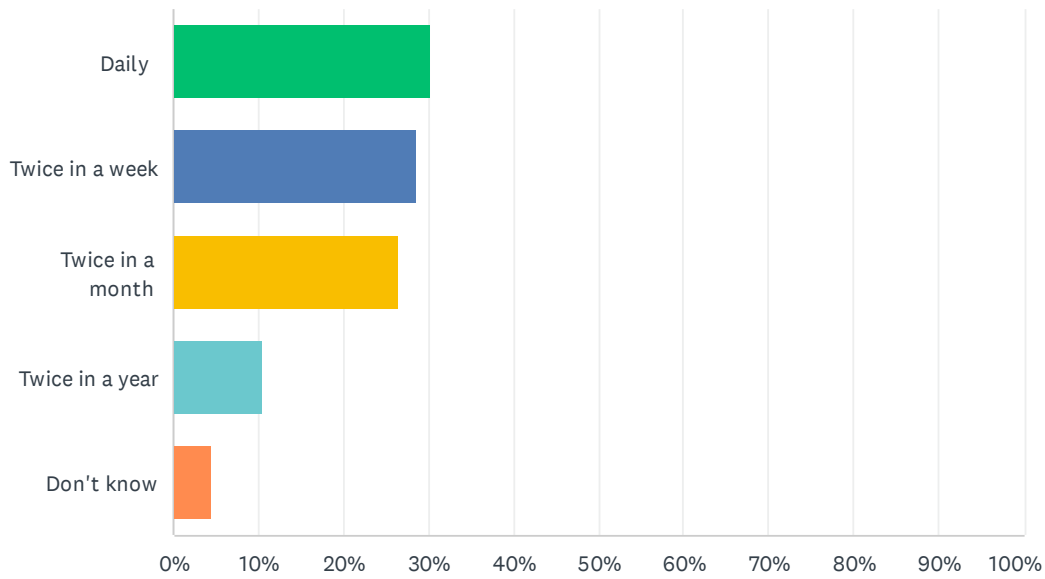
Answered: 320 Skipped: 85



| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----|
| Colour and appearance | 70.63% | 226 |
| Comfort | 56.25% | 180 |
| Emissions | 30.00% | 96 |
| Vibrations | 48.13% | 154 |
| Don't know | 4.69% | 15 |
| Other characteristics (please, specify) | 13.75% | 44 |
| Total Respondents: 320 | | |

Q5 How often do you travel on hydrogen buses?

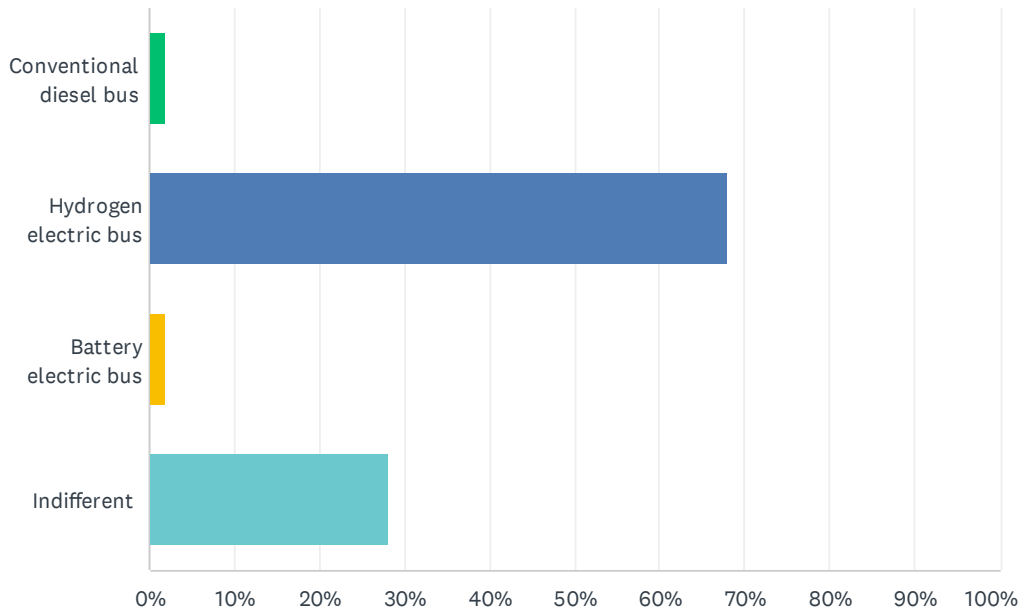
Answered: 318 Skipped: 87



| ANSWER CHOICES | RESPONSES | |
|------------------|-----------|------------|
| Daily | 30.19% | 96 |
| Twice in a week | 28.62% | 91 |
| Twice in a month | 26.42% | 84 |
| Twice in a year | 10.38% | 33 |
| Don't know | 4.40% | 14 |
| TOTAL | | 318 |

Q6 Under the same conditions (route and ticket price), which type of bus do you prefer?

Answered: 316 Skipped: 89



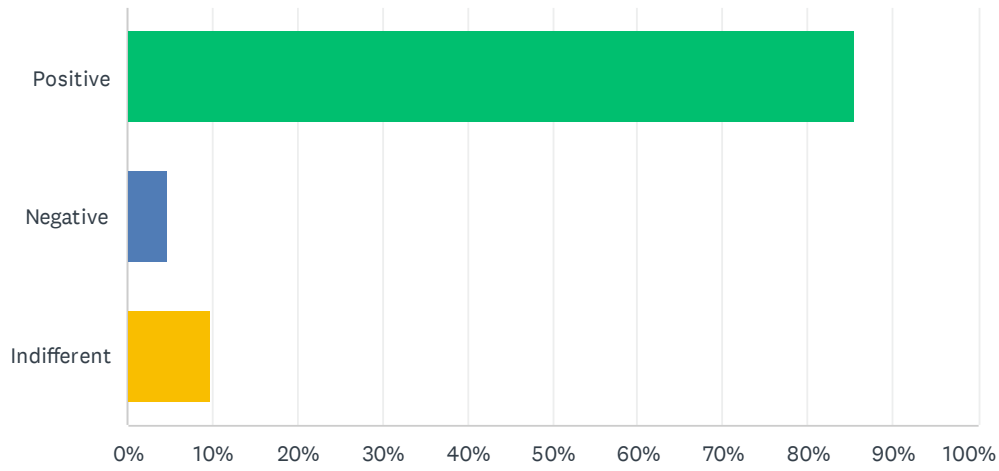
| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|------------|
| Conventional diesel bus | 1.90% | 6 |
| Hydrogen electric bus | 68.04% | 215 |
| Battery electric bus | 1.90% | 6 |
| Indifferent | 28.16% | 89 |
| TOTAL | | 316 |

Q7 Please, describe the reasons why you prefer this type of bus

Answered: 209 Skipped: 196

Q8 What is your opinion about a potential enlargement of the hydrogen bus fleet in your city/region?

Answered: 317 Skipped: 88



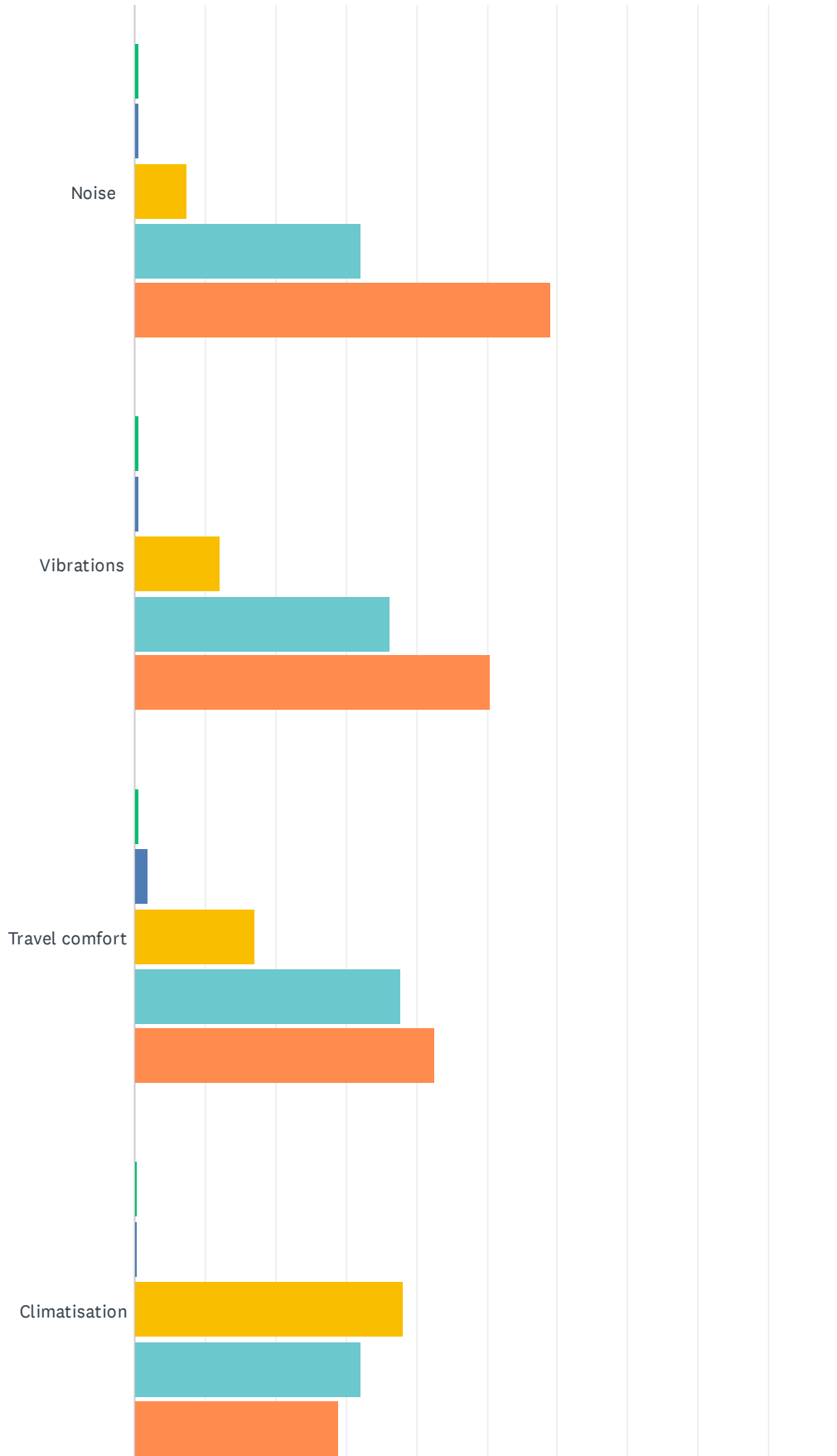
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Positive | 85.49% | 271 |
| Negative | 4.73% | 15 |
| Indifferent | 9.78% | 31 |
| TOTAL | | 317 |

Q9 Why?

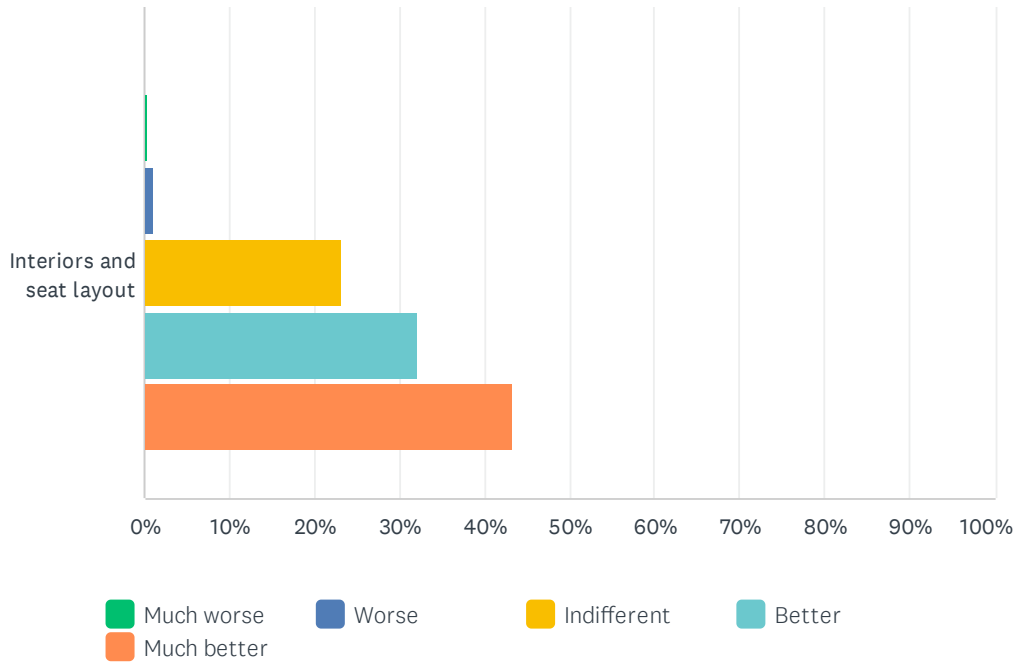
Answered: 211 Skipped: 194

Q10 How do you evaluate your travel experience with a hydrogen bus compared to a traditional diesel bus in these aspects?

Answered: 311 Skipped: 94



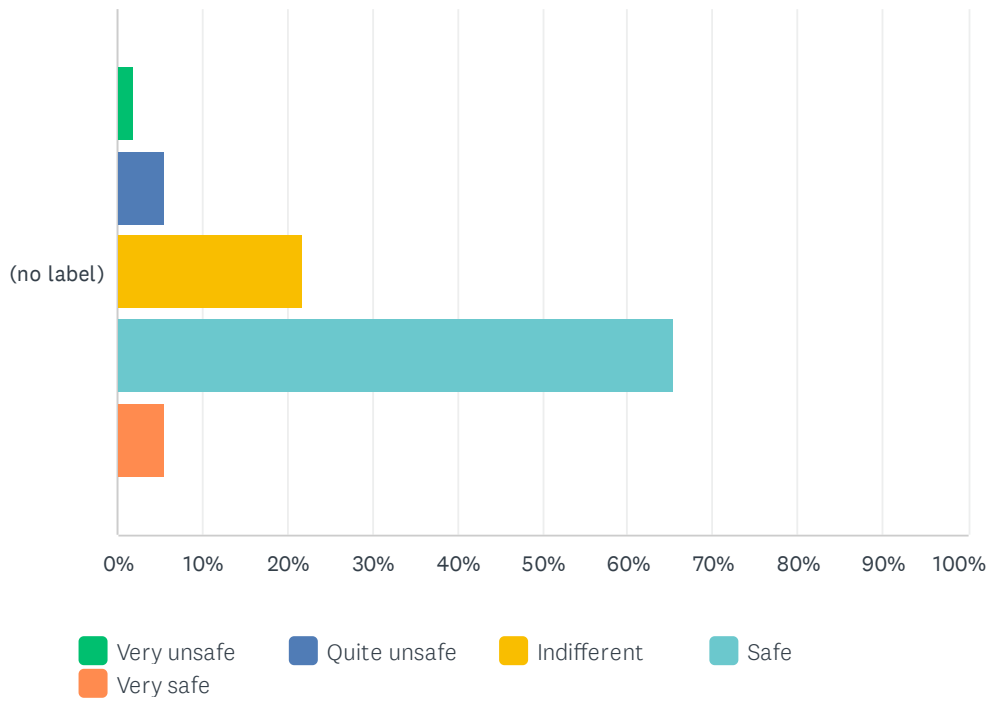
JIVE - Survey on Fuel Cell Buses Pau



| | MUCH WORSE | WORSE | INDIFFERENT | BETTER | MUCH BETTER | TOTAL | WEIGHTED AVERAGE |
|---------------------------|------------|------------|---------------|---------------|---------------|-------|------------------|
| Noise | 0.65% 2 | 0.65% 2 | 7.49% 23 | 32.25% 99 | 58.96% 181 | 307 | 4.48 |
| Vibrations | 0.65% 2 | 0.65% 2 | 12.05% 37 | 36.16% 111 | 50.49% 155 | 307 | 4.35 |
| Travel comfort | 0.65% 2 | 1.94% 6 | 17.10% 53 | 37.74% 117 | 42.58% 132 | 310 | 4.20 |
| Climatisation | 0.33% 1 | 0.33% 1 | 38.16% 116 | 32.24% 98 | 28.95% 88 | 304 | 3.89 |
| Interiors and seat layout | 0.32% 1 | 0.97% 3 | 23.23% 72 | 32.26% 100 | 43.23% 134 | 310 | 4.17 |

Q11 Do you feel safe in travelling in a hydrogen bus?

Answered: 312 Skipped: 93



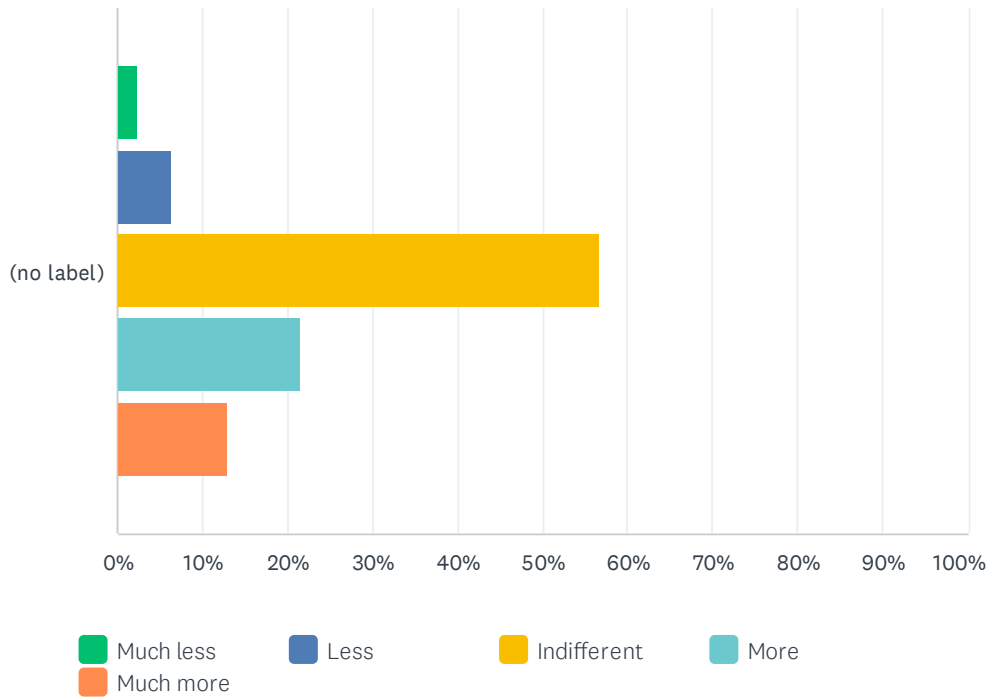
| | VERY UNSAFE | QUITE UNSAFE | INDIFFERENT | SAFE | VERY SAFE | TOTAL | WEIGHTED AVERAGE |
|------------|-------------|--------------|-------------|--------|-----------|-------|------------------|
| (no label) | 1.92% | 5.45% | 21.79% | 65.38% | 5.45% | 312 | 3.67 |
| | 6 | 17 | 68 | 204 | 17 | | |

Q12 Why?

Answered: 142 Skipped: 263

Q13 Do you expect that hydrogen buses are more reliable than traditional buses?

Answered: 310 Skipped: 95



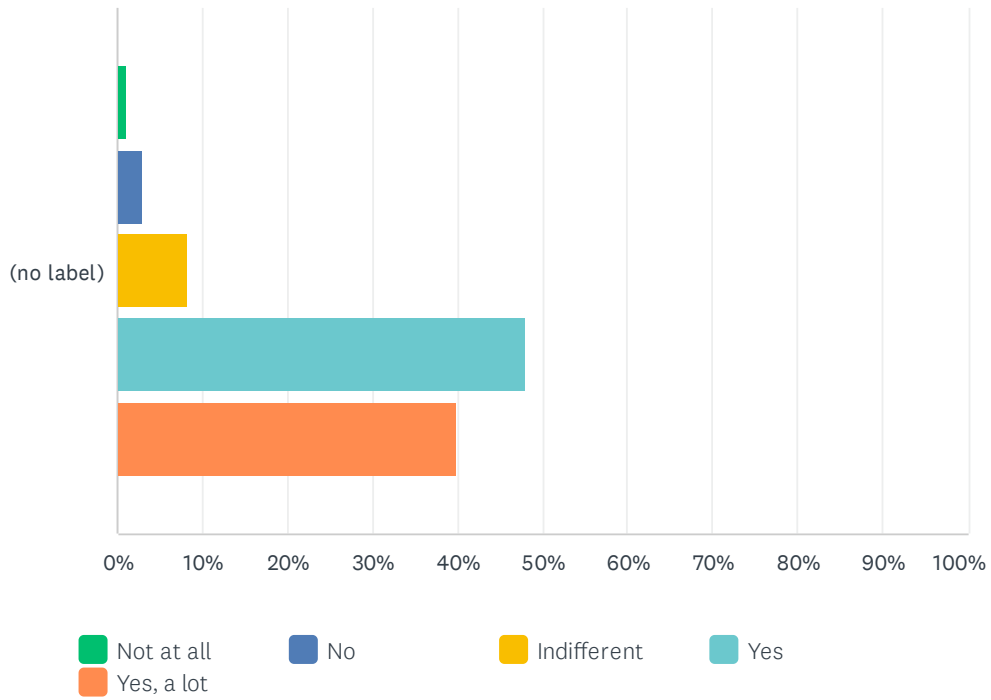
| | MUCH LESS | LESS | INDIFFERENT | MORE | MUCH MORE | TOTAL | WEIGHTED AVERAGE |
|------------|-----------|-------|-------------|--------|-----------|-------|------------------|
| (no label) | 2.26% | 6.45% | 56.77% | 21.61% | 12.90% | 310 | 3.36 |
| | 7 | 20 | 176 | 67 | 40 | | |

Q14 Why?

Answered: 132 Skipped: 273

Q15 Do you think hydrogen buses contribute to improving the air quality in Pau?

Answered: 311 Skipped: 94



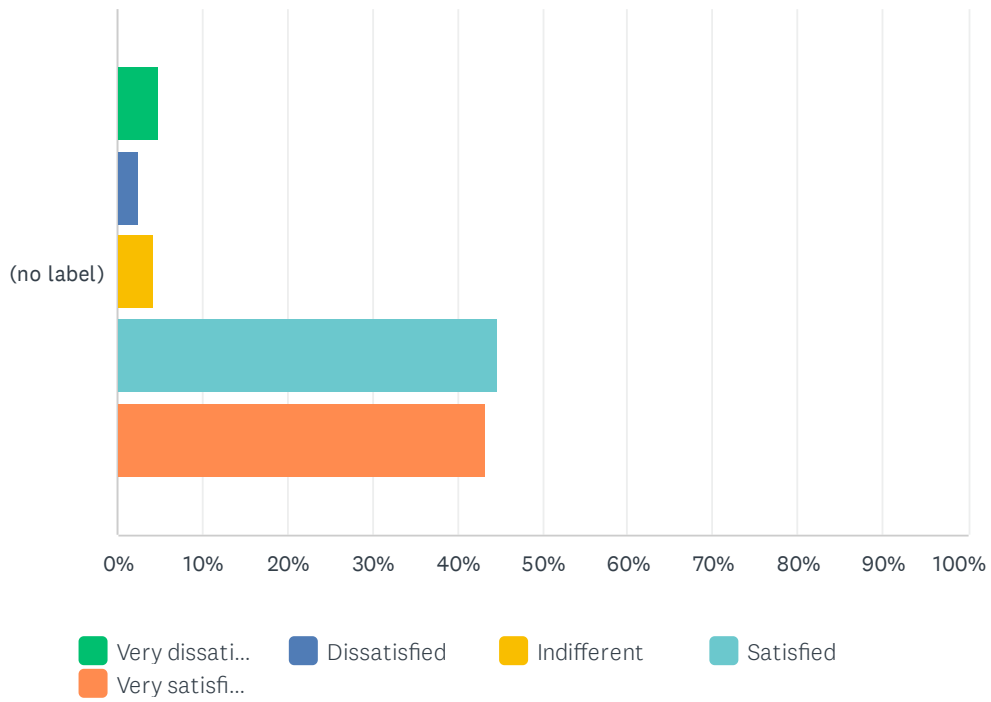
| | NOT AT ALL | NO | INDIFFERENT | YES | YES, A LOT | TOTAL | WEIGHTED AVERAGE |
|------------|------------|-------|-------------|--------|------------|-------|------------------|
| (no label) | 0.96% | 2.89% | 8.36% | 47.91% | 39.87% | | |
| | 3 | 9 | 26 | 149 | 124 | 311 | 4.23 |

Q16 Why?

Answered: 137 Skipped: 268

Q17 Overall, how satisfied are you with the hydrogen buses in your city?

Answered: 301 Skipped: 104



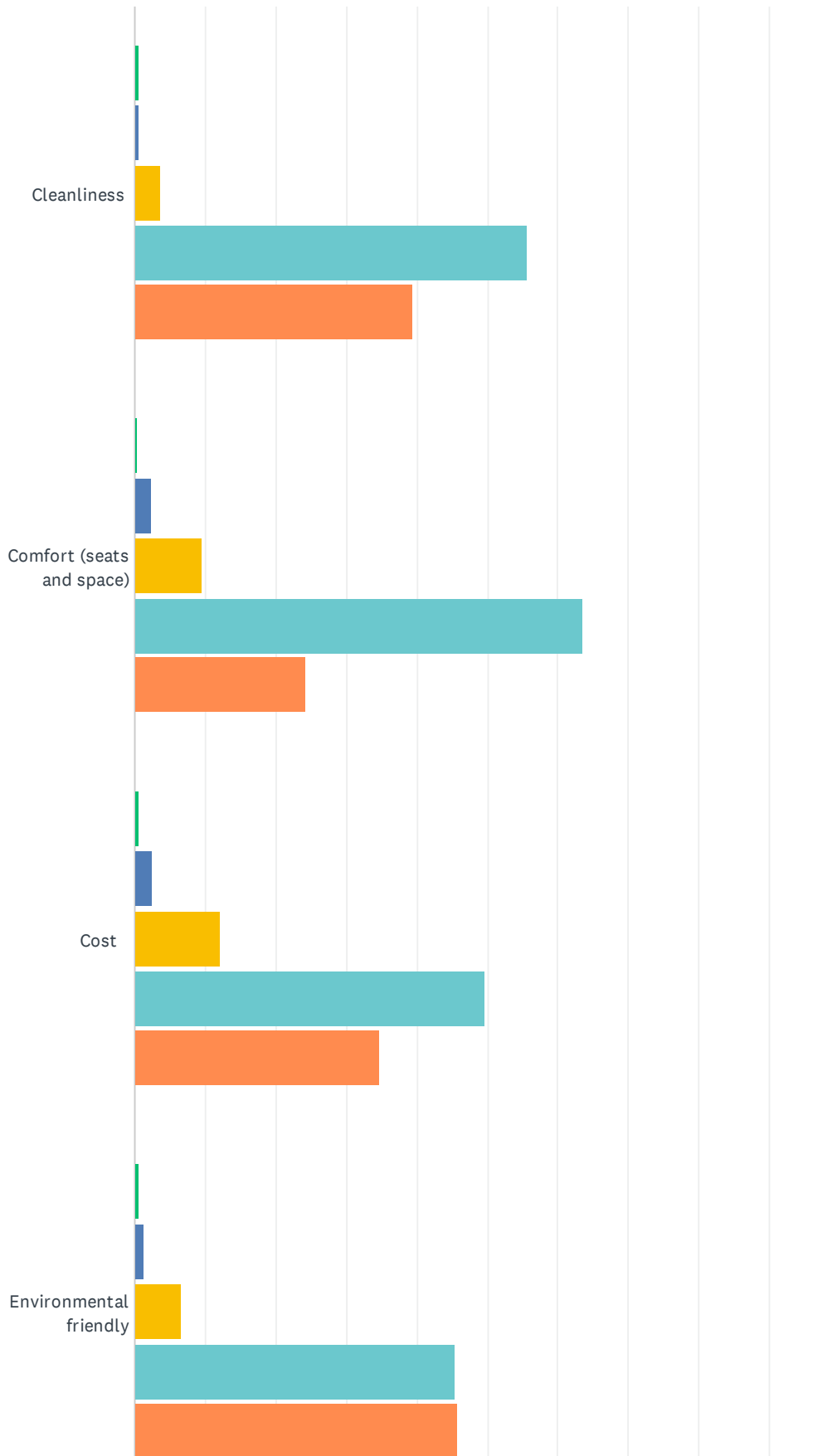
| | VERY DISSATISFIED | DISSATISFIED | INDIFFERENT | SATISFIED | VERY SATISFIED | TOTAL | WEIGHTED AVERAGE |
|------------|-------------------|--------------|-------------|---------------|----------------|-------|------------------|
| (no label) | 4.98% 15 | 2.66% 8 | 4.32% 13 | 44.85% 135 | 43.19% 130 | 301 | 4.19 |

Q18 Why?

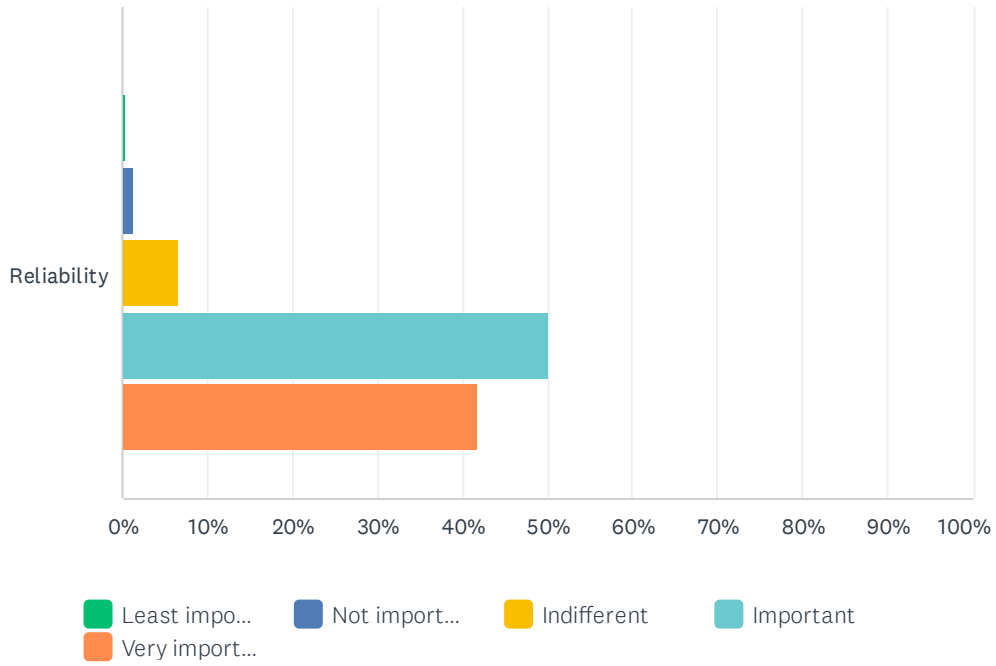
Answered: 131 Skipped: 274

Q19 On a scale 1 to 5, how important are the following aspects for a bus service?

Answered: 304 Skipped: 101



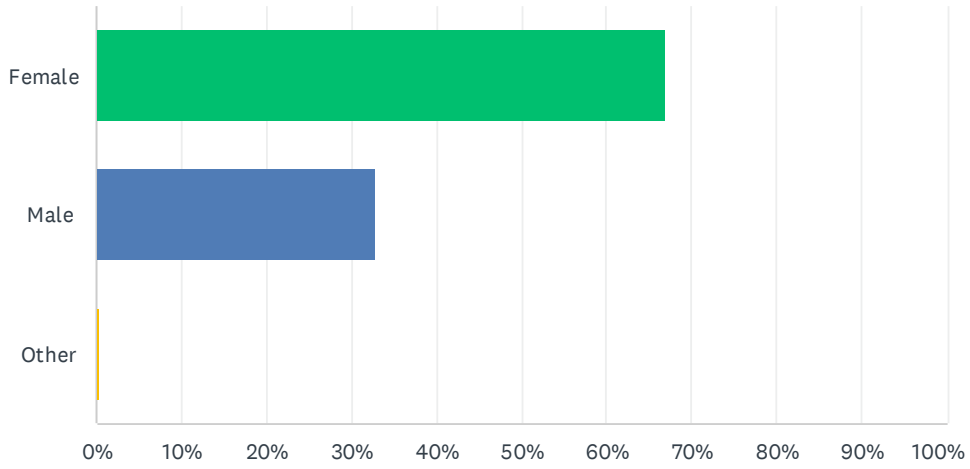
JIVE - Survey on Fuel Cell Buses Pau



| | LEAST IMPORTANT | NOT IMPORTANT | INDIFFERENT | IMPORTANT | VERY IMPORTANT | TOTAL | WEIGHTED AVERAGE |
|---------------------------|-----------------|---------------|--------------|---------------|----------------|-------|------------------|
| Cleanliness | 0.66% 2 | 0.66% 2 | 3.64% 11 | 55.63% 168 | 39.40% 119 | 302 | 4.32 |
| Comfort (seats and space) | 0.33% 1 | 2.33% 7 | 9.63% 29 | 63.46% 191 | 24.25% 73 | 301 | 4.09 |
| Cost | 0.66% 2 | 2.65% 8 | 12.25% 37 | 49.67% 150 | 34.77% 105 | 302 | 4.15 |
| Environmental friendly | 0.66% 2 | 1.33% 4 | 6.64% 20 | 45.51% 137 | 45.85% 138 | 301 | 4.35 |
| Reliability | 0.33% 1 | 1.32% 4 | 6.62% 20 | 50.00% 151 | 41.72% 126 | 302 | 4.31 |

Q20 Gender

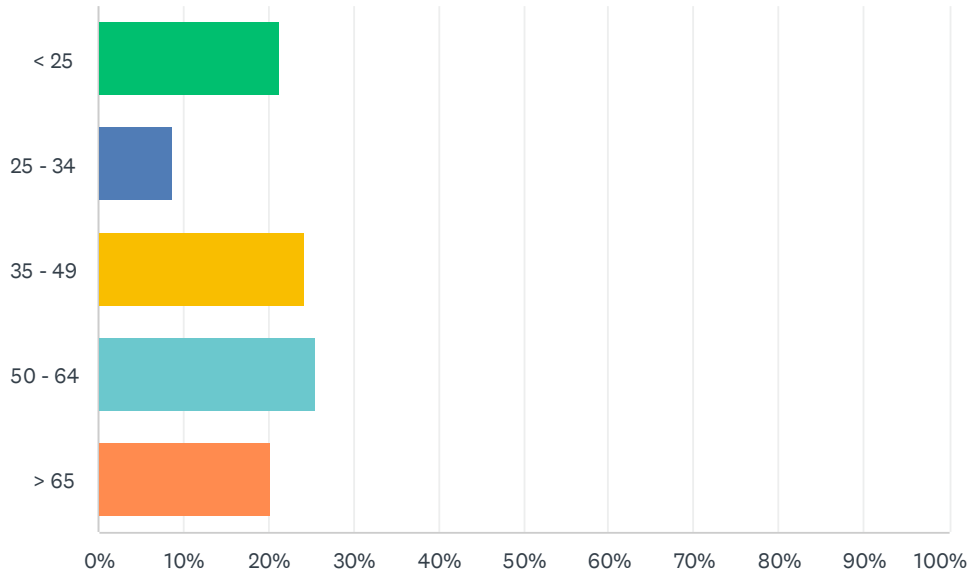
Answered: 302 Skipped: 103



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Female | 66.89% | 202 |
| Male | 32.78% | 99 |
| Other | 0.33% | 1 |
| TOTAL | | 302 |

Q21 Age

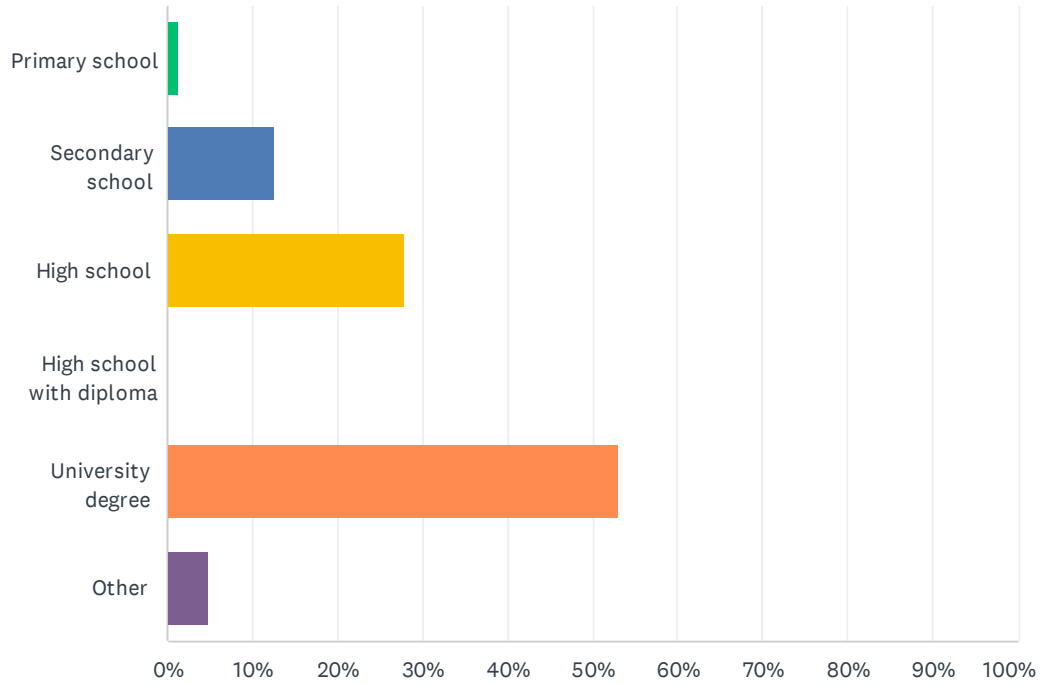
Answered: 301 Skipped: 104



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| < 25 | 21.26% | 64 |
| 25 - 34 | 8.64% | 26 |
| 35 - 49 | 24.25% | 73 |
| 50 - 64 | 25.58% | 77 |
| > 65 | 20.27% | 61 |
| TOTAL | | 301 |

Q22 Education

Answered: 300 Skipped: 105



| ANSWER CHOICES | RESPONSES |
|--------------------------|------------|
| Primary school | 1.33% 4 |
| Secondary school | 12.67% 38 |
| High school | 28.00% 84 |
| High school with diploma | 0.00% 0 |
| University degree | 53.00% 159 |
| Other | 5.00% 15 |
| TOTAL | 300 |