

# Interviews on bus stop behaviour

Neumarkt  
Rudolphplatz  
Chlodwigplatz





## Questions asked

Do you know when your bus arrives?  
(Is the answer here relative or absolute?)

How long have you been waiting? What are you  
using the waiting time for? How do you think  
about waiting?

Are you happy about a little extra time the bus  
schedule gives you?

Have you been to (Stall XY) because you planned  
it in advance or was this a spontaneous idea while  
waiting?

Would you go to this shop even if you would not  
have to wait here?





## Questions asked

Are you adjusting your shopping time according to the bus schedule or are you taking the first bus after buying something even if you miss a bus then?

Are you using or would you use the possibility to have the bus as a shopping chauffeur?  
(Get off on a station on the way, buy something and then continue your way with the next bus)





# Rudolphplatz

Two bus stops

Bakery

Kiosk

Starbucks

Pizzeria

Drugstore

Mc Donalds





Female, 24 Years old

Looks up the bus arrival at home via internet

Is annoyed by the waiting time

Would buy food/drinks spontaneously if there is time left





Female, 26 Years old

Uses waiting time for breakfast from the bakery  
across the street

Spontaneous shopping if there is time left before  
the bus comes

Would not use a Hop on Hop Off Shopping, takes  
too much time

Buying time is adjusted to the waiting time





Male, 52 Years old

Uses the waiting time for smoking

If there is enough time he buys food spontaneously

Does not adjust his shopping time to the bus schedule





Female, 30 Years old

Uses waiting time for breakfast from the bakery across the street

Is annoyed by the waiting time and by the fact that often busses come later than announced

Her shopping time is adjusted to the bus schedule

Would use a Hop on Hop Off Shopping if the busses would come more regularly





Male, 29 Years old

Enjoys waiting time if the sun is shining

Buys his Starbucks Coffee every morning

Uses the same bus every morning, the coffee buying time is in his schedule





Female, 32 Years old with Kid, 1

Is annoyed by the waiting time

Would only buy something if the waiting time is very long

Would not use a Hop on Hop Off Shopping, too complicated with a push chair

Does her shopping near her home and not on bus stops





Male, 43 Years old

Uses his waiting time for buying and then reading a newspaper

Would not go to this particular kiosk if he wouldn't been waiting for the bus

Would not adjust his shopping time to the bus schedule





Female, 62 Years old

Has a lot of time so she uses the waiting time for smoking

Takes the first bus after her cigarette

Enjoys the extra free time the bus schedule gives her

Would only buy things at the bus station on her way back, she has more time to do it then

Is using Hop on Hop off shopping already, her butcher is located near one of the bus stops on her way





Male, 69 Years old

Does not know when the bus arrives

Enjoys the free time while waiting, does cross-words

Just bought his newspaper at the kiosk around the corner

Thinks Hop on Hop off shopping could be interesting for him





Female, 60 Years old

Uses the digital timeplan to get to know when the bus arrives

Likes to watch people while waiting

Would go to the bakery spontaneously if there is enough time

Would not adjust her shopping time to the bus schedule

Is not interested in Hop on Hop off shopping because she uses the bus only to go to her job





Couple, 72 and 79 Years old

Came out off the bus and went to the tram station from there

Used the waiting time to buy a newspaper and to chat with each other

Would not go to the Kiosk if they would not have to wait there

Would not use Hop on Hop off shopping because all shops they need are around the corner from where they live





Male, 29 Years old

Works at the Kiosk next to the station

Most people come in rushed because they wait for the bus/tram

Kiosk is adjusting their offers to the limited time people have

Everything „to-go“

Sitting possibilities in the shop are almost never used









# Chlodwigplatz

two bus stops in the different directions

Backwerk  
Merzenich  
Drugstore  
Supermarket





Woman, 60-70 years old

She takes the bus by off chance, but when she arrived at the bus station, she had a look, when the bus will come

She likes to read newspaper while waiting

She is a retired, so she doesn't care about waiting, because she has a lot of time

She likes to go shopping during the waiting time if she really needs something





Woman, 30-40 years old

She does not really know, when her bus comes,  
she just takes it, by chance

She likes to smoke while waiting

Depending on her mood, she does not care about  
the waiting or she gets angry

In this area, where she took the bus, she does not  
like to have a coffe or some food





Woman, 30-40 years old

She knows when the bus comes

She likes to smoke, talk on the phone or have some food

She likes to do the shopping in the morning during the waiting time if she knows that she wouldn't have time to do it in the evening

She would take the risk of missing the bus, because she knows that it comes every ten minutes and she needs to buy food

She is coordinating her shopping according to the bus arriving times



Man, 30-40 years old

He takes the bus by off chance

He is just waiting, not entertaining himself by something

He just gets annoyed when the bus don't come or is very late

He doesn't care about any shops or kiosk in the surrounding area





Woman, 30 years old

She takes the bus by off chance, because she usually does not take any bus

While waiting she likes to have some food, smoke a cigarette or she observes the other waiting people

She is annoyed when the bus don't come or is very late

She had a breakfast at Backwerk, because it's next to the station and cheap

She often gets something to eat in the waiting time and she would take another bus, if she finds something interesting in a shop



Man, 30- 40 years old

Takes the bus by off chance

He relaxes while waiting

He is not doing any shopping during the waiting time, because he plans his shopping and doesn't need to get anything





Woman, 60- 70 years old

Takes the bus by off chance

She is just waiting without any entertainment

She isn't seduced by any shop

„You can't change the waiting time, so i just wait patiently„



Woman, 60-70 years old

She knows that the bus comes every ten minutes and she is coming from the train, so she takes it by off chance

She is just waiting, but gets annoyed when she is going to miss an appointment because of the bus being late

She isn't seduced by any shops anymore, but when she was younger, she loved to buy something while waiting





Woman, 30 years old

She takes the bus by off chance

She had some food and a coffee

She doesn't care about the waiting time, just if the waiting gets to long (10-15 min.)

She wouldn't take the risk of missing the bus, because of shopping



Woman, 20-30 years old

She knows when the bus comes

She likes to smoke and read newspaper

She doesn't care about the waiting time and the seduction of the shops





Man, 40 years old

He doesn't know exactly when the bus comes,  
but he knows that it comes every ten minutes

He is standing while waiting and is really annoyed  
by it

He is living next to the bus station, so the seduc-  
tion is not relevant for him



Man, 25 years old

Takes the bus by off chance

He is listening to music while waiting

He is annoyed when the bus doesn't come or if its really late

He doesn't care about the shops in the surrounding





Woman, 30-40 years old

She takes the bus by off chance

She likes to have a coffee and a cigarette while waiting

She is annoyed by the waiting

She is using the shops in the waiting time, but she wouldn't take the risk to miss the bus



Woman, 40-50 years old

She takes the bus by off chance

She likes to eat while waiting, sometimes a coffee or she is just waiting

She is just annoyed by waiting if the bus comes late

She had a breakfast from one store, but she would have taken it even without taking the bus, because she already planned to do it

She isn't seduced by the shops in general











Neumarkt

10:15am - 11:15am

Meyersche Bookstore

Merzenich Bakery

Sparkasse Bank

Schildergasse Shopping Street



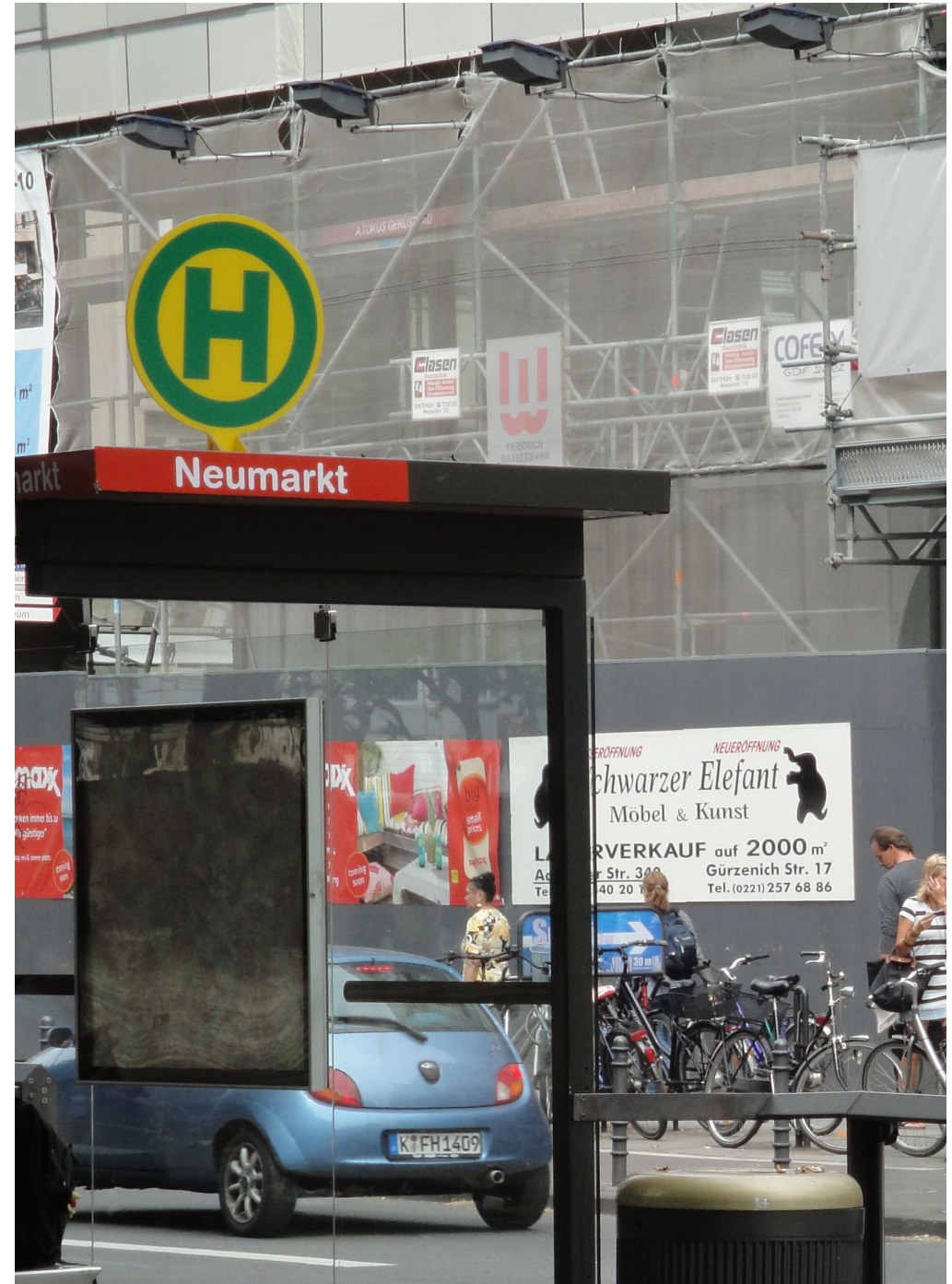
Female, 43 years old

Knows exactly when the bus arrives, but goes relaxed to the station, without hurrying

Wouldn't go to the bakery or the bookstore and risk to miss the bus

Waiting 10 min for the bus it totally o.k., it is absolutely no wasted time

Was sitting on the bench, reading the newspaper





Female, 71 years old

The bus arrives every 10 min „and in my age waiting that long is not considered a waste of time“

Wouldn't cross the street to get to the stores, because it would take too long

If the bus takes longer, there's always time to read the newspaper

Was sitting on the bench, looking at the people around the station



Female, 21 years old

Goes spontaneously to the bus stop, because the bus arrives anyway every few minutes

If it seems that the bus will take longer to arrive, usually takes out a book and starts reading

For longer waiting times, the bookstore would be a ideal place to kill the time, just to do something else instead of sitting at the bus stop

Wouldn't go to the store and risk to miss the bus if shes under time pressure, but otherwise that would be no problem

Was sitting on the bench, relaxing





Male, 31 years old

Goes with no rush to the bus stop, because it arrives every 5 min

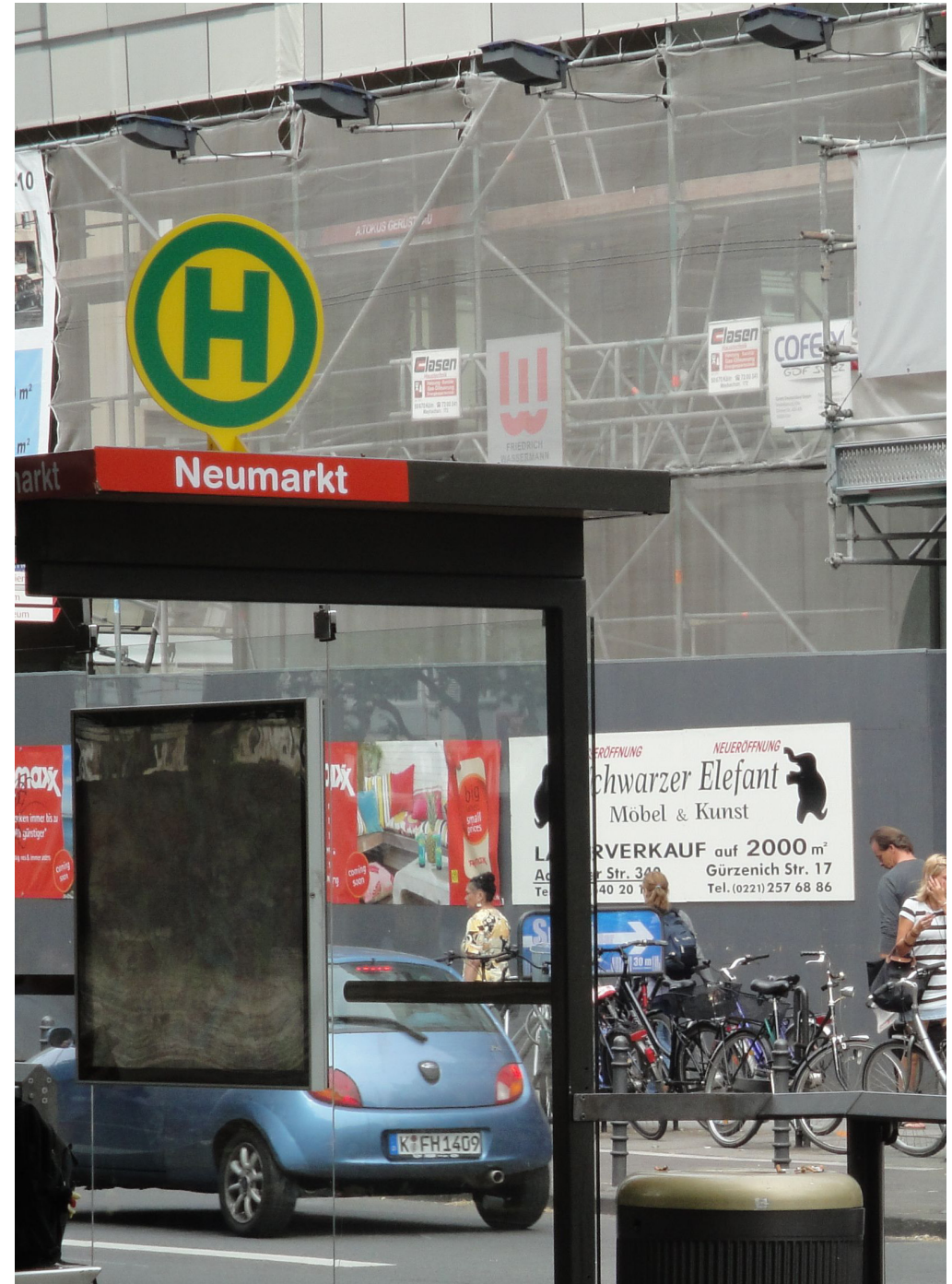
Would go to the bakery if he had more waiting time, even if he weren't hungry, just to do something instead of sitting around

But wouldn't risk to miss the bus...

„It is all about planning the time“

Waiting on a bus stop with nothing around it for a long time = wasted time

While waiting for the bus: reading a book, to distract the mind from work



Female, 64 years old

The bus arrives so often that you can go spontaneously to the stop

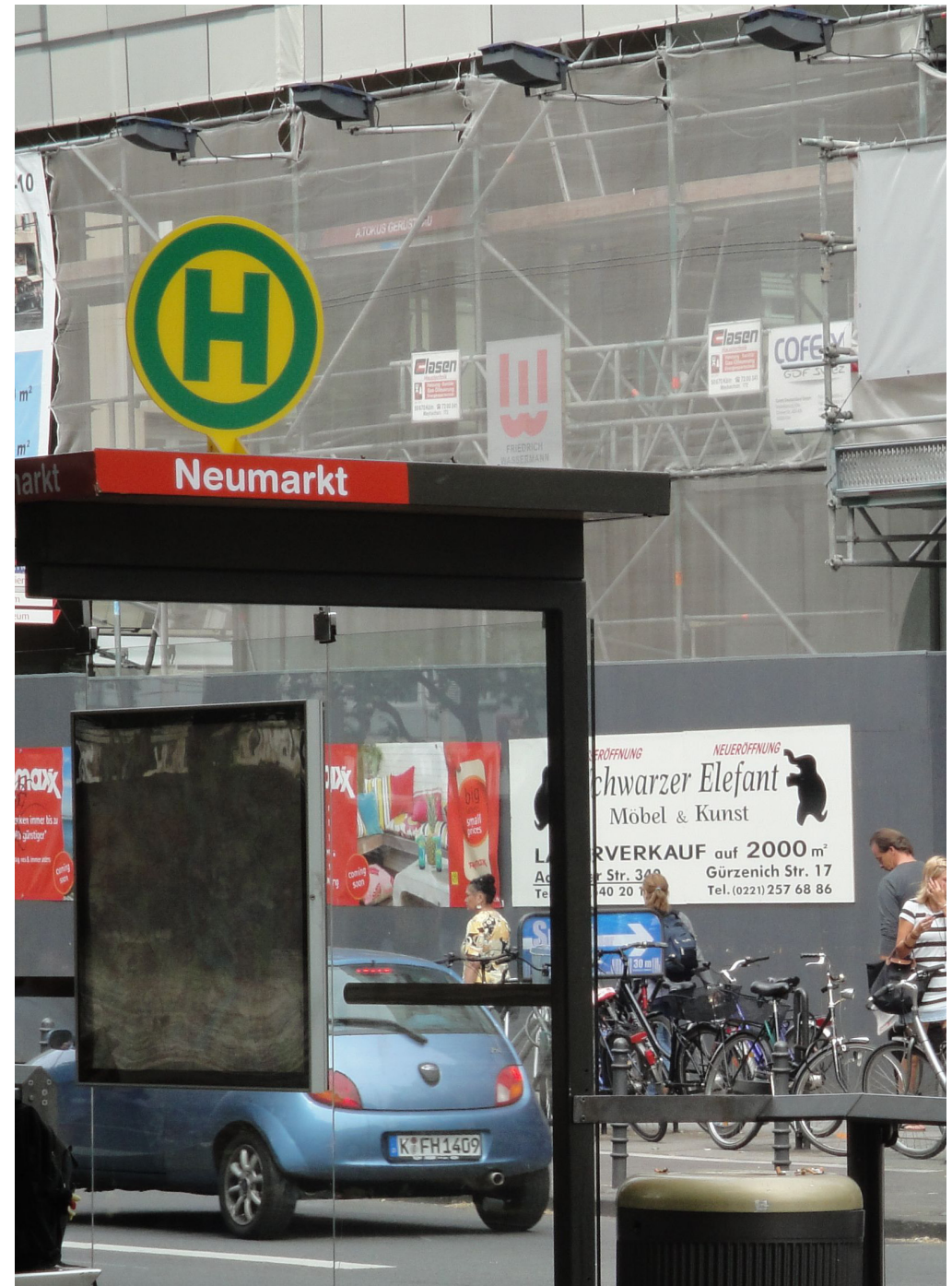
Bought something to eat because she was hungry and knew that there is a bakery next to the bus stop

For a longer waiting time she always has a book in her bag

No interest in the stores around the station. Even if they were closer she wouldn't go and take a closer look at them

Prefers sitting at the bus stop and waiting for it's arrival

Was sitting on the bench, eating a bread from across the street





Female, 37 years old

Sees no purpose in using the time at the bus stop apart from sitting and waiting

The bus has a schedule and should be there on time, so there's nothing to do besides waiting

Would never go somewhere else and risk missing the bus, even if it just across the street

Waiting time is not a nice time, it is just a waste

Is usually tired out when she arrives at bus stop, so it is just annoying to wait for the bus to get home

Was first standing and then sat down on the bench while smoking a cigarette





Female, 83 years old

Enjoys taking a look at the stores on the surrounding before getting to the bus stop

But knows exactly where what store is located, and usually goes directly to the one she is looking for in that moment

Knows that the bus arrives every few minutes, but always has a book in the purse for the case it takes longer

„Last time I missed the bus because of these stupid fences. The next would come only in 30 min, so I took a taxi“

Sees the surrounding as a important characteristic for the bus stops

