



## **Interview Guide for DRT Connecting People to Opportunities Study**

### **Overview**

Interviews will be carried out with a small sample of survey participants who have agreed to take part in further research. 10 participants will be recruited in each DRT area participating in the study. This will mean 30 interviews in total. Sampling will aim to achieve a diverse set of participants in terms of age and gender and types of opportunities enabled by DRT.

One-to-one interviews will be carried out in person or online depending on preference of the participants. In person interviews could be conducted at the participant's home or in a third location if they feel more comfortable. Interviews are expected to have a duration of between 45 and 60 minutes.

### **Research questions**

The surveys will have already asked DRT users about the purposes of journeys made using DRT, where they went, whether they travelled with other people, why they used DRT, how they would have made journey otherwise (if at all) and how satisfied they are with DRT. The interviews provide the opportunity to find out in more depth how DRT has enabled its users to make journeys otherwise not possible and the wider impact on their lives of being able to access opportunities.

The interviews are aimed at addressing the following research questions.

- What personal factors are needed to make effective use of DRT to fulfil accessibility needs?
- How has DRT enabled users to make journeys otherwise not possible and what wider impact has this had on their lives?
- How do DRT users feel about using DRT and the different parts of the process involved in doing so?
- What do DRT users think about the contribution of DRT to their community and to the wider transportation system?

### **Interview guide**

Interviewer to familiarise themselves with interviewee's survey response before interview.

#### (1) When and why started using DRT in the context of life situation

- Ask interviewee where they live and what they do. "What does an average week look like for you? Where do you go"

- Ask about previous places they have lived. “How long have you lived here?” “Have you always lived here?”
- Ask how they got around (before started using DRT).
- Ask what initially prompted them to use DRT and probe for circumstances surrounding this (life situation, motivations).
- Ask what challenges there were to use DRT and how they overcame those? Probe for access, skills and cognitive appropriation factors (Flamm and Kaufmann, 2006).
- Ask if they have continued using DRT up to present day.

## (2) How DRT has helped get to destinations/opportunities

- Ask how DRT has helped to get to destinations/opportunities for which they used other transport modes before using DRT.
  - How does DRT compare to these previous modes?
- Has DRT enabled them to get to destinations/opportunities they did not go to before? What have been the implications of this?
- How overall has using DRT benefitted them? Probe about impacts on opportunities and social interactions, could be social interactions on the bus. Have there been downsides?
- Has your use of DRT had any impacts (positive or negative) on other people (for example, family, friends)?
- What would it mean if DRT was no longer available to them, say next week? How would this affect their transport use and getting to destinations/opportunities? What would they do instead. How would they feel about this?

## (3) Living well and the role of DRT

- What activities do you do that are important to you, or contribute to your wellbeing/living well?
- Ask interviewee what living well means to them? What areas of their life are most important for being able to live well? Do they think that’s similar to others where they live?
- What destinations/opportunities important to living well are available in their local area and what opportunities require travel further afield? Where do you have to go for these activities?
- How does the transport system enable them to access these destinations/opportunities and what role does play DRT?
- How has their use of the DRT contributed to accessing these destinations/opportunities and living well?
- How does this relate to future aspirations (for younger participants in particular but not exclusively). Are there things you would like to do in the future? Are these aspirations things that you can achieve in your local area. How will you get to them?

## (4) Feelings about using DRT

“We’ve spoken quite a bit about what DRT allows you to do. Now lets think a bit more about what it’s like when you are actually riding the DRT.”

- How does interviewee find the experience of using DRT? What parts are pleasant and what parts are unpleasant?
- How does using DRT compare to other forms of transport? What makes it more enjoyable or less enjoyable?
- Women/other identities sometimes feel unsafe on public transport. If that’s something you have experienced, how does DRT compare
- How does DRT fit into what they imagine as their ideal form of mobility?

(5) What they think about the value of DRT to the wider community

Explore the representations that users have of the DRT service, especially compared to what was available previously.

- What do they think the value of DRT is to other people in their community and the community overall? Who benefits most from it?
- Do they see themselves as the typical user? How would they characterise the typical user
- How do they think it is perceived by others? How is public transport perceived in their community in general?
- Do you feel like your voice has been heard on transport issues and changes in your community. Do you feel like you have a say in decisions around transport changes that affect you (whether related to DRT or other modes).
- How innovative do they think it is?
- Do they see it as good value for money?