

Year 8 Technical Report

Client name
GMTRADS

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1. Introduction

1.1 The Greater Manchester Authorities require high-quality data on the travel behaviour of residents in Greater Manchester (GM) to inform transport policy, modelling and appraisals, and to provide a robust measure of how travel behaviour may change in response to changes in population characteristics, land use, and investment in transport. To obtain this data, Transport for Greater Manchester (TfGM) commissioned AECOM to administer a programme of Household Travel Diary Surveys (GMTRADS) with households from Greater Manchester selected to a geographically stratified random probability sample.

Initially, the aim was that surveys would be carried out on a rolling basis over a six-year period, but this period was extended by three years. The survey involved 2,000 household interviews conducted as a rolling programme of surveys: February 2019 to January 2020 in Year 8.

1.2 This technical report provides a record of how the survey was conducted in the eighth year of surveying.

1.3 The methodology and questions were kept largely the same as in previous years to allow comparison between data. However, in order to make the survey more economical, the household and person questions for the survey were administered via CAPI by all interviewers in Year 8.

1.4 In this document, we describe the approach taken for the Year 8 survey, including:

- Questionnaire and survey instruments;
- Sampling of addresses;
- Survey methodology;
- Data processing;
- Outcome of the survey including response rates; and
- Fieldwork issues and lessons learnt.

2. Survey Materials

2.1 Copies of each of the material used for the survey can be found in Appendix A. The survey instruments included the following:

- An **introductory letter** providing information about the survey that was delivered to each household sampled (Document A);
- A **contact record sheet** recording household size, interview record details, i.e. date of interview, travel date and contact details for respondent (Document B);

- A **household questionnaire** recording information about the whole household, e.g. composition, age, gender, ethnicity, access to vehicles, income, etc. (Document C);
- A **person questionnaire** completed for each household member aged five or over recording information on personal travel behaviour. (Document D);
- A **travel diary** recording details of trips made in a 24-hour period, the day before the interview was conducted. (Document E);
- A set of **show cards** relating to Documents C, D and E.

2.2 Records of the contact(s) made at each sampled household were recorded on the **contact record sheet** (Document B), including when interviews were secured, number of calls required to make contact and outcomes following contact, e.g. reasons for refusals.

3. Sampling

- 3.1 The sampling was conducted to a random probability design. The main output of the sampling process was a randomly generated list of pre-selected addresses for inclusion in the survey. In total, 4,205 addresses were sampled as the basis for achieving 2,000 interviews.
- 3.2 A geographically stratified random probability sample approach was used, as opposed to selecting a purely random sample of addresses for interview across Greater Manchester, to ensure a balance of interviews across all population densities. The sample was stratified by district and ACORN profile.
- 3.3 The first stage in sample selection was to specify the number of interviews to be achieved in each district. If sampling had been in proportion to the number of households in each district, then a relatively small number of interviews in the less populated districts would have been achieved, e.g. 136 interviews in Bury.
- 3.4 A proportional approach would have limited the reliability of the data in less populated districts, therefore a disproportionate sampling approach was taken to increase the sample rate in those areas. The approach was to set a minimum sample size (in terms of achieved interviews) in each district. The minimum sample size was then applied in the relatively less populated districts, such as Bury, with the sample rate in the most populated districts such as Manchester being decreased to provide more robust data at this level.
- 3.5 Secondly, within each district the sample was stratified by ACORN profile to ensure the sample accurately represented each type of household, namely:
- Affluent Achievers;
 - Rising Prosperity;
 - Comfortable Communities;
 - Financially Stretched; and
 - Urban Adversity.
- 3.6 **Table 1** shows the number of addresses sampled in each district and the target number of interviews to be achieved in each district during 2019/20. As in previous years, the minimum sample size was set at 170 interviews per district to allow for a reasonable degree of confidence in the data for less-populated districts.
- 3.7 The total number of addresses to be sampled (and target interviews to be completed) slightly exceeded the agreed numbers in each year to allow for practical allocation of the sample.

Table 1 Target Sample Size by District (2019/20)

District	All Households (2011)	Addresses in Postal Address File (PAF)	No. of Addresses Sampled	Target No. of interviews
Bolton	116,371	123,357	407	195
Bury	78,113	83,196	357	170
Manchester	204,969	221,616	771	366
Oldham	89,703	96,105	359	170
Rochdale	87,552	93,382	357	170
Salford	103,556	115,349	360	171
Stockport	121,979	127,815	414	197
Tameside	94,953	101,792	358	170
Trafford	94,484	98,270	358	170
Wigan	136,386	143,635	464	220
Total	1,128,066	1,204,517	4,205	2,000

Note: Addresses in PAF exceed households as the data from 2011 is not up to date and includes deadwood (typically 4%-22%).

- 3.8 The sample was drawn from the 2019 small users Postal Address File (PAF) as this forms the most comprehensive listing of residential addresses available. The sampled addresses were mapped to verify the sample distribution and approved by TfGM.
- 3.9 The randomly sampled addresses in each district formed the interviewer allocations, i.e. the addresses interviewers needed to approach to conduct the interviews.

4. Fieldwork Methodology

- 4.1 As in previous years, the approach was a household interview survey, conducted face-to-face with all members of the sampled households aged five or over.
- 4.2 In order to reduce the cost of Trads, part of the survey (household and person questions) moved to being administered via CAPI rather than on paper in Year 8. This followed a successful trial period in Year 7 where two interviews tested the CAPI program to administer their surveys.
- 4.3 Although the household and person questions moved to CAPI, the questions remained the same as previous years apart from the addition of asking respondents for a second work address if applicable where they had two fixed places of work.
- 4.4 At the start of Year 8, all interviewers attended a one-day training session which included:
 - **Results:** feedback on how the team have performed in the previous year, including targets met, etc.
 - **How TfGM use the data:** representatives from TfGM attended the briefing and provided details of how the information is used.
 - **Differences in interviewer performance:** details of each interviewer’s performance were presented to the group, so each interviewer could see how they compare with other interviewers. This allowed for open discussion and advice from peers on how to deal with situations which cause some interviewers more difficulties than others, e.g. gaining access to flats.
 - **Re-Brief:** re-run through the key points of the initial training to remind interviewers of the key aspects of the survey.

- **Moving to CAPI:** interviewers were briefed on the move to CAPI and tested the prototype. The two interviewers who tested the program in Year 7 were also able to share their experiences and advice to other interviews on how best to use the CAPI program.
- 4.5 In addition to the survey materials shown in Appendix A, each interviewer was issued with a laminated copy of the **introductory letter** to show to respondents if the delivered letter had been mislaid. Interviewers also left a **thank you leaflet** (Document G) at the close of the interview which information about the GDPR and how their personal data will be processed and stored, as well as providing contact details should the respondent have required further information or reassurance about the survey.
 - 4.6 Interviewers also carried street-map books of Greater Manchester (Street A-Z Atlas). This was used to assist respondents in identifying places visited on the Travel Day and record a grid square if no precise address could be given.
 - 4.7 Interviewer assignments were compiled based on lists of 10 addresses. Assignments were allocated such that surveys would be conducted in each district every month, with the number of addresses issued per week approximately equal through the year.
 - 4.8 Around 370 addresses were issued each month. From August, some addresses were re-issued where no contact had initially been made.
 - 4.9 The above approach ensured a rolling programme of interviews every month in broadly equal proportions by district relative to sample size.
 - 4.10 On all interviewer allocations, a kish grid was provided adjacent to each sampled address. This was used to randomly select a household when interviewers encountered multiple properties resident at one address on the PAF.
 - 4.11 The interview was conducted with all household members aged five or above, so no random selection of respondents was required. The survey was with residents in GM at the time of interview, with visitors excluded from the surveys. Students were included at their term time address for interviews undertaken in term time, and their vacation address for interviews undertaken during vacations. Students visiting the parental home or any address other than their 'home' during term time were classed as visitors and excluded from the interview.
 - 4.12 The interviews were conducted in broadly equal proportions over seven days in each survey week in order to provide data on weekday and weekend travel behaviour. The surveys continued through all holiday periods except for bank holidays.
 - 4.13 The travel diaries were required to collect all trips made by the household in a single 24-hour period between 4am to 3:59am, i.e. the travel day. Where all respondents were present at the time contact was made, the interview was conducted at that time. Where individuals from a household were absent, appointments were made at a time when all people could be present to ensure that the travel day was consistent for all. As a last resort, if one member of the household could not be present, interviewers left a memory jogger and collected those persons' trips later.

5 Maximising Response

- 5.1 Several mechanisms were applied to ensure a high response rate, including:
- A prize draw;
 - A minimum of four call backs to addresses to achieve contact;
 - An introductory letter sent in advance; and
 - Interviewer training.
- 5.2 There was a prize fund of £900. Prize draws took place on a monthly basis. Once all sample points for a month were completed, all participating households entered the prize draw. Twelve draws were carried out in total, with respondents having an approximately 1 in 200 chance of winning.
- 5.3 For each draw, a sequential number was assigned to each household ID and using a random number function in Excel, one household was randomly selected. Each winner was contacted, either by phone (where a contact telephone number was available), or in writing, informing them that they had been successful. £75 of Love to Shop vouchers were posted to respondents.
- 5.4 Feedback from interviewers suggests that the prize draw made a small positive difference to the response rate in enlisting respondents who may otherwise have refused to participate.
- 5.5 Call backs to selected households where no contact was made initially were conducted on different days and at different times to allow for working patterns and short-term absences.
- 5.6 An **introductory letter** bearing the address of each selected household were delivered to households, usually in advance of the interviewer's first call. However, if on delivery of the letters, there was clearly someone at home, the interviewer would attempt to secure an interview at that time, highlighting the information regarding data protection and contact information to verify that the survey was bona fide.
- 5.7 Interviewers carried visually evident ID in addition to carrying a laminated version of the **introductory letter** (Document A).
- 5.8 Interviewer training included practice sessions to encourage respondent participation. Advice to interviewers included maintaining a smart, casual appearance, and varying the times and days of calling.

6 Data Processing

- 6.1 Completed questionnaires were returned to AECOM where the following procedures were conducted for quality control:
- Sample IDs entered by interviewers through the CAPI program were checked and cleaned where required by checking against which Sample IDs had been issued;
 - A visual check to ensure the completed interviews were present (i.e. all forms completed fully and accurately) and matched with the CAPI data received for those interviews;
 - Telephone back-checks on 10% of completed interviews (n=218);
 - Data input to bespoke data entry program;
 - Address data verified and coded either to postcode or OS grid reference;
 - Validation checks using SPSS; and
 - Validation checks using TfGM's validation tool.

- 6.2 Data was processed every two weeks regardless of the number of completed questionnaires. This allowed for continuous data to be supplied to TfGM. Each batch of data contained between 61 and 116 households (average of 87). When a batch of data successfully met all the validation checks, the paper questionnaires and the output files were securely supplied to TfGM in comma separated variables (CSV) files.
- 6.3 Back-checks took place on a fortnightly basis to ensure they were conducted soon after the survey to aid respondent recall and to enable prompt feedback to the interviewers. The back-check procedure was to ask the respondent to confirm that the interview took place satisfactorily and to verify the responses recorded for three or four questions from the survey.
- 6.4 The visual checks to the survey forms included the following procedures and checks:
- Verifying that all the sections of the questionnaire bore the sample ID and matched with those in the CAPI data;
 - Verifying that the number of person interviews matched the household size;
 - Verifying that all the sections of the questionnaire bore the correct travel date;
 - Verifying that the person number was on the relevant diary sheets and that trips were sequentially numbered;
 - Checking that all routing was properly followed and responses were in range;
 - Checking employment/education addresses were fully recorded and coded where applicable;
 - Verifying the main mode used for trips;
 - Checking that responses were consistent with age/employment status/health etc.;
 - Cross-referencing diary trips with the diary overviews for each person;
 - Checking that whole trips and any sequence of trips was logical and consistent with age/employment status/car available/ticket/health/other members of the household where accompanied journeys were made etc., including:
 - Fully recorded and legible destinations;
 - Times in 24-hour format, sequential for depart and arrive, and subsequent/previous trips; and
 - For those driving, consistency with driving licence and car availability.
 - Checking that the new ticket questions had been completed correctly (e.g. no return ticket for Metrolink from February 2019).
- 6.5 At the data entry stage, destination information was coded as either a postcode or a full grid reference. In many cases, respondents were unable to provide a full postcode for their destination address but could give enough information for it to be found, for example supermarkets and the road/area.
- 6.6 Postcode checks - for each address with a grid reference given, the Grid Reference Finder website (<http://gridreferencefinder.com>) was used to look up the eastings/northings given for the postcode found by Data Entry staff.

6.7 In some cases, interviewers were unable to obtain address postcodes from respondents. This was due to some respondents not being able to remember postcodes of unfamiliar destination addresses, and some were not comfortable giving other people’s postcodes (e.g. addresses of friends/family or clients). Where people were unable to give precise destination information, interviewers recorded a grid square using the Street A-Z Atlas which could then be used to give grid references to within 100m. For destinations outside of Greater Manchester with no given or specific destination, e.g. London, a central postcode was added that was appropriate to the journey purpose.

7 Outcome of the Survey

7.1 A total of **2,086** interviews were recorded with households. A further **4** addresses commenced an interview that was not subsequently completed. This occurred when one or more household members refused to take part after one person had participated. These have not been included in the final sample.

7.2 A subsample of the **4,205** addresses drawn were held in reserve and not issued until other addresses had been exhausted; a total of **3,844** addresses were issued through the year. **570** addresses that had resulted in non-contact in the first few months of the survey were issued a second time later in the year. **Table 2** below shows the outcome for these addresses.

Table 2 Response Rates

	Addresses
Issued addresses	3,844
Deadwood	303
Remaining addresses	3,541
Non-Contact	1,029
Refusals	422
Partial/aborted interviews	4
Achieved Sample	2,086
Response Rate	59%

7.3 Of those that refused to take part in the survey, ‘too busy’ (34%) and ‘never do surveys’ (38%) were the most common reasons given.

7.4 Fieldwork commenced on 1st of February 2019 and continued to 31st January 2020. **Table 3** shows the number of interviews conducted each month.

Table 3 Interviews by Month

Month	Count	Percent (%)	Cumulative Percent (%)
February 2019	183	9	9
March 2019	194	9	18
April 2019	196	9	28
May 2019	170	8	36
June 2019	153	7	43
July 2019	176	8	52
August 2019	215	10	62
September 2019	186	9	71
October 2019	154	7	78
November 2019	167	8	86
December 2019	100	5	91
January 2020	192	9	100
Total	2,086		

7.5 Targets were set for the sample to ensure that days of the week were adequately represented in the **travel diary**. **Table 4** shows that 58% of all travel days were on a weekday (Monday to Thursday), 14% on a Friday, and 28% were completed over the weekend.

Table 4 Travel Day

	Target (%)	% achieved
Monday to Thursday	55-59	58
Friday	12-16	14
Sat / Sun	26-30	28

In each of the districts the target for the sample was exceeded, as shown in **Table 5**.

Table 5 Sample by District

	Target	Number	% achieved
Bolton District	195	203	104%
Bury District	170	176	104%
Rochdale District	170	173	102%
Manchester District	366	369	101%
Oldham District	170	172	101%
Salford District	171	180	105%
Stockport District	197	212	108%
Tameside District	170	183	108%
Trafford District	170	188	111%
Wigan District	220	230	105%
Total	2,000	2,086	104%

7.6 **Table 6** shows the response rates by district for the sample.

Table 6 Response Rates by District

	Issued addresses	Deadwood	Remaining addresses	Non-Contact	Refusals	Partial/aborted interviews	Achieved Sample	Response rate %
Bolton	406	29	377	111	62	1	203	54
Bury	356	30	326	93	57	0	176	54
Manchester	632	56	576	162	45	0	369	64
Oldham	331	26	305	100	33	0	172	56
Rochdale	356	29	327	90	64	0	173	53
Salford	309	21	288	72	36	0	180	63
Stockport	370	29	341	101	27	1	212	62
Tameside	334	22	312	101	27	1	183	59
Trafford	308	15	293	91	14	0	188	64
Wigan	442	46	396	108	57	1	230	58
All	3,844	303	3,541	1,029	422	4	2,086	59

7.7 The number of trips recorded in the sample was 10,198, from 4,817 people aged five or over, giving an overall trip rate of 2.1 trips per person per day.

8 Fieldwork Issues

- 8.1 Accompaniments were undertaken with interviewers. This was a valuable exercise in understanding various difficulties faced by interviewers, and these were like those encountered in previous years. These included:
- Flats and gated properties becoming an increasing issue as interviewers cannot gain access to even post the **introductory letter**. In Year 7, interviewers encountered 47 addresses that they were unable to gain access to, and this number increased to 70 for Year 8.
 - Where there was clearly someone at home, but no-one answered the door, either because they were unable to hear the interviewer's knock, unable or unwilling to come to the door.
 - Householders unwilling to admit interviewers into the house, resulting in many interviews being conducted on the doorstep.
 - Young people with no adult present and not being able to provide information on when to contact the household/adult.
 - Interviewers reported that they encountered many properties that had "no cold calling" stickers attached to their doors and/or windows, and combined with the updates to how personal information is processed and used (GDPR), interviewers believed that more members of the public were apprehensive about participating in an interview than in previous years, with some refusing to answer the door.
- 8.2 **Hit rate:** after the first few months of Year 8, an overall decrease with hit rates was identified due to an increase in refusals, with Wigan and Rochdale receiving higher refusal rates than expected. To address this, we allocated interviewers with higher hit rates to the districts that had been receiving higher refusal rates. By rotating interviewers and continuing to monitor districts and hit rates, refusal rates balanced out by the end of the Year 8, with only a total increase of 10 refusals when compared to Year 7 (422 compared to 412).
- 8.3 The trip rate per interviewer was monitored and fed back to interviewers monthly through the **interviewer feedback forms**. Those interviewers whose trip rate was lower than average were reminded about encouraging respondents to recall all trips, for example, asking if those who had been at work had been out at lunchtime.
- 8.4 **Travel day:** due to interviewers having different shift patterns, we closely monitored travel day targets and allocated districts to interviewers appropriately to ensure that targets were achieved.
- 8.5 **CAPI:** moving the household and person questions from paper to CAPI required an adjustment period for some interviewers who felt that it was taking them longer to conduct the survey in the initial months, however, through the sharing of best practice and gaining more experience of the CAPI program, all interviewers adjusted well with no key issues being raised through the year.
- 8.6 There were some **interviewer issues** that we encountered through Year 8:
- One of our interviewers was unable to continue interviewing beyond July 2019 due to long-term sickness.
 - Another interviewer was also unable to interview in January 2020 after fracturing her ankle in December.
 - We have recruited another interviewer who will be commencing in Year 9 after the completion of one of AECOM's other long-running projects in March.

9 Trip Rate Analysis

9.1 The trip rate, i.e. the number of trips per person per day, for the survey overall was 2.1, with 39% of trips made as the car driver as the main mode and 28% on foot. This is shown in **Table 7**.

Table 7 Trip Rate by Mode

	Trip Rate	%
Walk	0.59	28%
Cycling	0.05	2%
Motorcycling	0.00	0%
Car Driver	0.82	39%
Car Passenger	0.39	19%
Train	0.02	1%
Tram	0.04	2%
Bus	0.14	6%
Taxi	0.05	2%
Other	0.01	1%

9.2 **Table 8** compares the trip rates between respondent types. Respondents in employment had a trip rate of 2.4, compared to a trip rate of 1.9 amongst respondents that were not. Similarly, respondents with a full driving licence for a car or van had a higher trip rate than respondents with no licence (2.4 and 1.8 respectively).

Table 8 Trip Rates

		Trip Rate
Employment Status	Employed	2.4
	Not Employed	1.9
Age Group	5-15	2.1
	16-17	1.6
	18-24	2.2
	25-34	2.4
	35-44	2.4
	45-54	2.1
	55-59	2.3
	60-64	2.1
	65+	1.7
Licence	Full Licence for car/van	2.4
	No Licence	1.8
Mobility	Yes, limited a lot	1.1
	Yes, limited a little	1.6
	No	2.3
Number of Cars in Household	None	1.8
	One	2.2
	Two	2.3
	Three or more	1.9

10 Survey Sample

10.1 While random probability samples are generally perceived as providing the most representative data statistically, they can never be wholly representative as refusals can never be eliminated, and despite repeated call backs, all potential respondents cannot be contacted. The behaviour of non-respondents therefore can never be known and compared with that of respondents. Single person households and those who are economically inactive are likely to be over-represented in a random survey compared with one where quotas are set to ensure minimum numbers of employed people, etc.

10.2 The sample composition for the survey is summarised in **Table 9**.

Table 9 Sample Composition

		N	%	2011 Popn Stats %
Age	5-15	758	16%	14%
	16-17	115	2%	3%
	18-24	441	9%	11%
	25-34	696	14%	15%
	35-44	642	13%	15%
	45-54	667	14%	14%
	55-59	245	5%	6%
	60-64	261	5%	6%
	65+	990	21%	16%
	Total	4,815*		
Employment Status	Employed	2,043	42%	
	Not Employed	2,774	58%	
	Total	4,817		
Number in Household	Single Person	564	27%	
	Two	724	35%	
	Three	355	17%	
	Four	279	13%	
	Five	97	5%	
	Six or more	67	3%	
	Total	2,086		

*Two refusals

10.3 **Table 10** shows the achieved ACORN profile against the targets for each area.

Table 10 Sample Composition for Survey (%)

	Achieved					Target				
	Affluent Achievers	Rising Prosperity	Comfortable Communities	Financially Stretched	Urban Adversity	Affluent Achievers	Rising Prosperity	Comfortable Communities	Financially Stretched	Urban Adversity
Bolton	21	3	17	29	30	18	3	21	30	28
Bury	29	2	25	20	23	28	3	28	21	20
Manchester	7	8	14	29	43	7	11	14	29	40
Oldham	15	1	19	39	26	14	1	23	36	26
Rochdale	14	1	24	35	25	15	1	22	33	28
Salford	12	4	15	25	44	14	7	20	25	35
Stockport	47	1	27	13	11	44	2	24	15	15
Tameside	10	2	30	30	28	11	2	29	30	28
Trafford	51	5	20	12	12	48	6	20	12	13
Wigan	16	3	33	26	23	16	2	32	26	23
Total GM	21	3	22	26	28	20	5	22	26	27

APPENDIX A: Survey Documents**Document A: Introductory Letter**

2 Piccadilly Place
Manchester M1 3BG
0161 244 1000
www.tfgm.com

Household Address

*Reference No: Sample ID
Month and Year*

*Your Interviewer:
Interviewer Name*

Dear Householder,

Help us with a local Travel Diary Survey with a chance to win £75 in Shopping Vouchers

I am writing to ask for your help with an important survey that is taking place across Greater Manchester. This study, for Transport for Greater Manchester (TfGM), gathers information about where, when and how residents travel whether it is by car, public transport, walking, cycling or wheelchair. Whether you travel a lot, a little, or not at all, your views are important to us.

We cannot interview everyone in Greater Manchester, and so a sample of addresses is selected. Your address is one of those selected at random from the Royal Mail's list of addresses. Your participation is, of course, voluntary, but by taking part, along with 200 other households every month, you can help us to provide an accurate picture of demand for travel and transport facilities in your area. This will enable TfGM and the local authorities to plan more effectively for the future.

Any information you and other members of your household provide will be treated in complete confidence in accordance with General Data Protection Regulation (the "GDPR").

The survey is being carried out in your area on behalf of TfGM by AECOM under the Code of Conduct of the Market Research Society.

Your interviewer (shown above) will call to arrange a convenient time to visit when everyone is at home. They will need to collect travel data for all people in the household aged 5 or over.

Please ask to see the interviewer's ID badge before admitting them to your home. The information collected will be treated in the strictest confidence and only used for transport planning purposes. More information including a telephone number for any queries can be found overleaf.

As a thank you for taking part, your household will be entered into one of our monthly Free Prize Draws and you could win £75 in High Street shopping vouchers.

Yours faithfully

A handwritten signature in black ink that reads 'Simon Warburton'.

Simon Warburton
Transport Strategy Director

Frequently Asked Questions

Why has my household been selected?

By chance. As it is not possible to interview everyone, households have been randomly selected from all addresses in Greater Manchester in the Postal Address File.

What will I be asked?

Nothing difficult or intrusive. You will be asked some questions on who lives in the household, car availability, your usage of travel tickets, and questions about any trips you made on the day before the interview takes place. We will ask for some personal details, for example ethnicity and disability, to assess whether transport policies are fair to everyone. You will also have the opportunity to tell us what you think the priorities are for transport in Greater Manchester.

Do I have to take part?

Participation is entirely voluntary. But your assistance would be greatly valued, and will benefit all residents (and visitors to) Greater Manchester. If you are unable to participate in the survey, please call the Freephone number (0800 652 8646). Or alternatively, call the AECOM field manager on 0161 927 **8274**.

How long will it take?

It takes about 10-20 minutes (depending on how many people there are in the household, and how much they travel).

What will happen to the data?

The answers you provide will be treated in accordance with the General Data Protection Regulation (the "GDPR"). The information will be stored on computer and grouped with information supplied by other people from your area, so you can no longer be identified. All the information collected will be treated in the strictest confidence and will only be used for transport planning purposes by Transport for Greater Manchester and third party organisations acting on our behalf; no information that could identify you will be made available. You will not be contacted again unless you give your permission for this. Further details about the GDPR and your rights will be given to you by your interviewer.

What do I get for taking part?

As well as getting the chance to tell Transport for Greater Manchester your views, there is a Prize Draw. The survey is being conducted throughout 2019 with up to 200 households each month. Every month, all those who completed the survey in that month will be entered into a Prize Draw, for High Street Shopping Vouchers worth £75, so you have a 1 in 200 chance of winning. Good Luck!

Where can I get more information?

For more information on the survey you can call the AECOM Freephone number 0800 652 8646. Out of normal office hours there is an answerphone service – we will call you back if you leave your name, contact number and reference (see top right of this letter).

Alternatively visit the Transport for Greater Manchester website: <http://www.tfgm.com/trads>

Document B: Contact Record Sheet

CONTACT RECORD SHEET

DISTRICT		SAMPLE POINT	
INTERVIEWER		WARD	
		Month of Issue	

Sample ID	Address	Post code	HHs at address	Dwelling Unit Selection													
				2	3	4	5	6	7	8	9	10	11	12			

Call Back	Date	Time	Out come (code as below)	Num in H hold	Number Interviews method	of by	Contact Details I agree to my name and phone number being used for backchecking purposes only and understand that they will be destroyed at the end of the project. <input type="checkbox"/> See thank you leaflet for details on data storage.												
1					_____ Face to face		Lead Name												
2					_____ Phone			Contact Numbers	0										
3					_____ Proxy		0												
4					_____ Total														

Outcome codes:			
1	Full Interview		
Partial Interview		Contact – no interview	Refused
2	Unable to contact all HH members	6	Bad time: call back agreed/ arranged
3	HH q'aire respondent aborted interview	7	Person(s) to be interviewed unavailable
4	HH member refused/ aborted interview		
5	No Contact		
			8 Too busy (generally)
			9 Unwell
			10 Never do surveys
			11 Confidentiality
			12 Security/ Safety reasons
			13 Language (record which/ what assistance needed)
			14 Interview achieved but respondent later requested data be deleted
			15 Office refusal
			16 Other (record reason)
			17 Communal establishment
			18 Non-residential address
			19 Demolished/ derelict
			20 Vacant/ empty
			21 Address does not exist
			22 Gated/cannot gain access to property
			23 Not yet built
			24 Occupied but no resident household
			24 Other - record

Complete if interview achieved

Travel Date		Travel Day of Week	Interview Length (mins)	I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the MRS Code of Conduct with a person unknown to me
day	month	Circle one		
		2019		Signed
		1 Mon 2 Tue 3 Wed 4 Thu		
		5 Fri		
		6 Sat 7 Sun		

Note: This form must be completed and returned regardless of outcome.



GREATER MANCHESTER Travel Diary Survey
PART A: HOUSEHOLD QUESTIONNAIRE

Good morning/afternoon/evening

We are carrying out a survey on behalf of Transport for Greater Manchester. You should have received a letter about this? (*show letter*).

If yes. Go to X0

If no, give letter, and read out

This study, for Transport for Greater Manchester (TfGM) gathers information about where, when and how residents travel whether it is by car, public transport, walking, cycling or wheelchair. Whether you travel a lot, a little, or not at all, your views are important to us.

We cannot interview everyone in Greater Manchester, and so a sample of addresses is selected and your address has been selected at random from the Royal Mail's list of addresses. Your participation is of course, voluntary, but by taking part, along with 200 other households every month, you help us to provide an accurate picture of demand for travel and transport facilities in your area and this will enable Transport for Greater Manchester and the local authorities to plan effectively for the future.

The survey is being conducted by interviewers from AECOM on behalf of Transport for Greater Manchester and under the Code of Conduct of the Market Research Society. *SHOW BADGE.*

X0 READ TO ALL

The answers you provide will be treated in accordance with the 1998 Data Protection Act. Information will be stored on computer and grouped with that supplied by other people from your area, so you can no longer be identified. All information collected will be treated in the strictest confidence and will only be used for transport planning purposes by Transport for Greater Manchester and third party organisations; no information that could identify you will be made available.

As a thank you for taking part, your household will be entered into a Prize Draw and you could win £75 in High Street vouchers in our monthly draw.

QH1	I will need to speak to all people CURRENTLY living in the household, aged 5 or over; it should take no more than 10-20 minutes. Is every one aged 5 or over at home now?		
	Yes	1	▶ Go To QH2
	No	2	▶ make appointment for when everyone in household aged 5 or over will be available

QH2	Would now be a convenient time to do this survey? At the end of the interview you will have the opportunity to give suggestions for improving transport.		
	Yes	1	▶ Go To QH3,
	No	2	▶ make appointment

When would be a convenient time to do this survey?

Record time and date for appointment _____

QH3	Including yourself, how many people USUALLY live in this household?			
	<p>A household is a single person living alone or a group of people who share cooking facilities and share a living room, sitting room, kitchen or dining room. <i>INCLUDE STUDENTS, WHETHER AT HOME DURING VACATION OR AWAY AT COLLEGE/UNIVERSITY</i> <i>Don't forget to include the respondent</i></p>			
	WRITE IN NUMBER	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> </table> <p>If single person household ► Go To QP1a</p> <p>Otherwise ► Go to QP1</p>		

QP1	<p>I am now going to ask you a few questions about the people in your household.</p> <p><i>Complete QP1a, b and c for anyone who usually lives at the address (as QH3).</i></p> <p><i>If there are more than eight people in household (inc. respondent) use 'household continuation sheet'</i></p>
-----	--

QP1a	Person ID:	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6	Person 7	Person 8
QP1a	WRITE IN FIRST NAME or INITIALS:								
QP1b	What is your (/ his / her) gender?								
	Male	1	1	1	1	1	1	1	1
	Female	2	2	2	2	2	2	2	2
QP1c	What was your (/ his / her) age last birthday?								
	WRITE IN AGE								
QP1d	Was this person resident as of YESTERDAY (Travel Date)? (ONLY TICK NO IF PERSON IS CURRENTLY LIVING ELSEWHERE, E.G. WORKING AWAY LONG TERM OR STUDENT LIVING AWAY IN TERM TIME)								
	Yes	1	1	1	1	1	1	1	1
	No	2	2	2	2	2	2	2	2

<p>INTERVIEWER - NOW CONFIRM THE NUMBER OF CURRENT HOUSEHOLD MEMBERS AGED 5 OR OVER (TO BE ASKED QP1e ONWARDS) USE CONTINUATION SHEET IF REQUIRED</p>			
QH4	<p>USING ANSWERS FROM QP1c/d RECORD THE NUMBER OF HOUSEHOLD MEMBERS AGED 5 OR OVER AND PRESENT ON TRAVEL DAY</p> <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 30px; height: 20px;"></td> <td style="width: 30px; height: 20px;"></td> </tr> </table> <p style="text-align: right;">► CONTINUE</p>		

CONTINUE WITH QUESTIONNAIRE FOR EACH PERSON AGED 5 OR OVER WHO TICKED 'YES' AT QP1d. Working your way down each column in the grid, ask each question in turn.

You should complete one column per person (as QH4).

Person ID:	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6	Person 7	Person 8
QP1e	[Showcard QP1e] Do you/they have any of the listed driving licences? (MULTIPLE CODE)							
	Full licence for a car/van	1	1	1	1	1	1	1
	Full licence for a motorcycle	2	2	2	2	2	2	2
	Full licence for a moped/scooter	3	3	3	3	3	3	3
	Provisional licence for a car/van	4	4	4	4	4	4	4
	Provisional licence for a motorcycle	5	5	5	5	5	5	5
	Provisional licence for a moped/scooter	6	6	6	6	6	6	6
	None of these	7	7	7	7	7	7	7

Person ID:	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6	Person 7	Person 8
QP1f Are you/they a blue badge holder?								
Yes	1	1	1	1	1	1	1	1
No	2	2	2	2	2	2	2	2
QP1g [Showcard QP1g] What is your/their ethnic group?								
<i>White</i>								
English/Welsh/ Scottish/ Northern Irish/ British	1	1	1	1	1	1	1	1
Irish	2	2	2	2	2	2	2	2
Gypsy or Irish Traveller	3	3	3	3	3	3	3	3
Any other White background <i>SPECIFY</i>	4	4	4	4	4	4	4	4
<i>Mixed / Multiple ethnic groups</i>								
White and Black Caribbean	5	5	5	5	5	5	5	5
White and Black African	6	6	6	6	6	6	6	6
White and Asian	7	7	7	7	7	7	7	7
Any other Mixed / multiple ethnic background <i>SPECIFY</i>	8	8	8	8	8	8	8	8
<i>Asian or Asian British</i>								
Indian	9	9	9	9	9	9	9	9
Pakistani	10	10	10	10	10	10	10	10
Bangladeshi	11	11	11	11	11	11	11	11
Chinese	12	12	12	12	12	12	12	12
Any other Asian background <i>SPECIFY</i>	13	13	13	13	13	13	13	13
<i>Black / African / Caribbean / Black British</i>								
African	14	14	14	14	14	14	14	14
Caribbean	15	15	15	15	15	15	15	15
Any other Black background <i>SPECIFY</i>	16	16	16	16	16	16	16	16
<i>None of the above</i>								
Arab	17	17	17	17	17	17	17	17
Any other Ethnic group <i>SPECIFY</i>	18	18	18	18	18	18	18	18

Person ID:	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6	Person 7	Person 8
QP1h [Showcard QP1h] As part of the commitment of Transport for Greater Manchester to providing services that meet the needs of all members of the community, we would like to ask you a question about your religious beliefs. Please could you tell me which of these best represents your religious beliefs? Once again, please be assured that your responses are completely confidential.								
No religion	1	1	1	1	1	1	1	1
Buddhist	2	2	2	2	2	2	2	2
Christian **	3	3	3	3	3	3	3	3
Hindu	4	4	4	4	4	4	4	4
Jewish	5	5	5	5	5	5	5	5
Muslim	6	6	6	6	6	6	6	6
Sikh	7	7	7	7	7	7	7	7
Any other (SPECIFY)	8	8	8	8	8	8	8	8
Prefer not to say	9	9	9	9	9	9	9	9

***(including Church of England, Catholic, Protestant and all other Christian denominations)*

QH5	[Showcard QH5] How many vehicles of each of these types does your household own or have access to? Do not include vehicles for sale if respondent is a vehicle trader or vehicles owned because a household member is an enthusiast / collector (if they are not used on a day to day basis). <i>WRITE IN NUMBER OF VEHICLES IN EACH CATEGORY</i>	
QH5a	Cars and vans owned by the household	<input type="text"/> <input type="text"/>
QH5b	Cars and vans supplied as part of your job	<input type="text"/> <input type="text"/>
QH5c	Motorcycles / scooters	<input type="text"/> <input type="text"/>
QH5d	Bicycles (excluding those used by children aged under 5)	<input type="text"/> <input type="text"/>
QH5e	Other vehicles <input type="text"/> <input type="text"/> (SPECIFY) <input type="text"/>	

QH6	[Showcard QH6] I'd now like to ask you a question about your HOUSEHOLD income. This will help Transport for Greater Manchester plan transport services for people across the whole community. Thinking about all sources of income such as salary, wages, benefits, pensions and so on, could you please tell me which letter on the showcard best represents the total income of your household before taxes and other deductions? If not sure, please estimate. Once again, please be assured that your responses are treated with the strictest confidence and reported anonymously when analysed.	
	<i>WRITE IN LETTER</i> <input type="text"/>	
	Don't know	997
	Refused	998

QH7	What is the occupation of the head of the household? If RETIRED ask for previous occupation	
	WRITE IN	<input type="text"/>
	Don't know	997
	Refused	998

QH8	INTERVIEWER: Probe for SEG	
	<i>SINGLE CODE</i>	
	AB	1
	C1	2
	C2	3
	DE	4
	Unable to say	5

QH9	Did you have any overnight visitors staying with you last night? (/ on <TRAVEL DAY> night?)		
	<i>SINGLE CODE</i>		
	Yes	1	▶ Go to QH10
	No	2	▶ Go to Part B

QH10	How many visitors? Visitors should be excluded from the rest of the interview.		
	WRITE IN NUMBER	<input type="text"/>	▶ Go to Part B

NOW COMPLETE 'PART B: PERSON QUESTIONNAIRE' FOR EACH RESIDENT HOUSEHOLD MEMBER AGED 5 OR MORE
 WHEN YOU HAVE COMPLETED PERSON INTERVIEWS WITH ALL HOUSEHOLD MEMBERS AGED 5 OR MORE,
 THE NUMBER OF COMPLETED PERSON QUESTIONNAIRES SHOULD EQUAL THE NUMBER GIVEN AT QH4.

**PART D: PERSON QUESTIONNAIRE COMMENTS ASK THIS SECTION ONCE PERSON QUESTIONNAIRE AND DIARY COMPLETE
READ OUT:**

I would now like to ask you a question about your views of transport services and facilities in Greater Manchester This can cover any aspect of transport, including walking, cycling and public transport.

	QD1 What aspects of transport would you most like to see improved? WRITE DOWN RESPONDENTS' COMMENTS VERBATIM	QD2 Would you like to be involved in any future survey/consultation for Transport for Greater Manchester? 1= Yes; 2 = No	If yes: Can I take your name to pass, along with your address, to Transport for Greater Manchester? This will not be used for anything else	<i>INTERVIEWER, PLEASE RECORD DETAILS OF HOW THE INTERVIEW WAS CONDUCTED</i> <i>1 face to face; 2 telephone; 3 proxy</i>
P1				
P2				
P3				
P4				
P5				
P6				
P7				
P8				

If NOT Face to Face record reason

If Proxy specify relationship between absent household member and proxy respondent and reason

.....

THANK THE RESPONDENT AND CLOSE THE INTERVIEW

MOVE ON TO INTERVIEW THE NEXT HOUSEHOLD MEMBER UNTIL YOU HAVE INTERVIEWED EACH HOUSEHOLD MEMBER AGED 5 OR MORE. IF A HOUSEHOLD MEMBER IS UNAVAILABLE, TALK TO THE PERSON YOU HAVE JUST INTERVIEWED TO TRY TO MAKE ARRANGEMENTS TO CALL BACK



**GREATER MANCHESTER Travel Diary Survey
PART B: PERSON QUESTIONNAIRE**

SAMPLE ID	PERSON ID	TRAVEL DIARY DATE								
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">D</td> <td style="width: 15%; text-align: center;">D</td> <td style="width: 10%; text-align: center;">/</td> <td style="width: 15%; text-align: center;">M</td> <td style="width: 15%; text-align: center;">M</td> <td style="width: 10%; text-align: center;">/</td> <td style="width: 15%; text-align: center;">Y</td> <td style="width: 15%; text-align: center;">Y</td> </tr> </table>	D	D	/	M	M	/	Y	Y
D	D	/	M	M	/	Y	Y			
<p><i>Check PERSON ID & name match QP1a & QP1b in HH q'aire</i></p>										

YOU MUST CONDUCT A PERSON INTERVIEW WITH ALL HOUSEHOLD MEMBERS AGED 5 AND OVER. IF INTERVIEWING A CHILD UNDER THE AGE OF 16 PLEASE MAKE SURE A PARENT / GUARDIAN SIGNS THE FOLLOWING CONSENT:

Parental Consent Declaration
 I hereby give permission to <Interviewer's name> to interview my child as part of the Greater Manchester Travel Diary Survey.

Name of parent / guardian giving permission

Signature of parent / guardian

Date (DD/MM/YY)

D	D	/	M	M	/	Y	Y
---	---	---	---	---	---	---	---

QP2	<p>[Showcard QP2] Which of the following describe your work status? <i>(all that apply)</i></p>	
	<i>MULTI CODE</i>	
	Working full-time (30 + hours)	2
	Working part-time (16-30 hours)	3
	Working part-time (less than 16 hours)	4
	Unpaid work, including regular voluntary/work experience	6
	In full-time education (student)	7
	In part-time education (student) (30 hours per week or less, sandwich course etc)	8
	Retired	5
	Looking after the home/family	9
	Unemployed / not working	10
	Long term sick or disabled	11
	Other (<i>SPECIFY</i>)	12
		<p>▶ If working Ask QP5a</p> <p>▶ If in education ASK QP3</p> <p>▶ In not working or in education GOTO QP9a</p>

IF IN EDUCATION (CODE 7 OR 8 @ QP2)

QP3	What is the full name and address of your usual place of education				
	<i>Probe for postcode details. If more than one site, identify the one visited most often.</i>				
	<i>WRITE IN ADDRESS DETAIL</i>				
	Education establishment:	<input type="text"/>			
	Street name:	<input type="text"/>			
	Town:	<input type="text"/>			
	District:	<input type="text"/>			
Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
If postcode not known, record A-Z	Page	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Grid Letter	<input type="text"/>	Grid Number	<input type="text"/>	<input type="text"/>

▶ Go to QP4

QP4	[Showcard QP4]	
	Which is the main method of transport used to make your usual journey to school (/college/ university)? (i.e. that used for the longest distance and how they travel most days)	
<i>SINGLE CODE</i>		
	Walk	1
	Cycle	2
	Motorcycle, scooter or moped	3
	Driving a car or van	4
	Passenger in a car or van	5
	Train	6
	Metrolink	7
	Bus, coach or minibus	8
	Taxi / minicab	9
	Study mainly at home	10
	Other (<i>SPECIFY</i>)	11
	<input type="text"/>	

IF IN EMPLOYMENT, WHETHER PAID OR UNPAID (Codes 2,3,4,6 @ QP2) Go to QP5a.

IF NOT IN EMPLOYMENT Go to QP9a.

IN EMPLOYMENT, WHETHER PAID OR UNPAID (Codes 2,3,4,6 @ QP2)

QP5a	What is your occupation?	
	WRITE IN	<input type="text"/>

QP5b	Is this employment...?		<i>SINGLE CODE</i>
	Self -employed		1
	Not self employed		2

QP6	What is the full name and address of your main place of work		
	<i>Probe for postcode details. If more than one site, identify the one visited most often.</i>		
	<i>WRITE IN ADDRESS DETAIL</i>		
	Company / shop / place name:	<input type="text"/>	
	Number and Street name:	<input type="text"/>	
	Town	<input type="text"/>	
	District	<input type="text"/>	
	Postcode	<input type="text"/>	<input type="text"/>
	If postcode not known, record A-Z	Page	<input type="text"/>
		Grid Letter	<input type="text"/>
	Grid Number	<input type="text"/>	
	Work mainly at or from home	1	
	No fixed place of work	2	
	Offshore installation	3	

▶ **GO TO QP7**

▶ **GO TO QP7**

QP7	[Showcard QP7] Which is the main method of transport you use to make your usual journey to work? (i.e. that used for the longest distance and how they travel most days)			<i>SINGLE CODE</i>
	Walk	1	Train	6
	Cycle	2	Metrolink	7
	Motorcycle, scooter or moped	3	Bus, coach or minibus	8
	Driving a car or van	4	Taxi / minicab	9
	Passenger in a car or van	5	Work mainly at home	10
	Other (<i>SPECIFY</i>)	11	<input type="text"/>	

QP8	[Showcard QP8] Do you have an occupation where driving or travelling around is an integral part of the job?		<i>SINGLE CODE</i>
	Yes (e.g. driver, courier, deliveries, etc.)		1
	Do <u>not</u> include office workers, Salesmen, Commercial Travellers etc who may travel to see clients		2

ASK ALL		
QP9a	Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include problems due to old age. <i>SINGLE CODE</i>	
	Yes, limited a lot	1 ▶ <i>Go to QP9b</i>
	Yes, limited a little	2 ▶ <i>Go to QP9b</i>
	No	3 ▶ <i>Go to QP17</i>

QP9b	[Showcard QP9b] Could you please tell me which of the conditions on the card best describe your health issues or disability? <i>MULTI-CODE</i>	
	Mobility or walking difficulty	1
	Physical coordination (e.g. balance)	2
	Lifting, carrying heavy objects	3
	Manual dexterity (affecting ability to use hands to do everyday tasks)	4
	Wheelchair user	5
	Blind, partially sighted or serious sight impairment	6
	Difficulty speaking	7
	Deaf, hard of hearing or serious hearing impairment	8
	Conditions affecting ability to learn understand, remember, concentrate or read	9
	Diagnosed mental health condition such as depression, bi-polar disorder, schizophrenia	10
	Long standing illness or health condition (e.g. MS, chronic heart disease or epilepsy, cancer, HIV)	11
	Other (<i>SPECIFY</i>)	12

READ OUT: I would now like to ask you some questions about how you use transport in Greater Manchester. When travelling in Greater Manchester, currently, how often do you...										
QP17 [Showcard QP17] <i>CODE ONE RESPONSE IN EACH ROW</i>	5 or more days a week	3 or 4 days a week	2 days a week	1 day a week	At least once a fortnight	At least once a month	At least once a year	Not used in the last 12 months	Never used	
Use a Car?	1	2	3	4	5	6	7	8	9	
Use the bus?	1	2	3	4	5	6	7	8	9	
Use the train?	1	2	3	4	5	6	7	8	9	
Use Metrolink?	1	2	3	4	5	6	7	8	9	
Use a bicycle?	1	2	3	4	5	6	7	8	9	
<u>Walk</u> - for 20 minutes or more, in one trip, i.e. without stopping	1	2	3	4	5	6	7	8	9	
Use other (taxi, motorcycle etc.)	1	2	3	4	5	6	7	8	9	

QP10a	[Showcard QP10a] Do you hold any of these concessionary passes?		<i>MULTI-CODE</i>
	National concession travel pass (for disabled or elderly people)		1
	Concession Plus pass (<i>for disabled people – NOT National pass as above</i>)		2
	IGO		3
	Scholars Pass (16-19)		4
	LEA Free School Pass		7
	Other (<i>SPECIFY</i>)	<input type="text"/>	5
	None		6

QP10a1	I would now like to ask you some questions about ‘Get me There’		
	<i>CODE ONE RESPONSE FOR EACH QUESTION</i>	Yes	No
	Do you have a ‘Get me There’ card	1	2
	Are you registered on the ‘Get me There’ app	1	2

QP10a2	Do you pay for any Public Transport Tickets using a Contactless payment card?	
	Yes 1	No 2

QP10b	[Showcard QP10b] Do you have any public transport season tickets, valid for yesterday /travel day?		
	No	1	▶ <i>Go to QP12</i>
	Yes	2	▶ <i>Go to QP11a</i>

QP11a	[Showcard QP10b] What sort of season ticket?			
	<i>MULTI-CODE IF MORE THAN ONE RECORD DETAILS IN ‘Other.’</i>			
	Bus Operator	First	1	
		Stagecoach	2	
		Other bus operator	3	
	Tram	Metrolink season ticket	4	
	Train	Train (station to station/central zone season)	5	
		GM Traincard	6	
	System One Bus Saver		7	
	System One County Card		8	
	System One Buscard Extra		9	
Other (<i>SPECIFY</i>)	<input type="text"/>	10		

QP11b	[Showcard QP11b] How long is it valid for?		<i>MULTI-CODE</i>
	Week	1	Quarter
	Month / 4 weeks	2	Year
	Other (<i>SPECIFY</i>)	<input type="text"/>	5

**IF HAVE PASS (code 1-5) @ QP10a or SEASON TICKET (Code 2) @ QP10b ASK QP12.
OTHERWISE GO TO QT1**

QP12	How many ONE WAY trips do you typically make in an average week using this pass or ticket?	INSERT ESTIMATE <input type="text"/>
	<p><i>Examples:</i></p> <p><i>If travel to and from work five days a week number of trips = 10</i></p> <p><i>If travel to child minder on public transport and then child minder to work on public transport and from work to child minder and child minder to home this is 4 trips per day, 20 trips per week.</i></p>	

PART C: TRAVEL DIARY SUMMARY QUESTIONNAIRE

READ OUT:

To get a better understanding of the travel you make, I would now like to ask about the trips made by you yesterday (/ on <TRAVEL DAY>)

Travel Day	D	D	/	M	M	/	Y	Y
------------	---	---	---	---	---	---	---	---

Please tell me about all trips which started on this day, between 4am and 4am the following day. Even short trips like walking to the post box, going next door, from work to a shop and back are important.

INTERVIEWER NOTE:

A trip is a one-way movement to achieve a single purpose. If the respondent describes a round trip, (which starts and finishes at the same location) e.g. walking the dog around a local park, record it as two trips: 1. home to park (or the place of furthest distance away from their house), 2.park to home

All details must be collected for travel made on the TRAVEL DATE, for all household members. If travel date is not yesterday, please ask questions referring to the TRAVEL DAY (e.g. "Monday").

QT1	Did you make a trip yesterday in the UK (on <TRAVEL DAY>)?	<i>SINGLE CODE</i>	
	Yes	1	▶ Go to QT3
	No - (stayed indoors the whole day)	2	▶ Go to QT2a
	No - Abroad (i.e. outside Great Britain for the whole of the travel day)	3	▶ Go to Part D

QT2a	Was there a particular reason you didn't go out? (/ on <TRAVEL DAY>?)	<i>MULTI-CODE</i>	
	<i>UNPROMPTED</i>		
	Rested because unwell / housebound	1	▶ Go to Part D
	Household jobs	2	
	Leisure at home	3	
	Worked at home	4	
	Stayed in because of weather conditions	5	
	Studying / revising / coursework etc (education related)	6	
	Caring for others / maternity leave / babysitting	7	
	Had no need to go out	8	
	Had no access to transport	9	
Other (<i>SPECIFY</i>) <input style="width: 200px;" type="text"/>	10		

QT3	When you made your first trip of the day yesterday (on <TRAVEL DAY>) did you start this at home?		
	<i>SINGLE CODE</i>		
	Yes	1	▶ Go to QT6
	No (somewhere else)	2	▶ Go to QT4

QT4	If QT3 = no (not at home), what is the address of your place from where you started you first trip of the day yesterday? (on <TRAVEL DAY>) Probe for postcode details WRITE IN ADDRESS DETAIL			
	Company / shop / place name:	<input type="text"/>		
	Number and Street name:	<input type="text"/>		
	Town / area	<input type="text"/>		
	Postcode	<input type="text"/>	<input type="text"/>	<input type="text"/>
	If postcode not known, record A-Z	Page	<input type="text"/>	<input type="text"/>
	Grid Letter	<input type="text"/>	Grid Number <input type="text"/>	

QT5	[Showcard T4] Why were you there?		<i>SINGLE-CODE</i>
	Home	1	
	Usual place of work	2	
	Education (as pupil/ student)	3	
	Visit friends/ relatives	4	
	Shopping - Food	5	
	Shopping - Non food	6	
	Escorting – place of work (pick-up/ drop-off)	7	
	Escorting –place of education (pick-up/ drop-off)	8	
	Accompanying or giving lift to other person (not school, or work)	9	
	Use Services/ Personal Business (bank, hairdresser, library etc)	10	
	Health or medical visit	11	
	Social (Entertainment/ recreation/Participate in sport, pub/ restaurant)	12	
	Work - Business/ other	13	
	Worship or religious observance	14	
	Round trip – walk, cycle, drive for enjoyment	15	
	Unpaid /voluntary work	16	
	Tourism/sightseeing	17	
	Staying at hotel/other temporary accommodation	18	
	Other (SPECIFY) <input type="text"/>	19	
	Childcare – taking/collecting child to/from babysitter, nursery etc	20	
Moving people or goods in connection with employment	21		

TRAVEL DIARY OVERVIEW

OBTAIN A SUMMARY OF ALL TRIPS MADE BY COMPLETING THE TRAVEL DIARY OVERVIEW GRID BELOW. USE THE OVERVIEW GRID AS A MEMORY JOGGER WHEN COMPLETING THE FULL TRAVEL DIARY USING TRIPSHEETS.

- COLLECT INFORMATION ABOUT ALL TRIPS STARTED DURING THE TRAVEL DAY (I.,E. BETWEEN 0400 ON THE TRAVEL DAY TO 0359 THE FOLLOWING DAY
- ALL TRIPS STARTING OR ENDING IN GREAT BRITAIN MUST BE INCLUDED
- ESTABLISH APPROX DESTINATION AND THE PURPOSE OF EACH TRIP
- MAKE SURE YOU HAVE ALL THE TRIPS IN THE CORRECT ORDER
- REMEMBER A TRIP IS A ONE WAY MOVEMENT TO ACHIEVE A SINGLE MAIN PURPOSE

Travel Diary Overview Grid

TRIP NO.	START TIME	JOURNEY TIME	PURPOSE and /or DESTINATION
TRIP 1			
TRIP 2			
TRIP 3			
TRIP 4			
TRIP 5			
TRIP 6			
TRIP 7			
TRIP 8			
TRIP 9			
TRIP 10			

CHECK – HAVE YOU GOT ALL TRIPS

- | | |
|---|---|
| <ul style="list-style-type: none"> - Did they go to local shop/ post box - Did they walk the dog - Did they leave work at lunch time to run errand/ get a sandwich - Did they go somewhere on way home from work eg gym | <ul style="list-style-type: none"> - Did they take the kids to swimming/ club / friends - Did they give friend or relative a lift - If town centre trip are all trips recorded for change in purpose e.g. shop, lunch, personal business |
|---|---|

<i>I confirm I have probed for and recorded all trips my by the respondent.</i>	
---	--

QT6 INTERVIEWER WRITE IN THE NUMBER OF TRIPS MADE, AS RECORDED ABOVE.

WRITE IN NUMBER

--	--

NOW COMPLETE THE TRAVEL DIARY – RECORD FULL TRIP DETAILS USING ‘TRIP-SHEETS’

CHECK THAT THE NUMBER OF TRIPS RECORDED IN THE TRAVEL DIARY OVERVIEW GRID (above) AND TRIP-SHEETS EQUALS THE NUMBER OF TRIPS RECORDED IN QT6. IF, DURING THE COURSE OF THE TRAVEL DIARY INTERVIEW THE RESPONDENT REMEMBERS MORE TRIPS PLEASE RECORD THESE ON THE TRIPS SHEETS AND UPDATE QT6 TO REFLECT THIS.

REMEMBER, ONCE YOU HAVE COMPLETED THE TRAVEL DIARY TRIP SHEETS, COMPLETE PART D

Document E: Travel Diary

Sample ID		Person ID		Travel Diary Date				
		Trip No		Trip No				
Q1 Where did you end this trip (Showcard T1)	Home <input type="checkbox"/> Work <input type="checkbox"/> [Tick one]	Home <input type="checkbox"/> Work <input type="checkbox"/> [Tick one]	Education <input type="checkbox"/> Other <input type="checkbox"/>	Education <input type="checkbox"/> Other <input type="checkbox"/>				
If other at Q1 Please tell me the full address and postcode (if no postcode locate in A-Z and record grid square)	No/Name	No/Name	Street	Street				
	Town/City	Town/City	Postcode	Postcode				
	or	or	Page No#	Page No#				
	Grid Ref	Grid Ref						
Q2 What time did you set off?	: [24 hr, e.g. 18:30]	: [24 hr, e.g. 18:30]						
Q3 What time did you arrive?	: [24 hr, e.g. 18:30]	: [24 hr, e.g. 18:30]						
Q4 How long did trip take?	: [HH:MM]	: [HH:MM]						
Q5 Why did you make this trip? [Code MAIN PURPOSE]	(Showcard T4) [Enter Code]	(Showcard T4) [Enter Code]	[If Code 21 at Q5 and more than five calls] How many work trips did you make?	Trips made	Miles travelled			
Q6 How many other people travelled? [Code 0 if alone]	From Household (5+ excluding self)	From Household (5+ excluding self)	From household aged under 5	From household aged under 5	Not members of household			
Q7a What methods of travel did you use? Tick all that apply (Showcard T7)	1 Walk 2 Cycle 3 Motorcycle/scooter / moped 4 Car/ van driver 5 Car/ van passenger 10 Other (Please Specify)	6 Train 7 Metrolink 8 Bus/ coach / minibus 9 Taxi/ minicab 11 2+ train 12 2+ Metrolink 13 2+ bus/ coach	1 Walk 2 Cycle 3 Motorcycle/scooter / moped 4 Car/ van driver 5 Car/ van passenger 10 Other (Please Specify)	6 Train 7 Metrolink 8 Bus/ coach / minibus 9 Taxi/ minicab 11 2+ train 12 2+ Metrolink 13 2+ bus/ coach				
Q7b What was the MAIN METHOD used [in Q7a]? (Showcard T7)	[Enter Code from Q7a] [If used Car/van at Q7a GO TO Q8] [Otherwise GO TO Q9]	[Enter Code from Q7a] [If used Car/van at Q7a GO TO Q8] [Otherwise GO TO Q9]						
CAR/VAN/M'BIKE USERS ONLY (Showcard T8)	(Showcard T8) [Enter Code]	[Enter Code]						
Q8 Where did you park?	Yes <input type="checkbox"/> No <input type="checkbox"/> [tick one]	Yes <input type="checkbox"/> No <input type="checkbox"/> [tick one]						
NON-CAR/VAN USERS ONLY Q9 Was a car/van available to make this trip? (Showcard T9) [If travelled by Public Transport in Q7a (CODES 6-13)] Q10 What tickets were used for each Mode? (Showcard T10) [Tick all that apply]	Bus	Ticket 1	Ticket 2	Ticket 3	Ticket 1	Ticket 2	Ticket 3	
	Metrolink							
	Train							
Q11 Did you go anywhere else yesterday/travel day?	Yes <input type="checkbox"/> GO TO NEXT TRIP No <input type="checkbox"/> GO TO PART D [tick one]	Yes <input type="checkbox"/> GO TO NEXT TRIP No <input type="checkbox"/> GO TO PART D [tick one]						

	Trip No	<input type="text"/>	<input type="text"/>	Trip No	<input type="text"/>	<input type="text"/>	
Q1 Where did you end this trip (Showcard T1)	Home <input type="checkbox"/> Work <input type="checkbox"/> [Tick one]			Home <input type="checkbox"/> Work <input type="checkbox"/> [Tick one]			
	Education <input type="checkbox"/> Other <input type="checkbox"/>			Education <input type="checkbox"/> Other <input type="checkbox"/>			
If other at Q1 Please tell me the full address and postcode (if no postcode locate in A-Z and record grid square)	No/Name Street Town/City Postcode <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			No/Name Street Town/City Postcode <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			
	or Page No# <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Grid Ref L <input type="text"/> <input type="text"/> N <input type="text"/> <input type="text"/>			or Page No# <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Grid Ref L <input type="text"/> <input type="text"/> N <input type="text"/> <input type="text"/>			
Q2 What time did you set off?	<input type="text"/> <input type="text"/> : <input type="text"/> <input type="text"/> [24 hr, e.g. 18:30]			<input type="text"/> <input type="text"/> : <input type="text"/> <input type="text"/> [24 hr, e.g. 18:30]			
Q3 What time did you arrive?	<input type="text"/> <input type="text"/> : <input type="text"/> <input type="text"/> [24 hr, e.g. 18:30]			<input type="text"/> <input type="text"/> : <input type="text"/> <input type="text"/> [24 hr, e.g. 18:30]			
Q4 How long did trip take?	<input type="text"/> <input type="text"/> : <input type="text"/> <input type="text"/> [HH:MM]			<input type="text"/> <input type="text"/> : <input type="text"/> <input type="text"/> [HH:MM]			
Q5 Why did you make this trip? [Code MAIN PURPOSE]	(Showcard T4) [Enter Code] <input type="text"/>	[If Code 21 at Q5 and more than five calls] How many work trips did you make? Trips made <input type="text"/> <input type="text"/> Miles travelled <input type="text"/> <input type="text"/> <input type="text"/>		(Showcard T4) [Enter Code] <input type="text"/>	[If Code 21 at Q5 and more than five calls] How many work trips did you make? Trips made <input type="text"/> <input type="text"/> Miles travelled <input type="text"/> <input type="text"/> <input type="text"/>		
Q6 How many other people travelled? [Code 0 if alone]	From Household (5+ excluding self) <input type="text"/>			From Household (5+ excluding self) <input type="text"/>			
	From household aged under 5 <input type="text"/>			From household aged under 5 <input type="text"/>			
	Not members of household <input type="text"/>			Not members of household <input type="text"/>			
Q7a What methods of travel did you use? Tick all that apply (Showcard T7)	1 Walk 2 Cycle 3 Motorcycle/scooter / moped 4 Car/ van driver 5 Car/ van passenger 10 Other (Please Specify)	6 Train 7 Metrolink 8 Bus/ coach / minibus 9 Taxi/ minicab 11 2+ train 12 2+ Metrolink 13 2+ bus/ coach		1 Walk 2 Cycle 3 Motorcycle/scooter / moped 4 Car/ van driver 5 Car/ van passenger 10 Other (Please Specify)	6 Train 7 Metrolink 8 Bus/ coach / minibus 9 Taxi/ minicab 11 2+ train 12 2+ Metrolink 13 2+ bus/ coach		
Q7b What was the MAIN METHOD used [in Q7a]? (Showcard T7)	<input type="text"/> [Enter Code from Q7a] [If used Car/van at Q7a GO TO Q8] [Otherwise GO TO Q9]			<input type="text"/> [Enter Code from Q7a] [If used Car/van at Q7a GO TO Q8] [Otherwise GO TO Q9]			
CAR/VAN/M'BIKE USERS ONLY (Showcard T8)	(Showcard T8) [Enter Code] <input type="text"/>			<input type="text"/> [Enter Code]			
Q8 Where did you park?							
NON-CAR/VAN USERS ONLY	Q9 Was a car/van available to make this trip? (Showcard T9)	Yes <input type="checkbox"/> No <input type="checkbox"/> [tick one]		Yes <input type="checkbox"/> No <input type="checkbox"/> [tick one]			
	[If travelled by Public Transport in Q7a (CODES 6-13)] Q10 What tickets were used for each Mode? (Showcard T10) [Tick all that apply]	Ticket 1	Ticket 2	Ticket 3	Ticket 1	Ticket 2	Ticket 3
		Bus	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		Metrolink	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Train	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Q11 Did you go anywhere else yesterday/travel day?	Yes <input type="checkbox"/> GO TO NEXT TRIP No <input type="checkbox"/> GO TO PART D [tick one]			Yes <input type="checkbox"/> GO TO NEXT TRIP No <input type="checkbox"/> GO TO PART D [tick one]			

GMTRADS

HOUSEHOLD SURVEYS

SHOWCARD QH6

We need a general idea of household income to gain a better understanding of why people travel the way they do.

	Annual	Or Monthly	Or Weekly
D	less than £5,000	less than £400	Less than £100
X	£5,000 - £9,999	£400 - £799	£100 - £199
R	£10,000 - £14,999	£800 - £1,199	£200 - £299
S	£15,000 - £19,999	£1,200 - £1,599	£300 - £399
Z	£20,000 - £24,999	£1,600 - £1,999	£400 - £499
Y	£25,000 - £34,999	£2,000 - £2,999	£500 - £699
A	£35,000 - £49,999	£3,000 - £4,199	£700 - £999
W	£50,000 - £74,999	£4,200 - £6,199	£1,000 - £1,499
H	£75,000 or more	£6,200 or more	£1,500 or more

Please take into account *all* sources of income such as:

- Wages/salary, income from self-employment
- Pensions, child benefit, mobility/disability allowances
- Other state benefits such as family credit, unemployment benefit, housing benefit, sickness/invalidity benefit, maternity benefit, income support etc.
- Saving/investment interest, income from rent, capital gains tax etc
- Other income such as alimony, annuity, grants etc

SHOWCARD QH5

Cars and vans owned by the household

Cars and vans supplied as part of your job

Motorcycles / scooters

Bicycles (excluding those used by children aged under 5)

Other vehicles

SHOWCARD QP1e

Full licence for a car / van 1

Full licence for a motorcycle 2

Full licence for a moped / scooter 3

Provisional licence for a car / van 4

Provisional licence for a motorcycle 5

Provisional licence for a moped/scooter 6

None of these 7

SHOWCARD QP1g

White

English/Welsh/Scottish/Northern Irish/British	1
Irish	2
Gypsy or Irish Traveller	3
Any other White background	4

Mixed / Multiple ethnic groups

White and Black Caribbean	5
White and Black African	6
White and Asian	7
Any other Mixed / Multiple ethnic background	8

Asian or Asian British

Indian	9
Pakistani	10
Bangladeshi	11
Chinese	12
Any other Asian background	13

Black

African	14
Caribbean	15
Any other Black background	16

Other

Arab	17
Any other Ethnic group	18

SHOWCARD QP1h

No religion 1

Buddhist 2

Christian 3

Hindu 4

Jewish 5

Muslim 6

Sikh 7

Any other 8

Prefer not to say 9

GMTRADS

PERSON SURVEY

SHOWCARD T4

Home	1
Usual place of work	2
Education (as pupil / student)	3
Visit friends / relatives	4
Shopping – Food	5
Shopping – Non food	6
Escorting – place of work (pick up / drop off)	7
Escorting – place of education (pick up / drop off)	8
Accompanying / giving lift (not school or work)	9
Use services / Personal Business (bank, hairdresser, library etc)	10
Health or medical visit	11
Social (Entertainment/ Recreation / Participate in sport, pub/restaurant etc)	12
Work – Business / other	13
Worship or religious observance	14
Round Trip – walk, cycle, drive for enjoyment	15
Unpaid / Voluntary work	16
Tourism / sightseeing	17
Staying at hotel / other temporary accommodation	18
Other	19
Childcare – taking collecting child to/from babysitter etc	20
Moving people or goods in connection with employment	21

SHOWCARD QP11b

Validity

Week	1
Month / 4 weeks	2
Quarter	3
Year	4
Other	5

SHOWCARD QP2

Working full time (30+ hours)	2
Working part-time (16 – 30 hours)	3
Working part-time (less than 16 hours)	4
Regular voluntary/unpaid work (including work experience)	6
In full-time education (student)	7
In part-time education (student) (30 hours per week or less, sandwich course etc)	8
Retired	5
Looking after the home / family	9
Unemployed / not working	10
Long term sick or disabled	11
Other	12

SHOWCARD QP4/7

Walk	1
Cycle	2
Motorcycle, scooter or moped	3
Driving a car or van	4
Passenger in a car or van	5
Train	6
Metrolink	7
Bus, coach or minibus	8
Taxi / minicab	9
Study / Work mainly at home	10
Other	11

SHOWCARD QP10b

<i>Ticket Type</i>	
Bus	First 1
Operator	Stagecoach 2
	Other bus operator 3
Tram	Metrolink season ticket 4
Rail	Train (station to station/ central zone season) 5
	GM Traincard 6
	System One Bus Saver 7
	System One County Card 8
	System One Buscard Extra 9
	Other 10

SHOWCARD QP10a

National concession travel pass (for disabled or elderly people)	1
Concession Plus pass (<i>for disabled people NOT National pass as above</i>)	2
IGO	3
Scholars Pass (16-19)	4
LEA Free School Pass	7
Other	5
None	6

SHOWCARD QP8

Public transport vehicle driver
Taxi/mini cab driver
Goods vehicle driver
Drive an emergency vehicle or patrol vehicle
Car, motor or pedal-cycle courier
Door to door selling
Home delivery (post, milk etc)
Home service worker (meter reader etc)

SHOWCARD QP9b

Mobility or walking difficulty	1
Physical coordination (e.g. balance)	2
Lifting, carrying heavy objects	3
Manual dexterity (affecting ability to use hands to do every day tasks)	4
Wheelchair user	5
Blind, partially sighted or serious sight impairment	6
Difficulty speaking	7
Deaf, hard of hearing/serious hearing impairment	8
Conditions affecting ability to learn, understand, remember, concentrate or read	9
Diagnosed mental health condition such as depression, bi-polar disorder, schizophrenia	10
Long standing illness or health condition (e.g. MS, chronic heart disease or epilepsy, cancer, HIV)	11
Other	12

SHOWCARD QP17

5 or more days a week	1
3 or 4 days a week	2
2 days a week	3
1 day a week	4
At least once a fortnight	5
At least once a month	6
At least once a year	7
Not used in the last 12 months	8
Never used	9

GMTRADS

TRAVEL DIARY

SHOWCARD T1

- Home** **1**
- Usual Workplace** **2**
- Usual place of education** **3**
- Other (SPECIFY)** **4**

SHOWCARD T10

Mode	Ticket type	
Operator specific (all modes)	Single (s)	1
	Return	2
	Day ticket	3
	Season Ticket (more than one day)	4
	Concession Pass	5
	Other Specify	6
	Adult +1 (1 adult & 1 child)	7
	Family / Group ticket (2 adults & up to 3 children)	8
	Weekend ticket	9
Bus	Get me there – System One Day	10
	Get me there – System One Season	11
	Get me there – Operator Day	12
	Get me there – Operator Season	13
	System One – Day	14
	System One/Buscard Extra – Season	15
	Plus Bus (bus add on to rail ticket)	16
Metrolink (App)	Get me there - Single	17
	Get me there – Return	18
	Get me there – Day	19
	Get me there - Season	20
Multimode	System one – Bus and Train Day	21
	System one – Bus and Tram Day	22
	System one – Train and Tram Day	23
	System one – All modes Day	24
	Wayfarer Day	25
	System One - Countycard (Season)	26
Metrolink	Contactless	29

SHOWCARD T9

- Yes, I could have made this trip 1**
by car/van
- There was no car/van available to 2**
me to make this trip

SHOWCARD T4

- Home 1**
- Usual place of work 2**
- Education (as pupil / student) 3**
- Visit friends / relatives 4**
- Shopping – Food 5**
- Shopping – Non food 6**
- Escorting – place of work (pick up / drop off) 7**
- Escorting – place of education (pick up / drop off) 8**
- Accompanying / giving lift (not school or work) 9**
- Use services / Personal Business (bank, hairdresser, 10**
library etc)
- Health or medical visit 11**
- Social (Entertainment/ Recreation / Participate in sport, 12**
pub etc)
- Work – Business / other 13**
- Worship or religious observance 14**
- Round Trip – walk, cycle, drive for enjoyment 15**
- Unpaid / Voluntary work 16**
- Tourism / sightseeing 17**
- Staying at hotel / other temporary accommodation 18**
- Other (SPECIFY) 19**
- Childcare – taking collecting child to/from babysitter etc 20**
- Moving people or goods in connection with employment 21**

SHOWCARD T7

Walk	1
Cycle	2
Motorcycle/Scooter/Moped	3
Car / Van driver	4
Car / Van passenger	5
Train – one	6
Train – more than one	11
Metrolink – one	7
Metrolink – more than one	12
Bus / coach / minibus - one	8
Bus / coach / minibus – more than one	13
Taxi / minicab	9
Other (SPECIFY)	10

SHOWCARD T8

<i>On Street</i>	Did not park	1
	Resident Scheme	21
	Paid – Season Ticket	22
	Paid – per day/hour (e.g. cash/mobile phone)	23
	Free – Blue Badge	24
	Free – no fee required	25
<i>Off Street</i>		
	Public Car Park – Season Ticket	31
	Public Car Park – Paid – per day/hour (e.g. cash/mobile)	32
	Public Car Park – Free	33
	Private residential	34
	Private non-residential	35
	Park and Ride	36

Revision History

Revision	Revision date	Details	Authorised	Name	Position