AECOM

Year 7 Technical Report

Client name	**Date**	**Prepared by**	**Approved by**
GMTRADS	29 March 2018	Tamsin Stuart	Thomasin Stuart

Checked by
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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. This period was recently extended by a further three years. The survey involved 2,000 household interviews conducted as a rolling programme of surveys: February 2018 to January 2019 in Year 7.

1.2 This technical report provides a record of how the survey was conducted in the seventh 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 some interviews were administered via CAPI to explore the feasibility of moving some of the questions permanently from paper to CAPI.

1.4 In this document we describe the approach taken for the Year 7 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 documents 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); and

- A set of **show cards** (Document F) 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, 4,209 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 2018/19. 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 (2018/19)

District	All Households (2011)	Addresses in Postal Address File (PAF)	No. of Addresses Sampled	Target No. of interviews
Bolton	116,371	122,429	405	197
Bury	78,113	82,436	358	170
Manchester	204,969	219,284	773	362
Oldham	89,703	95,362	358	170
Rochdale	87,552	92,437	358	170
Salford	103,556	112,730	360	170
Stockport	121,979	126,960	416	199
Tameside	94,953	100,882	358	170
Trafford	94,484	97,107	357	170
Wigan	136,386	142012	461	222
Total	**1,128,066**	**1,191,639**	**4,204**	**2000**

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 2018 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 The survey materials have been largely kept the same since Year Two. There were no new questions added this year.

4.3 In order to reduce the cost of Trads part of the survey (household and person questions) will move onto CAPI from Year 8. During Year 7 two interviewers tested the CAPI programme with a view to it being rolled out to all interviewers.

4.4 At the start of Year 7, 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 points of the survey; and

- **Moving to CAPI:** interviewers were briefed on the future move to CAPI and tested the prototype.

4.5 In addition to the survey instruments shown in Appendix A, each interviewer was also 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** at the close of the interview which provided 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 350 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 with the exception of bank holidays.

4.13 The travel diaries were required to collect all trips made by the household in a single 24-hour period 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 at a later date.

5 Maximising Response

5.1 A number of 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 were entered into the prize draw. Twelve draws were carried out in total with respondents having an approximately one 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 the bona fide of the survey.

5.7 Interviewers carried visually evident ID in addition to carrying a laminated version of the **introductory letter**.

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:

- A visual check to ensure complete interview present (i.e. all forms completed fully and accurately);

- Telephone back-checks on 10% of completed interviews (n=208);

- 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 56 and 105 households (average 80). 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;

- 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;

- Checking the new questions had been completed correctly;

- 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 summary;

- Checking that whole trips and any sequence of trips was logical and consistent with age/ employment status/ car available/ ticket /health, etc., including:

  o Fully recorded and legible destinations;

  o Times in 24-hour format, sequential for depart and arrive, and subsequent/ previous trips; and

  o For those driving, consistency with driving licence and car availability.

- Checking that the new ticket questions had been completed correctly.

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 sufficient information for it to be found, for example supermarkets and the road/area.

6.6 Following feedback from TfGM an additional check was introduced during Year Four interviewing; for each address with a grid reference given, the Grid Reference Finder website (http://gridreferencefinder.com) was used to look up the eastings / nothings given for the postcode found by Data Entry staff.

6.7 Postcodes could not be recorded in many cases. This included destinations where a postcode did not exist, for example, local parks. Some respondents could not remember postcodes of unfamiliar addresses, and some were not comfortable giving other people's postcodes. 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.

7   Outcome of the Survey

7.1 A total of **2,080** interviews were recorded with households. A further **8** 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 **4,209** addresses drawn were held in reserve and not issued until other addresses had been exhausted; a total of **3,710** addresses were actually issued through the year. **540** 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 final outcome for these addresses.

7.3

Table 2 Response Rates

	Addresses
Issued addresses	3,710
Deadwood	150
Remaining addresses	**3,560**
Non-Contact	1,060
Refusals	412
Partial/aborted interviews	8
Achieved Sample	2,080
Response Rate	**58%**

7.4   Of those that refused to take part in the survey, '*too busy*' (29%) and '*never do surveys*' (45%) were the most common reasons given.

7.5   Fieldwork commenced on 1st of February 2018 and continued to 31st January 2019. **Table 3** shows the number of interviews conducted each month.

Table 3 Interviews by Month

Month	Count	Percent (%)	Cumulative Percent (%)
February 2018	203	10	10
March 2018	208	10	20
April 2018	173	8	28
May 2018	181	9	37
June 2018	170	8	45
July 2018	183	9	54
August 2018	171	8	62
September 2018	160	8	70
October 2018	161	8	78
November 2018	141	7	85
December 2018	175	8	93
January 2018	154	7	100
Total	2,080		

7.6   Targets were set for the sample to ensure that days of the week were adequately represented in the **travel diary**. **Table 4** shows that 60% of all travel days were on a weekday, 14% on a Friday and 26% were completed over the weekend.

Table 4 Travel Day

	Target (%)	% achieved
Monday to Thursday	55-59	60
Friday	12-16	14
Sat / Sun	26-30	26

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	197	210	107%
Bury District	170	174	102%
Rochdale District	170	170	100%
Manchester District	362	378	104%
Oldham District	170	172	101%
Salford District	170	179	105%
Stockport District	199	207	104%
Tameside District	170	175	103%
Trafford District	170	177	104%
Wigan District	222	238	107%
Total	2000	2080	104%

7.7   **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	370	14	356	97	47	2	210	59
Bury	330	7	323	108	41	0	174	54
Manchester	630	17	613	193	42	0	378	62
Oldham	340	26	314	75	65	2	172	55
Rochdale	350	18	332	107	53	2	170	51
Salford	300	13	287	80	28	0	179	62
Stockport	370	17	353	127	18	1	207	59
Tameside	340	15	325	88	62	0	175	54
Trafford	290	7	283	84	21	1	177	63
Wigan	390	16	374	101	35	0	238	64
All	3,710	150	3560	1060	412	8	2,080	58

7.8   The number of trips recorded in the sample was 10,213, from 4,915 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 similar to 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**;

- 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 a large number of 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; and

- Refusals.

8.2   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.

8.3   **Travel day:** our monitoring procedures highlighted that halfway through the year, more interviews were taking place on a weekday rather than a weekend or Friday. To address this, from July onwards, interviewers were given maximum targets for weekday interviews.

8.4 **CAPI:** Two interviewers tested the CAPI programme. This pilot highlighted a few issues to be overcome before rolling out to everyone in year 8:

– **Sample ID:** extra checks are needed to ensure this has been entered correctly; and

– **Destination address:** interviews can no longer validate their work prior to submitting. Monitoring will be required to ensure quality of address information does not decrease.

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	0.04	2%
Motorcycling	0.00	0%
Car Driver	0.80	39%
Car Passenger	0.40	19%
Train	0.01	1%
Tram	0.03	1%
Bus	0.13	6%
Taxi	0.05	2%
Other	0.01	0%

9.2 **Table 8** compares the trip rates between respondent types. Respondents in employment had a trip rate of 2.5, compared to a trip rate of 1.8 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 (2.5 and 1.8 respectively).

Table 8 Trip Rates

		Trip Rate
Employment Status	**Employed**	2.5
	Not Employed	1.8
Age Group	**5-15**	2.0
	16-17	1.9
	18-24	2.2
	25-34	2.7
	35-44	2.5
	45-54	2.3
	55-59	2.1
	60-64	2.0
	65+	1.9
Licence	**Full Licence for car/van**	2.5
	No Licence	1.8
Mobility	**Yes, limited a lot**	1.2
	Yes, limited a little	1.7
	No	2.3
Number of Cars in Household	**None**	1.8
	One	2.2
	Two	2.2
	Three or more	2.0

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 in spite of 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 Population Stats %
Age	**5-15**	713	15%	14%
	16-17	100	2%	3%
	18-24	454	10%	11%
	25-34	654	14%	15%
	35-44	600	13%	15%
	45-54	616	13%	14%
	55-59	269	6%	6%
	60-64	249	5%	6%
	65+	988	21%	16%
	Total	4643		
Employment Status	**Employed**	1967	42%	
	Not Employed	2676	58%	
	Total	4643		
Number in Household	**Single Person**	591	28%	
	Two	763	37%	
	Three	331	16%	
	Four	251	12%	
	Five	91	4%	
	Six or more	53	3%	
	Total	2080		

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	2	21	27	29	18	3	21	30	28
Bury	28	3	27	19	24	28	3	28	21	20
Manchester	4	7	13	29	47	6	12	13	28	40
Oldham	12	0	26	34	29	14	1	23	36	26
Rochdale	19	1	22	32	26	15	2	22	33	28
Salford	13	6	21	25	35	14	8	19	25	35
Stockport	46	1	22	16	14	44	2	24	15	15
Tameside	7	2	31	34	25	11	2	29	30	28
Trafford	49	3	18	14	16	48	6	21	13	13
Wigan	18	2	32	28	21	16	2	32	25	24
Total GM	20	3	23	26	28	20	5	22	26	27

APPENDIX A: Survey Documents

Document A: Introductory Letter

Transport for Greater Manchester

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

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 2018 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

AECOM

CONTACT RECORD SHEET

DISTRICT		SAMPLE POINT	
INTERVIEWER		WARD	
INTERVIEWER ID		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 of Interviews by method	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. ☐ See thank you leaflet for details on data storage.

Call Back	Date	Time	Out come (code as below)	Num in H hold	Number of Interviews by method	Lead Name								
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**		**Out of Scope**	
2	Unable to contact all HH members	6	Bad time: call back agreed/ arranged	8	Too busy (generally)	17	Communal establishment
				9	Unwell	18	Non-residential address
3	HH q'aire respondent aborted interview	7	Person(s) to be interviewed unavailable	10	Never do surveys	19	Demolished/ derelict
				11	Confidentiality	20	Vacant/ empty
4	HH member refused/ aborted interview			12	Security/ Safety reasons	21	Address does not exist
				13	Language (record which/ what assistance needed)	22	Gated/cannot gain access to property
				14	Interview achieved but respondent later requested data be deleted	23	Not yet built
5	**No Contact**					24	Occupied but no resident household
				15	Office refusal	24	Other - record
				16	Other (record reason)		

Complete if interview achieved

Travel Date			Travel Day of Week *Circle one*	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	2018	1 Mon 2 Tue 3 Wed 4 Thu 5 Fri 6 Sat 7 Sun		Signed

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

AΞCOM

![Transport for Greater Manchester logo]

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?**

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. *INCLUDE STUDENTS, WHETHER AT HOME DURING VACATION OR AWAY AT COLLEGE/UNIVERSITY*
Don't forget to include the respondent

WRITE IN NUMBER [ ][ ]   ***If single person household*** ►*Go To QP1a*

Otherwise ►*Go to QP1*

QP1	**I am now going to ask you a few questions about the people in your household.**

Complete QP1a, b and c for anyone who usually lives at the address (as QH3).

If there are more than eight people in household (inc. respondent) use 'household continuation sheet'

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 CURENTLY 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

---

*INTERVIEWER - NOW CONFIRM THE NUMBER OF **CURRENT** HOUSEHOLD MEMBERS AGED 5 OR OVER (TO BE ASKED QP1e ONWARDS)   USE CONTINUATION SHEET IF REQUIRED*

QH4	***USING ANSWERS FROM QP1c/d RECORD THE NUMBER OF HOUSEHOLD MEMBERS AGED 5 OR OVER AND PRESENT ON TRAVEL DAY***	[ ][ ]	►*CONTINUE*

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 <u>one column per person (as QH4)</u>.

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	1
Full licence for a motorcycle	2	2	2	2	2	2	2	2
Full licence for a moped/scooter	3	3	3	3	3	3	3	3
Provisional licence for a car/van	4	4	4	4	4	4	4	4
Provisional licence for a motorcycle	5	5	5	5	5	5	5	5
Provisional licence for a moped/scooter	6	6	6	6	6	6	6	6
None of these	7	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?								
White								
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 *SPECIFY*	4	4	4	4	4	4	4	4
Mixed / Multiple ethnic groups								
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 *SPECIFY*	8	8	8	8	8	8	8	8
Asian or Asian British								
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 *SPECIFY*	13	13	13	13	13	13	13	13
Black / African / Caribbean / Black British								
African	14	14	14	14	14	14	14	14
Caribbean	15	15	15	15	15	15	15	15
Any other Black background *SPECIFY*	16	16	16	16	16	16	16	16
None of the above								
Arab	17	17	17	17	17	17	17	17
Any other Ethnic group *SPECIFY*	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).	
	WRITE IN NUMBER OF VEHICLES IN EACH CATEGORY	
QH5a	Cars and vans owned by the household	
QH5b	Cars and vans supplied as part of your job	
QH5c	Motorcycles / scooters	
QH5d	Bicycles (excluding those used by children aged under 5)	
QH5e	Other vehicles ⬚⬚ (SPECIFY)	

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.
	WRITE IN LETTER ▶

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	
	Don't know	997
	Refused	998

QH8	INTERVIEWER: Probe for SEG *SINGLE CODE*	
	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?) *SINGLE CODE*		
	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		▶ *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**	*INTERVIEWER, PLEASE RECORD DETAILS OF HOW THE INTERVIEW WAS CONDUCTED* *1 face to face; 2 telephone; 3 proxy*
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

Transport for Greater Manchester

GREATER MANCHESTER Travel Diary Survey
PART B: PERSON QUESTIONNAIRE

SAMPLE ID	PERSON ID	TRAVEL DIARY DATE
		D D / M M / Y Y

Check PERSON ID & name match QP1a & QP1b in HH q'aire

---

*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	[Showcard QP2] Which of the following describe your work status?		
	(all that apply) *MULTI CODE*		
	Working full-time (30 + hours)	2	►**If working** *Ask QP5a*
	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	►**If in education** *ASK QP3*
	In part-time education (student) (30 hours per week or less, sandwich course etc)	8	
	Retired	5	►**In not working or in education** *GOTO QP9a*
	Looking after the home/family	9	
	Unemployed / not working	10	
	Long term sick or disabled	11	
	Other (*SPECIFY*)	12	

IF IN EDUCATION (CODE 7 OR 8 @ QP2)

QP3	**What is the full name and address of your usual place of education**	
	Probe for postcode details. If more than one site, identify the one visited most often.	
	WRITE IN ADDRESS DETAIL	

Education establishment:		
Street name:		►*Go to QP4*
Town:		
District:		
Postcode		
If postcode not known, record A-Z	Page	
	Grid Letter	Grid Number

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) *SINGLE CODE*	
	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 (*SPECIFY*)	11

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

QP5b	**Is this employment...?**		*SINGLE CODE*
	Self -employed	1	
	Not self employed	2	

QP6	**What is the full name and address of your main place of work**		
	Probe for postcode details. If more than one site, identify the one visited most often.		
	WRITE IN ADDRESS DETAIL		
	Company / shop / place name:		
	Number and Street name:		
	Town		**► GO TO QP7**
	District		
	Postcode		
	If postcode not known, record A-Z — Page		
	Grid Letter — Grid Number		
	Work mainly at or from home	1	
	No fixed place of work	2	**► GO TO QP7**
	Offshore installation	3	

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) *SINGLE CODE*			
	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 (*SPECIFY*)	11		

QP8	**[Showcard QP8] Do you have an occupation where driving or travelling around is an integral part of the job?** *SINGLE CODE*	
	Yes (e.g. driver, courier, deliveries, etc.) Do <u>not</u> include office workers, Salesmen, Commercial Travellers etc who may travel to see clients	1
	No	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. *SINGLE CODE*		
	Yes, limited a lot	1	► *Go to QP9b*
	Yes, limited a little	2	► *Go to QP9b*
	No	3	► *Go to QP17*

QP9b	[Showcard QP9b] Could you please tell me which of the conditions on the card best describe your health issues or disability? *MULTI-CODE*	
	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 *(SPECIFY)*	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] CODE ONE RESPONSE IN EACH ROW	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
Walk - 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?		_MULTI-CODE_
	National concession travel pass (for disabled or elderly people)	1	
	Concession Plus pass (_for disabled people – **NOT** National pass as above_)	2	
	IGO	3	
	Scholars Pass (16-19)	4	
	LEA Free School Pass	7	
	Other _(SPECIFY)_	5	
	None	6	

QP10a1	I would now like to ask you some questions about 'Get me There'		
	CODE ONE RESPONSE FOR UNDERLINE EACH QUESTION	**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	►_Go to QP12_
	Yes	2	►_Go to QP11a_

QP11a	[Showcard QP10b] What sort of season ticket? _MULTI-CODE IF MORE THAN ONE RECORD DETAILS IN 'Other.'_			
	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 _(SPECIFY)_		10	

QP11b	[Showcard QP11b] How long is it valid for?			_MULTI-CODE_
	Week	1	Quarter	3
	Month / 4 weeks	2	Year	4
	Other (SPECIFY)			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*
	Examples: *If travel to and from work five days a week number of trips = 10* *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.*	

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>)?		
		SINGLE CODE	
	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>?)		
	UNPROMPTED	*MULTI-CODE*	
	Rested because unwell / housebound	1	
	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	►*Go to Part D*
	Caring for others / maternity leave / babysitting	7	
	Had no need to go out	8	
	Had no access to transport	9	
	Other (*SPECIFY*)	10	

QT3	**When you made your first trip of the day yesterday (on <TRAVEL DAY>) did you start this at home?**		
			SINGLE CODE
	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:			
	Number and Street name:			
	Town / area			
	Postcode			
	If postcode not known, record A-Z	Page		
		Grid Letter	Grid Number	

QT5	**[Showcard T4] Why were you there?** *SINGLE-CODE*	
	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)	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

- 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

- 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 confirm I have probed for and recorded all trips my by the respondent.

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 | D D / M M / Y Y |

	Trip No		**Trip No**	

Q1 Where did you end this trip (Showcard T1)

	Trip No	Trip No
	Home ☐ Work ☐ [Tick one] Education ☐ Other ☐	Home ☐ Work ☐ [Tick one] Education ☐ Other ☐

If other at Q1
Please tell me the full address and postcode

(if no postcode locate in A-Z and record grid square)

	Trip No	Trip No
No/Name	....	....
Street	....	....
Town/City	....	....
Postcode	☐☐☐☐ ☐☐☐☐	☐☐☐☐ ☐☐☐☐
or Page No#	☐☐☐	☐☐☐
Grid Ref	L ☐ N	L ☐ N

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]

	Trip No	Trip No
	(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]

	Trip No	Trip No
From Household (5+ excluding self)	☐☐	☐☐
From household aged under 5	☐☐	☐☐
Not members of household	☐☐	☐☐

Q7a What methods of travel did you use? Tick all that apply (Showcard T7)

Trip No:
1	Walk	6	Train
2	Cycle	7	Metrolink
3	Motorcycle/scooter / moped	8	Bus/ coach / minibus
4	Car/ van driver	9	Taxi/ minicab
5	Car/ van passenger	11	2+ train
10	Other (Please Specify)	12	2+ Metrolink
		13	2+ bus/ coach

Trip No:
1	Walk	6	Train
2	Cycle	7	Metrolink
3	Motorcycle/scooter / moped	8	Bus/ coach / minibus
4	Car/ van driver	9	Taxi/ minicab
5	Car/ van passenger	11	2+ train
10	Other (Please Specify)	12	2+ Metrolink
		13	2+ bus/ coach

Q7b What was the MAIN METHOD used [in Q7a]? (Showcard T7)

	Trip No	Trip No
	☐ [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)
Q8 Where did you park?

	Trip No	Trip No
	(Showcard T8) [Enter Code] ☐	☐ [Enter Code]

NON-CAR/VAN USERS ONLY

Q9 Was a car/van available to make this trip? (Showcard T9)

	Trip No	Trip No
	Yes ☐ No ☐ [tick one]	Yes ☐ No ☐ [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	☐	☐	☐	☐	☐	☐
Metrolink	☐	☐	☐	☐	☐	☐
Train	☐	☐	☐	☐	☐	☐

Q11 Did you go anywhere else yesterday/travel day?

	Trip No	Trip No
	Yes ☐ GO TO NEXT TRIP No ☐ GO TO PART D [tick one]	Yes ☐ GO TO NEXT TRIP No ☐ GO TO PART D [tick one]

	Trip No [ ][ ]	Trip No [ ][ ]
Q1 Where did you end this trip (Showcard T1)	Home ☐ Work ☐ [Tick one] Education ☐ Other ☐	Home ☐ Work ☐ [Tick one] Education ☐ Other ☐

If other at Q1

Please tell me the full address and postcode

(if no postcode locate in A-Z and record grid square)

	Trip No	Trip No
	No/Name …………………………………..……	No/Name …………………………………..……
	Street ……………………………………………	Street ……………………………………………
	Town/City ………………………………………	Town/City ………………………………………
	Postcode [ ][ ][ ] [ ][ ][ ] or Page No# [ ][ ][ ] Grid Ref [ ] L [ ] N	Postcode [ ][ ][ ] [ ][ ][ ] or Page No# [ ][ ][ ] Grid Ref [ ] L [ ] N

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] [ ]	[If Code 21 at Q5 and more than five calls] How many work trips did you make? Trips made [ ][ ] Miles travelled [ ][ ][ ]	(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 aged under 5 [ ] Not members of household [ ]	From Household (5+ excluding self) [ ] 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 6 Train 2 Cycle 7 Metrolink 3 Motorcycle/scooter/ moped 8 Bus/ coach / minibus 4 Car/ van driver 9 Taxi/ minicab 5 Car/ van passenger 11 2+ train 10 Other (Please Specify) 12 2+ Metrolink 13 2+ bus/ coach	1 Walk 6 Train 2 Cycle 7 Metrolink 3 Motorcycle/scooter/ moped 8 Bus/ coach / minibus 4 Car/ van driver 9 Taxi/ minicab 5 Car/ van passenger 11 2+ train 10 Other (Please Specify) 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) **Q8** Where did you park?	(Showcard T8) [Enter Code] [ ]	[ ] [Enter Code]

NON-CAR/VAN USERS ONLY	**Q9** Was a car/van available to make this trip? (Showcard T9)	Yes ☐ No ☐ [tick one]	Yes ☐ No ☐ [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	☐	☐	☐	☐	☐	☐
		Metrolink	☐	☐	☐	☐	☐	☐
		Train	☐	☐	☐	☐	☐	☐

Q11 Did you go anywhere else yesterday/travel day?	Yes ☐ GO TO NEXT TRIP No ☐ GO TO PART D [tick one]	Yes ☐ GO TO NEXT TRIP No ☐ GO TO PART D [tick one]

AECOM

Document F: Show Cards

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 then £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

AECOM

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**

AECOM

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

AECOM

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

Ticket Type

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 (*for disabled people NOT National pass as above*)	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)

AECOM

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, library etc)	10
Health or medical visit	11
Social (Entertainment/ Recreation / Participate in sport, pub 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 (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

Did not park	1

On Street

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

Off Street

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