AECOM

Year 10 Technical Report

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Revision History

Revision	Revision date	Details	Authorised	Name	Position

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 usually involves 2,000 household interviews, administered via face-to-face interviewing, each year which are conducted as a rolling programme of surveys, with Year 10 commencing 01 February 2021 and ending 31 January 2022.

1.2 Due to the ongoing Covid-19 pandemic, national lockdowns and social distancing regulations at the start of Year 10, the survey was conducted primarily by phone methodology between February and July 2021 (carried out in the same way as the last four months of Year 9), before returning to face-to-face primarily for August 2021 to January 2022.

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

1.4 In this document, we describe the approach taken for the Year 10 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 posted to each sampled household at the start of each month primarily between February and July 2021 while interviewing was being carried out via telephone (Document A);

- A **reminder letter** that was posted to sampled households halfway through each month while interviewing was being carried out via telephone to encourage participation (Document B);

- An **introductory letter** providing information about the survey that was delivered to each sampled household primarily between August 2021 and January 2022 while interviewing was being carried out face-to-face (Document C);

- A **contact record sheet** recording household size, interview record details, i.e. date of interview, travel date and contact details for respondent (Document D);

- A **household questionnaire** recording information about the whole household, e.g. composition, age, gender, ethnicity, access to vehicles, income, etc (Document E);

- A **person questionnaire** completed for each household member aged five or over recording information on personal travel behaviour (Document F);

- A **travel diary** recording details of trips made in a 24-hour period, the day before the interview was conducted (Document G);

- A set of **show cards** (Document H) relating to Documents E, F, and G;

- A **thank you leaflet** provided to respondents at the end of a completed face-to-face interview (Document I); and

- An **information leaflet** provided to respondents at the end of a completed face-to-face interview (Document J), providing further details about the study.

2.2 Records of the contact(s) made at each sampled household were recorded on the **contact record sheet** (Document D), 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. At the start of Year 10, a total of 12,204 addresses were sampled as the basis for achieving 2,000 interviews. It was anticipated that approximately 10,000 of these addresses would be used during six months of interviewing via phone methodology (with a 10% response rate), and approximately 2,204 addresses would be used for when face-to-face interviewing returned for the last six months of Year 10 (with a 50% response rate).

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.

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 2021/22. As in previous years when the sample size was 2,000, 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 (2020/21)

District	All Households (2011)	Addresses in Postal Address File (PAF)	No. of Addresses Sampled	Target No. of interviews
Bolton	116,371	124,253	1,188	194
Bury	78,113	82,551	1,030	170
Manchester	204,969	230,601	2,271	370
Oldham	89,703	97,941	1,028	170
Rochdale	87,552	94,214	1,030	170
Salford	103,556	118,116	1,050	171
Stockport	121,979	131,767	1,204	196
Tameside	94,953	103,916	1,031	170
Trafford	94,484	98,608	1,031	170
Wigan	136,386	146,412	1,341	219
Total	**1,128,066**	**1,228,379**	**12,204**	**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 2021 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 attempt to conduct the interviews.

4.   Fieldwork Methodology

4.1   As in previous years, the approach was a household interview survey, conducted with all members of the sampled households aged five or over. Due to the Covid-19 pandemic and national lockdowns and restrictions in 2021, the survey was carried out via phone methodology primarily between February and July 2021 (including two interviewers conducting surveys via phone in August 2021). The following changes introduced during Year 9 while conducted the survey via phone methodology were continued for Year 10:

- **Posting introductory and reminder letters to sampled addresses:** an average of 1,700 introductory letters were posted to sampled addresses at the start of each month, with reminder letters being posted halfway through each month. Each letter explained the purpose of the survey and included contact details and a weblink to a short SNAP survey. Respondents interested in participating in the study could either call, email, or complete the short SNAP survey to confirm their address and contact information, and to provide their availability for interviewers to contact them to carry out the interview;

- **Sourcing telephone numbers for sampled addresses:** a telephone number matching service was used to source telephone numbers, where possible, to all sampled addresses to enable interviewers to directly contact respondents of sampled addresses after the introductory letter had been posted to them. Telephone numbers were available for 25% of the sample; and

- **Surveying via telephone:** rather than carrying out the survey face-to-face, surveys were conducted via telephone using the same survey questions as in Year 9.

4.2   Following a two-week trial between 19th – 31st July 2021 where three interviewers successfully carried out interviews face-to-face with respondents, four interviewers returned to face-to-face interviewing in August 2021, and all interviewers returned to face-to-face in September 2021. However, to ensure the safety of both respondents and interviewers and to follow MRS guidance, the following measures were put in place while carrying out the survey face-to-face:

- **Social distancing and not entering households:** all social distancing regulations were reviewed daily and adhered to, and interviewers were not allowed to enter the premises of respondents. All face-to-face interviews were conducted on the doorstep of households or in a safe outdoor space where interviewers could be one metre away from respondents (e.g. respondents' gardens);

- **Not interviewing if advised to self-isolate:** all interviewers regularly conducted lateral flow tests each week, and no interviewers tested positive for Covid-19 during Year 10. Interviewers were instructed that if they had symptoms or had been advised to self-isolate, they would not carry out any interviews for a period of 14 days;

- **Wearing face masks and sanitising materials:** all interviewers wore face masks or visors while interviewing face-to-face, and they sanitised their hands and equipment before and after each interview, as well as wiping down showcards with disinfectant wipes;

- **Covid-19 screening questions:** interviewers asked respondents Covid-19 screening questions (seen in Document H) when first making contact with a respondent to assess the situation. Interviewers were to abort the face-to-face interview if respondents had symptoms of Covid-19 or had been advised to self-isolate; and

- **Hybrid approach of face-to-face and phone interviewing:** if interviewers or respondents did not feel comfortable carrying out the survey face-to-face (or could not if the respondent had been advised the self-isolate), interviewers would arrange a date and time to complete the interview via phone with respondents.

4.3   A re-briefing session was not held with interviewers during Year 10, but AECOM provided briefing and training sessions with interviewers to discuss how to carry out interviews both via phone and face-to-face in order to maximise response rates whilst ensuring high-quality data is collected.

4.4   Although it was agreed the survey questions would remain largely the same as previous years, there were some variations to enable the impact of Covid-19 to be recorded. These include:

- **Work status:** interviewers identified whether respondents were on furlough (Coronavirus Job Support Scheme) or the wage-top-up scheme (Coronavirus Job Support Scheme) by recording this as "other (specify)", as well as recording what their normal working status would be if they were not on furlough or the wage-top-up scheme (i.e. same as how those on maternity leave are recorded);

- **Usual place of work/education and main mode of transport used to travel to usual place of work/education:** this was based on the current situation/activities of respondents, but if Covid-19 had caused this to change, interviewers recorded this in the interviewer comments box at the end of the survey so that these could be identified during validation (i.e. currently working and/or studying from home as a result of Covid-19 but were previously working predominantly in the office); and

- **Reason for not travelling on the Travel Day:** if a respondent did not make a trip on the travel day and the reason/s for this was related to Covid-19, interviewers recorded this as "other (specify)" as well as recording any other reasons from the existing list of answers. For example:

  - Following the government guidance to minimise the spread of the virus (may be recorded without selecting other answer options); and

  - Have Coronavirus/self-isolating because they/others in household have symptoms (also record "unwell/housebound" from the list of answer options).

4.5   To reduce the cost of the project, part of the survey (household and person questions) moved to being administered via CAPI rather than on paper in Year 8. As this approach proved successful during Year 8 and the trial period in Year 7, the same approach was employed during Year 9 and Year 10.

4.6   In addition to the survey materials shown in Appendix A, each interviewer was issued with a laminated copy of the **introductory letter** (Document C) to show to respondents (while interviewing face-to-face) if the delivered letter had been mislaid. Interviewers also left a **thank you leaflet** (Document I) and **information leaflet** (Document J) at the close of the interview which provided 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. The **information leaflet** also provided more information about the study and what the collected data is used for.

4.7 Interviewers were provided with a copy of the **introductory letter** (Document A) and **reminder letter** (Document B) when carrying out the survey via telephone. They were able to refer to these letters if the delivered letter had been mislaid or if the respondent did not remember receiving the letter.

4.8 Interviewers carried and used street-map books of Greater Manchester (Street A-Z Atlas) to assist respondents in identifying places visited on the Travel Day and record a grid square if no precise address could be given.

4.9 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 month approximately equal for each methodology (phone and face-to-face) through the year.

4.10 While carrying out the survey via phone between February and July 2021, an average of 1,700 addresses were issued each month to account for the lowest anticipated hit rate (10%) compared to face-to-face. During August 2021, two interviewers continued to carry out interviews via phone whilst four interviewers returned to face-to-face. Between September 2021 and January 2022 whilst carrying out the survey face-to-face, an average of 420 addresses were issued each month.

4.11 The number of issued addresses during survey months were calculated to ensure interviews were achieved in broadly equal proportions by district relative to sample size.

4.12 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.

4.13 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 Greater Manchester 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.

4.14 The interviews were conducted in broadly equal proportions over seven days in each survey week to provide data on weekday and weekend travel behaviour. The surveys continued through all holiday periods except for bank holidays.

4.15 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 or more members of the household could not be present, interviewers either left a memory jogger and collected these persons' trips later or recorded them by proxy if another household member knew the trips they had made.

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 (both for face-to-face and telephone interviewing);

- A reminder letter sent halfway through the month between February and July 2021 (while telephone interviewing);

- A telephone number matching service was used to source telephone numbers for 25% of all sampled addresses to enable interviewers to directly contact respondents of sampled addresses after the introductory letter had been posted to them; and

- Interviewer training.

5.2   Prize draws took place monthly while interviewing was being carried out. Once all sample points for a month were completed, all participating households entered the prize draw. Six draws were carried out in total, with respondents having an approximately 1 in 180 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 the prize draw made a small but 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   Between February and July 2021, an **introductory letter** (Document A) bearing the address of each selected household was delivered to households at the start of each month, with a **reminder letter** (Document B) being delivered to each selected household halfway through each month. Each letter explained the purpose of the survey and included contact details and a weblink to a short SNAP survey. Respondents interested in participating in the study could either call, email, or complete the short SNAP survey to confirm their address and contact information, and to provide their availability for interviewers to contact them to carry out the interview.

5.7   While interviewing face-to-face between August 2021 and January 2022, interviewers delivered an **introductory letter** (Document C) bearing the address of each selected household was 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. Interviewers carried visually evident ID as well as a laminated version of the **introductory letter** (Document C).

5.8   Interviewer training included practice sessions to encourage respondent participation. Advice to interviewers included maintaining a smart, casual appearance while interviewing face-to-face, and varying the times and days of calling when interviewing both face-to-face and via telephone.

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=212);

- 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 once a month regardless of the number of completed questionnaires. This allowed for continuous data to be supplied to TfGM. Each batch of data contained between 109 and 228 households (average of 173). 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 Due to Covid-19 and the national lockdowns experienced during Year 10, it was agreed that AECOM would securely store the paper questionnaires until TfGM would be able to take receipt of them securely.

6.4 Back-checks took place on a monthly 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.

6.5 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 ticket questions had been completed correctly (e.g. no return ticket for Metrolink).

6.6 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.

6.7 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/nothings given for the postcode found by data entry staff.

6.8 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 **2,070** interviews were recorded with households. A further **24** 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 total of **11,190** addresses were issued through the year. **10,669** of these addresses were issued between February and August 2021 when conducting the survey via phone methodology, and **1,083** interviews were successfully completed during this period (10% response rate). Between August 2021 and January 2022, a total of **2,288** addresses were issued (including **1,767** reissued addresses), and **987** interviews were successfully completed (43% response rate). The reissued addresses were those that resulted in non-contacts when previously attempted via phone methodology. **Table 2** below shows the outcome for the addresses issued for Year 10.

Table 2 Response Rates

	Addresses
Issued addresses	11,190
Deadwood	172
Remaining addresses	**11,018**
Non-contact	8,458
Refusals	466
Partial/aborted interviews	24
Achieved sample	2,070
Phone response rate	10%
Face-to-face response rate	43%
Overall response rate	**19%**

7.3 Of the 8,458 non-contacts, 6,729 were households that did not respond to the mailout and no telephone number was available to attempt, and these were not reissued.

7.4 Of those that refused to take part in the survey, '*too busy'* (51%) and '*never do surveys*' (26%) were the most common reasons given.

7.5 Between February and August 2021, a total of 471 households responded to the introductory letter (via short SNAP survey, call, or email) posted to them. Interviews were successfully carried out with 419 of the 471; interviewers were unable to recontact the remaining 52.

7.6 Of the 1,083 interviews successfully completed between February and August 2021 via phone methodology, 39% were completed with those who had responded to the introductory letter, and 61% were completed as a result of interviewers telephoning addresses for which we were able to source telephone numbers.

7.7 For Year 10, 47% of interviews were completed face-to-face, 33% via calling sourced phone numbers for addresses that had been posted letters, and 20% were completed with respondents who responded (via short SNAP survey, call, or email) to the introductory letter they received.

7.8 The response rate whilst conducting the survey via phone methodology was 10%, and this rose to 43% when face-to-face interviewing resumed. The overall response rate for Year 10 was 19%.

7.9 Fieldwork commenced on 1st February 2021 and continued to 31st January 2022. Interviews were carried out via phone methodology primarily between February and July 2021, with face-to-face interviewing being carried out primarily between August 2021 and January 2022 (some overlap in methods in August 2021). **Table 3** shows the number of interviews conducted each month.

Table 3 Interviews by Month

Month	Count	Percent (%)	Cumulative Percent (%)
February 2020	168	8	8
March 2020	189	9	17
April 2020	187	9	26
May 2020	169	8	34
June 2020	177	9	43
July 2020	169	8	51
August 2020	143	7	58
September 2020	169	8	66
October 2020	212	10	77
November 2020	150	7	84
December 2020	112	5	89
January 2021	225	11	100
Total	**2,070**		

7.10 Targets were set for the sample to ensure that days of the week were adequately represented in the **travel diary**. **Table 4** shows that 63% of all travel days were on a weekday (Monday to Thursday), 9% on a Friday, and 28% were completed over the weekend.

7.11 Whilst the travel days remained similar for Friday when comparing achievement for phone and face-to-face methodologies (10% and 9% respectively), interviewers were able to complete more interviews with weekend travel days when conducting the survey face-to-face (29% compared to 26% via phone methodology), and all interviewers reported that it was challenging to secure interviews at the weekend while carrying out the survey via phone methodology.

Table 4 Travel Day

		Phone	Face-to-face	Overall
	Target (%)	% achieved	% achieved	% achieved
Monday to Thursday	55-59	64	62	63
Friday	12-16	10	9	9
Sat / Sun	27-31	26	29	28
Total interviews		1,083	987	2,070

7.12 **Table 5** shows that the target for the sample was exceeded in each of the ten districts.

Table 5 Sample by District

	Target	Number	% achieved
Bolton District	194	197	102%
Bury District	170	174	102%
Rochdale District	170	178	105%
Manchester District	370	392	106%
Oldham District	170	172	101%
Salford District	171	176	103%
Stockport District	196	202	103%
Tameside District	170	173	102%
Trafford District	170	176	104%
Wigan District	219	230	105%
Total	2,000	2,070	104%

7.13 **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	1,210	23	1,187	925	62	3	197	17
Bury	1,040	17	1,023	771	75	3	174	17
Manchester	2,280	23	2,257	1,809	51	5	392	17
Oldham	1,020	13	1,007	793	39	3	172	17
Rochdale	1,070	17	1,053	822	50	3	178	17
Salford	950	12	938	718	44	0	176	19
Stockport	1,100	14	1,086	856	27	1	202	19
Tameside	910	7	903	700	28	2	173	19
Trafford	850	13	837	631	27	3	176	21
Wigan	1,250	33	1,217	923	63	1	230	19
All	**11,680**	172	**11,508**	**8,948**	**466**	**24**	**2,070**	**18**

7.14 The number of trips recorded in the sample was 6,973, from 4,597 people aged five or over, giving an overall trip rate of 1.5 trips per person per day. This is most likely lower as a result of the Coronavirus pandemic and travel restrictions experienced during Year 10, as well as a greater shift to homeworking and generally fewer trips being made. Before the Coronavirus pandemic, the average number of trips made per person per day was 2.1 for Year 7 and Year 8 of the survey.

8   Fieldwork Issues

8.1 Due to the Covid-19 pandemic, no accompaniments were undertaken with interviewers during Year 10. However, all interviewers were liaised with frequently to understand how the methodology being used at the time was working and to identify any issues that could be addressed. A few issues were identified, including:

- **Response and impact of posted introductory letter:** while the survey was being carried out via phone methodology and letters were being posted to sample addresses, all interviewers reported that as time progressed in the month, the amount of respondents who could not remember receiving the introductory letter increased, making the interview more difficult to secure and carry out. As in Year 9, reminder letters continued to be posted out to sampled address on the 15th of each month, and this has a positive impact on response and hit rates;

- **Wrong/invalid numbers:** each month while conducting the survey via phone methodology, all interviewers reported that a small amount of the sourced telephone numbers for sampled addresses were wrong or invalid, reducing the overall amount of sampled addresses that they could attempt by calling directly;

- **Language barrier during phone interviewing:** while the survey was being carried out via phone methodology, interviewers reported that it was challenging at times to secure and conduct interviews with respondents where English was not their first language. When conducting interviews face-to-face, interviewers generally find language to be less of a barrier and found this to be the case when they returned to conducting the survey via face-to-face;

- **Day of week targets:** the day of week targets for Year 10 were 55-59% Monday-Thursday, 12-16% Friday, and 27-31% Saturday-Sunday. While conducting the survey via phone methodology, all interviewers experienced issues securing interviews with Friday and weekend travel days (achieved 10% and 26% respectively), reporting that many respondents specifically requested the phone surveys were carried out Monday to Friday when they had availability (often in the evenings), achieving 64% of interviews with Monday to Thursday travel days. When interviewing returned to face-to-face, interviewers had more success achieving weekend travel days (achieved 29%) but still encountered difficulties securing interviews on Saturdays with respondents, achieving 9% for Friday travel days; and

- **Bad weather and not being able to enter households:** all interviewers experienced issues with bad weather while conducting the survey via face-to-face methodology, with this significantly impacting their ability to conduct surveys in bad weather due to not being able to enter respondents' homes. All interviewers believed that when they will be able to enter respondents' homes again, both their hit rate and achievement by day of week targets will improve.

9 Trip Rate Analysis

9.1 The trip rate, i.e. the number of trips per person per day, for the survey overall was 1.5, with 42% of trips made as the car driver as the main mode and 31% on foot. This is shown in **Table 7**.

Table 7 Trip Rate by Mode

	Trip Rate	%
Walk	0.46	30%
Cycling	0.03	2%
Motorcycling	0.00	0%
Car Driver	0.64	42%
Car Passenger	0.25	17%
Train	0.01	0%
Tram	0.02	1%
Bus	0.07	5%
Taxi	0.02	2%
Other	0.01	0%

9.2 **Table 8** compares the trip rates between respondent types. Respondents in employment had a trip rate of 1.7, compared to a trip rate of 1.4 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 (1.7 and 1.2 respectively).

Table 8 Trip Rates

		Trip Rate
Employment Status	**Employed**	1.7
	Not Employed	1.4
Age Group	**5-15**	1.4
	16-17	0.8
	18-24	1.1
	25-34	1.6
	35-44	1.9
	45-54	1.6
	55-59	1.6
	60-64	1.5
	65+	1.5
Licence	**Full Licence for car/van**	1.7
	No Licence	1.2
Mobility	**Yes, limited a lot**	0.9
	Yes, limited a little	1.3
	No	1.6
Number of Cars in Household	**None**	1.2
	One	1.6
	Two	1.6
	Three or more	1.3

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. The increased level of non-response when conducting the survey via phone methodology (primarily between February and July 2021) increases this risk, but **Table 9** shows the sample composition is as expected and is very similar to that achieved in previous years.

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

Table 9 Sample Composition

		N	%	2011 Popn Stats %
Age	**5-15**	666	14%	14%
	16-17	115	3%	3%
	18-24	310	7%	11%
	25-34	617	13%	15%
	35-44	609	13%	15%
	45-54	594	13%	14%
	55-59	319	7%	6%
	60-64	293	6%	6%
	65+	1,051	23%	16%
	Total	4,574*		
Employment Status	**Employed**	1,971	43%	
	Not Employed	2,626	57%	
	Total	4,597		
Number in Household	**Single Person**	619	30%	
	Two	738	36%	
	Three	319	15%	
	Four	257	12%	
	Five	89	4%	
	Six or more	48	2%	
	Total	2,070		

*23 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	18	1	20	36	24	17	3	21	31	28
Bury	35	2	31	18	14	28	3	28	21	20
Manchester	11	8	19	24	37	6	11	14	30	39
Oldham	9	0	21	40	30	13	1	23	37	26
Rochdale	17	1	29	24	29	14	2	22	33	29
Salford	16	3	23	24	34	13	7	20	25	34
Stockport	34	2	31	16	16	44	2	24	14	15
Tameside	13	0	37	24	25	11	2	29	30	28
Trafford	45	5	23	15	13	48	6	20	12	13
Wigan	17	2	33	28	20	16	2	32	26	23
Total GM	20	3	26	25	25	20	5	23	26	27

APPENDIX A: Survey Documents

Document A: Introductory Letter – Telephone Interviews

Transport for Greater Manchester

2 Piccadilly Place
Manchester M1 3BG

0161 244 1000
www.tfgm.com

(Household Address)

Reference No: (Sample ID)
Month: (Month and Year)

Your Interviewer: (Interviewer Name)

Greater Manchester Travel Survey

Please help us by completing this important survey: whether you travel a lot, a little, or not at all, we need to know about the travel habits of people like you.

Dear resident/occupier,

Transport for Greater Manchester (TfGM) is carrying out a survey of residents to provide vital information on people's travel patterns to help us plan transport in the region. By taking part in our travel survey, you will help plan a transport network for Greater Manchester that works for everyone no matter how they choose to travel. You will also help us to better understand how travel habits are changing in response to Covid-19.

We can only speak to a small number of households from across Greater Manchester and your household has been chosen to represent your local area. The survey will be done over the phone and we want to collect travel data for all the people in your household aged 5 and over.

Taking part is easy, simply visit **tfgm.com/traveldiary** and enter your reference number (***Unique Sample ID***), contact information and details about when you can be contacted. Alternatively, please call **0800 652 8646**. Our research company (**AECOM**) will then get in touch to arrange a time for you to complete the survey over the phone, ideally when everyone in your household is home.

By telling us about your travel habits you will help us to better serve you and your community. As a thank you for taking part you will be entered into a free prize draw with a chance to win £75 in retail shopping vouchers. To be eligible for this, you must complete the survey **by (*deadline date*).**

Please be assured that your replies to this survey are important to us and will be treated with complete sensitivity and security. The responses will only be used for the purposes of helping TfGM plan transport provision in the region (more information about the survey can be found overleaf).

This survey is being conducted following the Market Research Society Code of Conduct, meaning your responses are anonymised before analysis. Additionally, all data collected will be stored securely in line with the General Data Protection Regulation (GDPR). More information can be found overleaf.

Yours faithfully
Simon Warburton

Transport Strategy Director

Frequently Asked Questions

Why has my household been selected?

By chance. It is not possible to interview everyone, so households have been randomly selected from all listed addresses in Greater Manchester.

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 can also 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 **0788 422 5293.**

How long will it take?

It usually 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 (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.

We follow the Market Research Society Code of Conduct in all our research.

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.
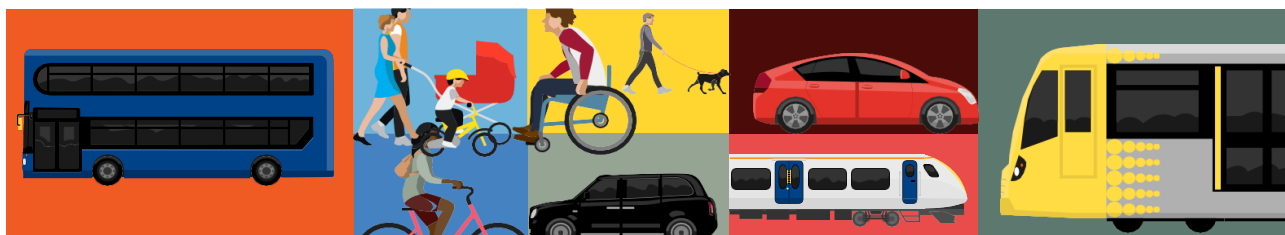The survey is being conducted throughout 2021, with up to 200 households each month. Every month, all those who completed the survey in that month will be entered into a Prize Draw, for retail shopping vouchers worth £75, so you have a 1 in 200 chance of winning. Good Luck!

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 **tfgm.com/trads**

AECOM

Document B: Reminder Letter – Telephone Interviews

Transport for Greater Manchester

2 Piccadilly Place
Manchester M1 3BG

0161 244 1000
www.tfgm.com

(Household Address)

Reference No: (Sample ID)
Month: (Month and Year)

Your Interviewer: (Interviewer Name)

Greater Manchester Travel Survey

Please help us by completing this important survey: whether you travel a lot, a little, or not at all, we need to know about the travel habits of people like you.

*If you've already completed our survey or signed up to take part, thank you - please disregard this reminder. If not, **please contact us by deadline date**.*

Dear resident/occupier,

Transport for Greater Manchester is carrying out a survey of residents to provide vital information on people's travel patterns to help us plan transport in the region. By taking part in our travel survey, you will help plan a transport network for Greater Manchester that works for everyone no matter how they choose to travel. You will also help us to better understand how travel habits are changing in response to Covi-19.

We can only speak to a small number of households from across Greater Manchester and your household has been chosen to represent your local area. The survey will be done over the phone and we want to collect travel data for all the people in your household aged 5 and over.

Taking part is easy, simply visit **tfgm.com/traveldiary** and enter your reference number **(*Unique Sample ID*),** contact information and details about when you can be contacted. Alternatively, please call **0800 652 8646**. Our research company (AECOM) will then get in touch to arrange a time for you to complete the survey over the phone, ideally when everyone in your household is home.
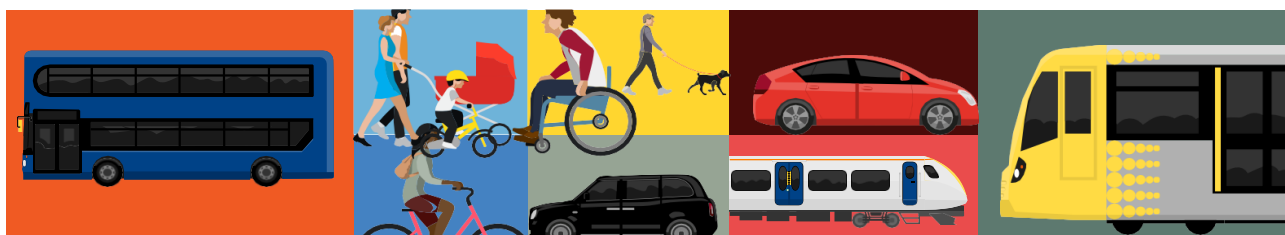
By telling us about your travel habits you will help us to better serve you and your community, as a thank you for taking part you will be entered into a free prize draw with a chance to win £75 in retail shopping vouchers.

Yours faithfully
Simon Warburton

Transport Strategy Director

![AECOM]

Document C: Introductory Letter – Face-to-Face Interviews

![Transport for Greater Manchester]

2 Piccadilly Place
Manchester M1 3BG

0161 244 1000
www.tfgm.com

(Household Address)

Reference No: (Sample ID)
Month: (Month and Year)

Your Interviewer: (Interviewer Name)

Dear resident,

Please 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. Transport for Greater Manchester (TfGM) is carrying out a survey of residents to provide vital information on people's travel patterns to help us plan transport in the region. By taking part, you can help us to provide an accurate picture of demand for travel and transport facilities in your area. You will also help us to better understand how travel habits are changing in response to Covid-19. Whether you travel a lot, a little, or not at all, your views are important to us.

We can only speak to a small number of households from across Greater Manchester, and your household has been chosen to represent your local area. Your participation is, of course, voluntary, but by taking part, along with 200 other households every month, you can help TfGM and the local authorities to plan more effectively for the future. By telling us about your travel habits, you will help us to better serve you and your community.

Your interviewer will call by 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. The interviewer will show you their photo ID. The interview will take place either face-to-face or remotely, depending on Government guidance on Covid-19 to ensure the interview is carried out in a safe way.

If you want to let us know when would suit you best for the interviewer to visit, or to arrange a telephone appointment, please visit **tfgm.com/traveldiary** and enter your reference number (*Unique Sample ID*), contact information and details about when is best for the interviewer to visit. Alternatively, please call **0800 652 8646**.

The survey is being carried out in your area on behalf of TfGM by **AECOM** under the Market Research Society Code of Conduct. Any information you and other members of your household provide will be treated in complete confidence, and all data collected will be stored securely in line with the General Data Protection Regulation (GDPR). More information on how we store and use your information can be found overleaf.
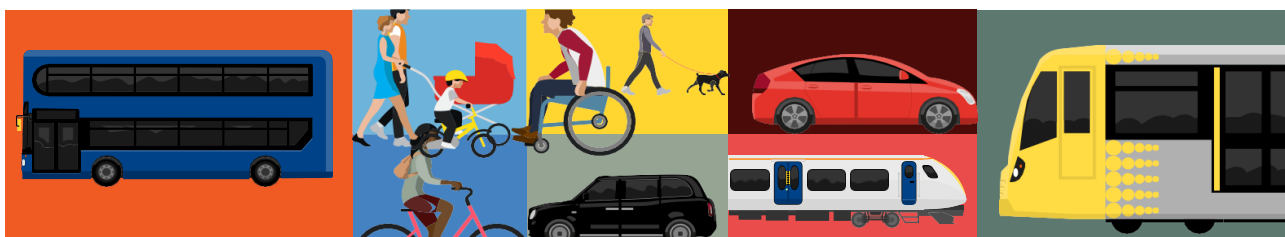
As a thank you for taking part, you will be entered into a free prize draw with a chance to win £75 in retail shopping vouchers.

Yours faithfully

Simon Warburton
Transport Strategy Director

Frequently Asked Questions

Why has my household been selected?

By chance. It is not possible to interview everyone, so households have been randomly selected from all listed addresses in Greater Manchester.

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 can also 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 **0788 422 5293.**

How long will it take?

It usually 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 (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.

We follow the Market Research Society Code of Conduct in all our research.

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.
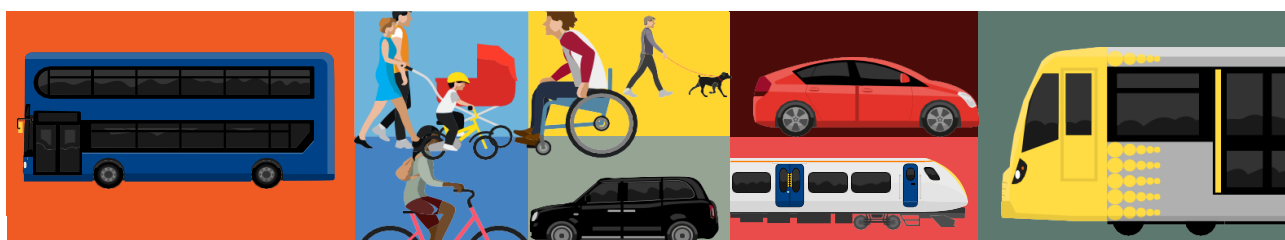The survey is being conducted throughout 2021, with up to 200 households each month. Every month, all those who completed the survey in that month will be entered into a Prize Draw, for retail shopping vouchers worth £75, so you have a 1 in 200 chance of winning. Good Luck!

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 **tfgm.com/trads**

Document D: Contact Record Sheet

AECOM

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 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.
1					_____Face to face	Lead Name
2					_____Phone	
3					_____Proxy	Contact Numbers
4					_____Total	0

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 not resident household
					15	Office refusal		25	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	2021	1 Mon 2 Tue 3 Wed 4 Thu 5 Fri 6 Sat 7Sun		Signed

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 everyone 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 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	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.

	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6	Person 7	Person 8
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

Document F: Person Questionnaire

AECOM

Transport for Greater Manchester

<table>
<tr><td colspan="2" align="center">**GREATER MANCHESTER Travel Diary Survey**
PART B: PERSON QUESTIONNAIRE</td></tr>
</table>

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

► **GO TO QP7**

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 <u>EACH QUESTION</u>	**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 G: 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 1: Home ☐   Work ☐   [Tick one]   Education ☐   Other ☐

Trip 2: 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 1:
No/Name ……………………………………………………
Street ……………………………………………………
Town/City ……………………………………………………
Postcode ☐☐☐☐ ☐☐☐☐
or
Page No# ☐☐☐
Grid Ref L ☐☐ N ☐☐

Trip 2:
No/Name ……………………………………………………
Street ……………………………………………………
Town/City ……………………………………………………
Postcode ☐☐☐☐ ☐☐☐☐
or
Page No# ☐☐☐
Grid Ref L ☐☐ N ☐☐

Q2 What time did you set off?
Trip 1: ☐☐ : ☐☐ [24 hr, e.g. 18:30]
Trip 2: ☐☐ : ☐☐ [24 hr, e.g. 18:30]

Q3 What time did you arrive?
Trip 1: ☐☐ : ☐☐ [24 hr, e.g. 18:30]
Trip 2: ☐☐ : ☐☐ [24 hr, e.g. 18:30]

Q4 How long did trip take?
Trip 1: ☐☐ : ☐☐ [HH:MM]
Trip 2: ☐☐ : ☐☐ [HH:MM]

Q5 Why did you make this trip? [Code MAIN PURPOSE]
Trip 1: (Showcard T4) [Enter Code] ☐☐
Trip 2: (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 1:
From Household (5+ excluding self) ☐☐
From household aged under 5 ☐☐
Not members of household ☐☐

Trip 2:
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 1:
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 2:
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 1: ☐ [Enter Code from Q7a] [If used Car/van at Q7a GO TO Q8] [Otherwise GO TO Q9]
Trip 2: ☐ [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 1: (Showcard T8) [Enter Code] ☐
Trip 2: ☐ [Enter Code]

NON-CAR/VAN USERS ONLY

Q9 Was a car/van available to make this trip? (Showcard T9)
Trip 1: Yes ☐   No ☐   [tick one]
Trip 2: 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]

Trip 1:
	Ticket 1	Ticket 2	Ticket 3
Bus	☐	☐	☐
Metrolink	☐	☐	☐
Train	☐	☐	☐

Trip 2:
	Ticket 1	Ticket 2	Ticket 3
Bus	☐	☐	☐
Metrolink	☐	☐	☐
Train	☐	☐	☐

Q11 Did you go anywhere else yesterday/travel day?
Trip 1: Yes ☐ GO TO NEXT TRIP   No ☐ GO TO PART D   [tick one]
Trip 2: 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)

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

	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			Trip No		
1	Walk	6	Train	1 Walk	6	Train
2	Cycle	7	Metrolink	2 Cycle	7	Metrolink
3	Motorcycle/scooter / moped	8	Bus/ coach / minibus	3 Motorcycle/scooter / moped	8	Bus/ coach / minibus
4	Car/ van driver	9	Taxi/ minicab	4 Car/ van driver	9	Taxi/ minicab
5	Car/ van passenger	11	2+ train	5 Car/ van passenger	11	2+ train
10	Other (Please Specify)	12	2+ Metrolink	10 Other (Please Specify)	12	2+ Metrolink
		13	2+ bus/ coach		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	Yes [ ] GO TO NEXT TRIP
No [ ] GO TO PART D [tick one]	No [ ] GO TO PART D [tick one]

GMTRADS

COVID-19 SCREENING QUESTIONS

Before we begin with the interview, we would like to ask you the following questions:

1. Have you or any other members of your household tested positive for COVID-19 in the last 14 days?

2. In the last 14 days, have you been advised to self-isolate because you have been in close contact with someone who has tested positive for COVID-19?

3. Have you been advised to self-isolate because you have entered the UK in the last 14 days?

4. Do you or any other members of your household have any COVID-19 symptoms? (Including a high temperature, a new continuous cough, or a change to taste or smell)

HOUSEHOLD SURVEYS

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

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 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

PERSON SURVEY

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 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 everyday 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

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 QP10b

Ticket Type

Bus Operator	**First**	**1**
	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 QP11b

Validity

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

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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

TRAVEL DIARY

SHOWCARD T1

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

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

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SHOWCARD T9

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

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

Document I: Thank You Leaflet

Further processing
If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Contact Details
To exercise all relevant rights, queries of complaints please in the first instance contact the TfGM Data Protection Officer at data.protection@tfgm.com

You can contact the Information Commissioner's Office on 0303 123 1113 or via email https://ico.org.uk/global/contact-us/email/ or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

CODE OF CONDUCT
In addition to the GDPR, all Market Research Society members abide by a strict Code of Conduct. This ensures that all research is carried out at the highest ethical and professional standards. It also means that it is possible to withdraw from the interview at any stage.

ANY QUESTIONS?
If you have any questions, please call the freephone number 0800 652 8646. Alternatively, you could call Alex Lerczak, the fieldwork manager at AECOM on 0788 422 5293. If you wish to speak to someone at Transport for Greater Manchester about this research, please call Melanie Newall on 0161 244 1699. If you wish to verify that this interview was carried out under the MRS Code of Conduct please telephone 0800 975 9596 or go to www.mrs.org.uk/standards/online-register.

GREATER MANCHESTER TRANSPORT STUDY

A survey carried out on behalf of Transport for Greater Manchester

THANK YOU
FOR
YOUR HELP

AECOM

your opinion counts

Interviewer Name: _____

Interviewer Number: _____

AECOM
1 NEW YORK STREET
MANCHESTER
M1 4HD

Thank you for taking part in this research.
REMEMBER
Genuine research, whether through the post, on the telephone or in the street:
- is always confidential
- never tries to sell you anything
- never requests money
- never asks you to make an appointment with a salesperson.

GENERAL DATA PROTECTION REGULATION (THE "GDPR")
Your personal data – what is it?
Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

Who are we?
AECOM is the data processor and TfGM is the data controller (contact details below). The data controller decides how your personal data is processed and for what purposes.

How do we process your personal data?
AECOM and TfGM complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.
We use your personal data for research purposes only.

What is the legal basis for processing your personal data?
We process your personal data in order to meet a legal obligation placed on the Passenger Transport Executive. This legal obligation can be found in s10 (1) (xxxi) of the Transport Act 1968.

We process the sensitive personal data you provide in line with the condition in the Data Protection Act which allows us to process sensitive personal data because it is in the substantial public interest for us to do so in order to meet our legal duty in s149 of the Equality Act 2010.

Sharing your personal data
Your personal data will be treated as strictly confidential for research purposes. Your personal details will be removed from the data, with the exception of postcode, which will only be used for analysis purposes.

How long do we keep your personal data?
We keep personal details provided for back checking purposes for six months after the study has finished. If you agreed to take part in future research we will keep your personal details for two years. They will then be securely deleted.

Your rights and your personal data
Unless subject to an exemption under the "GDPR", you have the following rights with respect to your personal data:
- The right to request a copy of your personal data which the AECOM and TfGM holds about you
- The right to request that AECOM and TfGM corrects any personal data if it is found to be inaccurate or out of date
- The right to request your personal data is erased where it is no longer necessary for AECOM and TfGM to retain such data
- The right to withdraw your consent to the processing at any time
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to lodge a complaint with the Information Commissioner's Office

Document J: Information Leaflet

Transport for
Greater Manchester

**Greater Manchester Travel
Diary Survey 2021-22**

www.tfgm.com

What are Travel Diary Surveys?

The Greater Manchester Travel Diary Survey (TRADS) is an annual survey commissioned by Transport for Greater Manchester (TfGM).

It collects information on how people travel in Greater Manchester today and covers walking and cycling as well as journeys made by public transport, cars, vans and motorbikes.

TRADS will be carried out every year with 2,000 randomly selected households across Greater Manchester.

Each household taking part is asked questions about:
- trips they make in Greater Manchester
- their use of cars and other types of private transport
- their travel by public transport
- walking and cycling
- factors affecting their travel, for example whether they have any disabilities or health problems affecting their mobility.

What is the survey used for?

Detailed and up-to-date information about how people travel, and where they are travelling to and from, is vital to help TfGM and local authorities improve the services provided.

The surveys help to plan improvements to roads and public transport, to reduce overcrowding and congestion, improve road safety and enhance the environment.

The survey results are used by transport planners to forecast the number of people using public transport services, to plan services, to make provision for pedestrians and cyclists and to inform future transport developments.

Will my answers be treated as confidential?

YES. The responses you provide, but not your name, will be passed to TfGM for the purposes of statistical analysis and transport planning only.

Your address will only be known to the TRADS team within TfGM and will not be used for any other purpose.

Summary findings from the survey will be published in the form of reports on the TRADS website. Authorised users within TfGM and local authorities will be able to use the data (but without the names and addresses) only for purposes of transport planning and research.

Transport for Greater Manchester

Information

For further information please visit **www.tfgm.com/trads**
or phone the GM TRADS information line on **0800 652 8646**

In association with

AGMA
ASSOCIATION OF
GREATER MANCHESTER
AUTHORITIES

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COMBINED AUTHORITY

www.tfgm.com