Pilot Intercept Recruitment Questionnaire

SYSTEM INFORMATION:
- Interviewer number -
- Interviewer name -
- Date: -
- Time interview started: -

INTERVIEWER: ENTER MODE
- Bus
- Rail
- Car
- LRT
- Walk
- Cycle

INTERVIEWER: ENTER LOCATION
IF MODE= BUS ASK: BUS LOCATION
- London
- Chiswick High Road
- Shepherds Bush
- Metropolitan/PTE
- Birmingham City Centre
- Newcastle City Centre
- Freestanding Large Urban Areas
- Bristol
- Leeds
- County Towns/Rural Hinterland
- Wokingham
- Peterborough

IF MODE= RAIL ASK: RLOC
- RP+SP locations
  - Birmingham New Street
  - Birmingham Snow Hill
  - Birmingham Moor Street
  - Stoke-on-Trent
  - Stafford
  - Nuneaton
  - Rugby
  - Wokingham
  - Peterborough
- SP only rail locations
  - Newcastle
  - Darlington
  - York
  - Glasgow Queen Street
  - Carlisle
  - Glasgow Central
  - Leeds
  - Cardiff Queen Street
  - Bristol Temple Meads
  - Norwich
  - Blackfriars
  - Fenchurch Street
  - Waterloo
RLOC2 -
IF RLOC = 1 ASK: Is your shift London Long or Non London Long?
London Long Non London Long

RAIL LOCATION
If RLOC = 2-7 OR RLOC = 10-12 OR RLOC2 = 1 RAIL LOCATION = LONDON LONG
If RLOC = 13-14 OR RLOC2 = 2 RAIL LOCATION = NON LONDON LONG
If RLOC = 1 RAIL LOCATION = NON LONDON LONG
If RLOC = 15-19 RAIL LOCATION = NON LONDON SHORT
If RLOC = 20-22 RAIL LOCATION = SOUTH EAST INNER
If RLOC = 8-9 RAIL LOCATION = SOUTH EAST OUTER

IF MODE= CAR ASK: CAR LOCATION
Motorway
South West: M5 between Birmingham and Bristol -
South East: M40 near to Oxford -
West Midlands: M6 Close to Stoke -

A Roads
North East: A1 between Darlington and Washington -
South East: A27 Worthing to Brighton -
East: A1 between Peterborough and Stevenage -
London Urban - Inner & Outer
Kingston -
Midway Service Station -
Ilford -

Other Urban Congested
Great Barr (Sandwell) -
Hunts Cross (Liverpool) -
Princess Parkway (Manchester) -

Other Urban Uncongested
Buckden Garage (Huntingdon, Cambridgeshire -
Shell Pontefract (Wakefield) -
Crompton Way (Oldham) -

Rural
Crosshands (Gloucestershire) -
Knutsford (Cheshire) -
New Romney (Kent) -

IF MODE= LRT ASK: LRT LOCATION
Manchester -
Sheffield -
Nottingham -
London -
Newcastle -

LRT LOCATION2
IF LOCATION = SHEFFIELD
Sheffield Station/Haslam University -
Hillsborough -
University of Sheffield -

IF LOCATION =LONDON
Acton Town -
Victoria -
Bank -

IF LOCATION =NEWCASTLE
Monument -
Central -
Haymarket -

IF MODE= WALK OR CYCLE ASK: WALK/CYCLE LOCATION
Ealing -
Peterborough -
Introduction
Good morning/afternoon/evening. My name is ....... from Accent an independent market research company carrying out research for the Department for Transport (DfT) into how the general public consider factors such as journey time and reliability when making travel choices.

Please be assured that any answers you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

Q1 Would you be willing to take part in an online or telephone survey for the Department for Transport? The questionnaire will take about 20 minutes and you will be provided with a £10 voucher to thank you for your time.

INTERVIEWER: EXPLAIN VOUCHER WILL BE AWARDED ON COMPLETION OF ONLINE OR TELEPHONE INTERVIEW

Yes, online
Yes, telephone
No THANK AND CLOSE

Q2 IF MODE=BUS ASK: Can I just ask you a few questions about your journey first? This should only take one or two minutes. What is the main purpose of your bus journey?

Commuting (to from work/place of education)
Travelling in the course of your employer’s business THANK AND CLOSE
Non work

Q3 IF MODE=BUS ASK: What kind of ticket are you using?
Cash ticket
Oyster
Travelcard/period/season ticket
Freedom Pass/Concessionary IF NOT LONDON AND METROPOLITAN/PTE, THANK & CLOSE

CHECK QUOTAS: IN LONDON AND METROPOLITAN/PTE: 40-48% COMMUTING/27-33% NON WORK/23-29% CONCESSIONARY
IN FREESTANDING LARGE URBAN AREAS 55-65% COMMUTING/35-45% NON WORK/0% CONCESSIONARY
IN COUNTY TOWNS/RURAL HINTERLAND 45-55% COMMUTING/45-55% NON WORK/0% CONCESSIONARY

Q4 IF MODE=RAIL AND RAIL LOCATION= LONDON LONG OR RLOC = 9 ASK: Are you travelling to London by rail?

IF MODE=RAIL AND RLOC = 8 (WOKINGHAM) ASK: INTERVIEWER, IF ON PLATFORM FOR TRAINS TO WATERLOO ASK:

Are you travelling to London Waterloo?
Yes
No THANK AND CLOSE

IF MODE=RAIL AND RLOC TO READING ASK: Are you travelling to London Paddington via Reading?
Yes
No THANK AND CLOSE

Q5A IF MODE=RAIL AND RAIL LOCATION = NON LONDON LONG OR NON LONDON SHORT ASK: Are you travelling to London by rail?

Yes THANK AND CLOSE
No
Q5 IF MODE=RAIL AND RAIL LOCATION = NON LONDON LONG ASK: About how many minutes is your rail journey?
   Under thirty minutes THANK AND CLOSE
   Over thirty minutes

Q6 IF MODE=RAIL AND RAIL LOCATION = NON LONDON SHORT ASK: About how many minutes is your rail journey?
   Under thirty minutes
   Over thirty minutes THANK AND CLOSE

Q7 IF RLOC = 20-22 (LONDON STATIONS) GO TO Q8:
   IF MODE=RAIL AND RAIL LOCATION = SOUTH EAST INNER ASK: Are you travelling to or from London by rail?

Q8 IF MODE=RAIL ASK: What is the main purpose of your rail journey?
   Commuting (to from work/place of education)
   Travelling in the course of your employer’s business
   Non work

   CHECK QUOTAS: IF LONDON LONG OR NON LONDON LONG: 45-55% EMPLOYEE BUSINESS/45-55% NON WORK/0-10% COMMUTING
   IF NON LONDON SHORT OR SOUTH EAST INNER: 23-30% EMPLOYEE BUSINESS/40-55% COMMUTING/23-30% NON WORK
   IF SOUTH EAST OUTER: 17-25% EMPLOYEE BUSINESS/50-60% COMMUTING/17-25% NON WORK

Q9 IF MODE = CAR ASK: Can I just ask you a few questions about your journey first? This should only take one or two minutes. What is the main purpose of your car journey?
   Commuting (to from work/place of education)
   Travelling in the course of your employer’s business
   Non work

   CHECK QUOTAS: 30-35% COMMUTING/30-35% EMPLOYEES BUSINESS/30-35% NON WORK

Q10 LRT MODE
   IF MODE = LRT AND LRT LOCATION = MANCHESTER, SHEFFIELD OR NOTTINGHAM MODE = tram
   IF MODE = LRT AND LRT LOCATION = LONDON MODE = Underground
   IF MODE = LRT AND LRT LOCATION = NEWCASTLE MODE = light rail

Q11 - IF MODE = LRT ASK: Can I just ask you a few questions about your journey first? This should only take one or two minutes. What is the main purpose of your #LRTMODE# journey?
   Commuting (to from work/place of education)
   Travelling in the course of your employer’s business
   Non work

   CHECK QUOTAS: 30-35% COMMUTING/30-35% EMPLOYEES BUSINESS/30-35% NON WORK

Q12 - IF MODE = LRT ASK: What kind of ticket are you using?
   Cash ticket
   Oyster
   Travelcard/period/season ticket
   Freedom Pass/Concessionary
Q13 - **IF MODE = CYCLE ASK:** Can I just ask you a few questions about your journey first? This should only take one or two minutes. Are you making a door-to-door journey by cycle, ie not an access or egress journey or just going for a ride?
Yes -
No **THANK AND CLOSE** -

Q14 - **IF MODE = CYCLE ASK:** What is the main purpose of your cycling journey?
- Commuting (to from work/place of education)
- Travelling in the course of your employer's business **THANK AND CLOSE**
- Non work

**CHECK QUOTAS: 40-60% COMMUTING/40-60% NON WORK**

Q15 - **IF MODE = WALK ASK:** Can I just ask you a few questions about your journey first? This should only take one or two minutes. Are you making a door-to-door journey on foot, ie not an access or egress journey or just going for a walk?
Yes -
No **THANK AND CLOSE** -

Q16 - **IF MODE = WALK ASK:** What is the main purpose of your walking journey?
- Commuting (to from work/place of education)
- Travelling in the course of your employer's business **THANK AND CLOSE**
- Non work

**CHECK QUOTAS: 40-60% COMMUTING/40-60% NON WORK**

Q17 - **SHOW SCREEN**

- 17-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70+

Q18 - **INTERVIEWER: RECORD GENDER:**
- Male
- Female

Q19 - Thank you. You are on scope for this research.

**IF Q1=1:** We will email you a link for the online survey for you to complete. Can I please take a note of your email address? **SHOW SCREEN TO RESPONDENT AND ASK THEM TO CONFIRM THAT THEIR E-MAIL ADDRESS IS CORRECT**

**IF Q1=2:** We will call you at a convenient time. Can I please take a note of your phone number? **SHOW SCREEN TO RESPONDENT AND ASK THEM TO CONFIRM THAT THEIR PHONE NUMBER IS CORRECT**

Name: -
**IF Q1=1:** Email address: -
**IF Q1=1:** Check field for email address (IF NOT MATCHED – GO BACK TO “EMAIL ADDRESS”) -
**IF Q1=2:** Phone number (including STD code) -
**IF Q1=2:** Check field for phone number (IF NOT MATCHED – GO BACK TO “PHONE NUMBER”) -
Q20  **IF Q1=1:** Please can I take a note of your phone number where we can contact you -
for quality control purposes? -
Phone number (including STD code) -

**Interviewer Confirmation**

I confirm that this interview was conducted under the terms of the MRS code of conduct and
is completely confidential

Yes
No

**SYSTEM INFORMATION**

Time interview completed:
Good morning/afternoon/evening – My name is ....... from Accent and I am carrying out research into travel behaviour for the Department of Transport.

Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society and in accordance with the Data Protection Act. The information will only be used for statistical purposes.

DATE = INTERVIEW DATE
2 WEEKS AGO = DATE LESS 14
DATEFORMAT = day, date (ie Tuesday 16th October)

**CATI Quotas**

**Target achieved telephone main sample sizes**

<table>
<thead>
<tr>
<th></th>
<th>Employee’s Business</th>
<th>Commute</th>
<th>Other Non-Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car</td>
<td>200 SP of which 20 self-employed</td>
<td>200 SP</td>
<td>200 SP</td>
</tr>
<tr>
<td>Bus</td>
<td>100 SP</td>
<td></td>
<td>100 SP</td>
</tr>
<tr>
<td>Rail</td>
<td>200 SP of which 20 self-employed</td>
<td>200 SP</td>
<td>200 SP</td>
</tr>
<tr>
<td>Walk &amp; Cycle</td>
<td>100 SP</td>
<td>100 SP</td>
<td>100 SP</td>
</tr>
</tbody>
</table>

LRT and RAIL RP = 100% at station/stop intercept

DP: WHEREVER A RESPONDENT FALLS OUT OF SCOPE, PLEASE INSERT THE INSTRUCTION “THANKS, BUT UNFORTUNATELY YOU ARE NOT IN SCOPE FOR THIS SURVEY; ARE THERE ANY OTHER ADULTS WITHIN YOUR HOUSEHOLD THAT WE COULD TALK TO WHO MAY BE?”

Q1 - Can I confirm that the first part of your home postcode is #POSTCODE#? IF NOT, PROBE POSTCODE #POSTCODE# - Other (type in) -

Questions 2 to 4 asked on priority order of hardest to reach first, ie employee’s business rail employee’s business car commute cycle Commute rail Commute bus Commute car Commute walk Other non work cycle Other non work rail Other non work bus Other non work car Other non work walk
Q2 - In the last two weeks, that is since #DATEFORMAT#, have you made any employer’s business journeys by rail or car of over five minutes within Great Britain?
Yes, rail
Yes, car
Yes, both
No GO TO Q3

CHECK QUOTAS: IF BOTH, CHOOSE RAIL UNLESS QUOTA FULL. IF IN SCOPE GO TO Q5
IF Q2=1 RAIL EMPLOYEES BUSINESS -
IF Q2=2 CAR EMPLOYEES BUSINESS -
IF Q2=3 RAIL EMPLOYEES BUSINESS -
GO TO Q5

Q3 - In the last two weeks, that is since #DATEFORMAT#, have you made any commuting journeys to your place of work or education? IF YES, PROBE MODES. IF MORE THAN ONE, PROBE MAIN MODE BY DISTANCE
No GO TO Q4
Cycle
Rail
Bus -
Car as driver -
Walk all the way
Other GO TO Q4

CHECK QUOTAS: IF IN SCOPE GO TO Q6
IF Q3=2 CYCLE COMMUTING
IF Q3=3 RAIL COMMUTING
IF Q3=4 BUS COMMUTING
IF Q3=5 CAR COMMUTING
IF Q3=6 WALK COMMUTING

Q4 - In the last two weeks, that is since #DATEFORMAT#, have you made any other journeys of over five minutes? IF YES, PROBE ALL MODES
No THANK & CLOSE
Cycle
Rail
Bus -
Car as driver -
Walk all the way
Other THANK & CLOSE

CHECK QUOTAS: IF IN SCOPE AND MORE THAN ONE MENTIONED CHOOSE HIGHEST (IE CYCLE BEFORE CAR AS DRIVER), GO TO Q6
IF Q4=2 CYCLE NON WORK
IF Q4=3 RAIL NON WORK
IF Q4=4 BUS NON WORK
IF Q4=5 CAR NON WORK
IF Q4=6 WALK NON WORK

Q5 - IF Q2=1-3 ASK: Are you employed by a company or organisation or self employed?
Employed by company or organisation
Self-employment

CHECK QUOTAS: 1 SELF EMPLOYED FOR CAR, 1 FOR RAIL
Q5b  IF Q3 OR Q4 = BUS ASK: Did you pay for this bus trip or do you have a concessionary pass?
Pay
Pass THANK & CLOSE

Q6  In which of these age groups are you? READ OUT
17-20
21-29
30-39
40-49
50-59
60-69
70+

Q7  INTERVIEWER: RECORD GENDER:
Male
Female

Recruitment

You are in scope for this research.

The questionnaire will take about 20 minutes and can be undertaken online or over the phone. To thank you for your time we will send you a £10 voucher.

Would be prepared to take part?

IF NECESSARY SAY: None of your comments will be attributed to you personally and will only be used in grouped format.

PERSUADE AND REASSURE

Yes, undertake on line  TAKE EMAIL ADDRESS
Yes, undertake by phone now -
Yes, undertake by phone at a later date  MAKE APPOINTMENT
No -

We would like to thank you again for the time you have taken to answer these questions and to reassure you that the information will be used to better understand the nation’s future transport needs.

MRSCODE

I confirm that this interview was conducted under the terms of the MRS code of conduct and is completely confidential
2750 Main CATI Employer Recruitment Questionnaire

SYSTEM INFORMATION:
Date: -
Time interview started: -

Target achieved telephone sample sizes
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Car</td>
<td>33%</td>
</tr>
<tr>
<td>Rail</td>
<td>33%</td>
</tr>
<tr>
<td>LRT</td>
<td>33%</td>
</tr>
</tbody>
</table>

Introduction

Good morning/afternoon/evening. My name is ....... and I am calling from Accent. Please could I speak to the person within your company who is responsible for making decisions about how employees travel for business purposes, for example when travelling to meet clients, customers or suppliers or when travelling between different offices within your organisation.

INTERVIEWER: IN SMALLER COMPANIES THIS MAY THE OWNER, MANAGING DIRECTOR, FINANCE DIRECTOR, OPERATIONS MANAGER, PROCUREMENT MANAGER OR HR MANAGER. IN LARGER COMPANIES THERE MAY ALSO BE A TRAVEL MANAGER OR FLEET MANAGER
IF “NO” TRY AND PERSUADE ELSE THANK & CLOSE
IF “CALL BACK” PLEASE RECORD DATE AND TIME OF APPOINTMENT ON ACCIS, THANK AND CLOSE
IF “YES” PLEASE PROCEED TO SCREENING SECTION

Screening

Good morning/afternoon/evening. My name is ....... and I am calling from Accent. We are an independent market research company carrying out research for the Department of Transport.

This is a *bona fide* market research exercise. It is being conducted under the Market Research Society Code of Conduct which means that any answers you give will be treated in confidence. Can you spare 5 minutes to run through a few questions to check that you are eligible to take part in this research?

As a thank you for your time you will be provided with a £10 Amazon or Boots voucher or we can make a donation of the same amount to a charity.

INTERVIEWER: EXPLAIN VOUCHER WILL BE AWARDED ON COMPLETION OF ONLINE OR TELEPHONE INTERVIEW

Q1. - Can I confirm that you are the correct person to speak to on behalf of your organisation about how employees travel for business purposes, for example when travelling to meet clients, customers or suppliers or when travelling between different offices within your organisation?
Q2. What is your job title?

Q3. What is your role with respect to policy on employee business travel?

Q4. How many employees are there in your organisation? OPEN ENDED
None /self employed/sole trader THANK AND CLOSE

<table>
<thead>
<tr>
<th>CHECK QUOTAS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1-19</td>
<td>17%</td>
</tr>
<tr>
<td>20-49</td>
<td>17%</td>
</tr>
<tr>
<td>50-249</td>
<td>33%</td>
</tr>
<tr>
<td>250+</td>
<td>33%</td>
</tr>
</tbody>
</table>

Q5. The research is about so-called ‘briefcase travel’, that is journeys made by office-based staff travelling to conduct meetings and similar business activities but not to provide trade services. Do any of your employees undertake ‘briefcase travel’?
Yes
No THANK & CLOSE

Q6. Thinking about your organisation as a whole, which of the following best describes how often employees undertake ‘briefcase’ travel? INTERVIEWER: ‘briefcase travel’ = journeys made by office-based staff travelling to conduct meetings and similar business activities but not to provide trade services
Twice a week or more -
Weekly -
At least once a month -
At least once every three months THANK AND CLOSE
At least once every six months THANK AND CLOSE
Less than once every six months THANK AND CLOSE

Q7. Approximately how many of your employees undertake ‘briefcase travel’ at least once a month? INTERVIEWER: ‘briefcase travel’ = journeys made by office-based staff travelling to conduct meetings and similar business activities but not to provide trade services
OPEN ENDED

Q8. Which, if any, of the following modes of transport do employees that undertake ‘briefcase travel’ at least once a month use? READ OUT. INTERVIEWER: ‘briefcase travel’ = journeys made by office-based staff travelling to conduct meetings and similar business activities but not to provide trade services.
INTERVIEWER: DLR (DOCKLANDS LIGHT RAILWAY) AND CROYDON TRAMLINK NOT IN SCOPE
Car
Rail
Light rail such as London Underground, Manchester Metrolink, Tyne & Wear Metro, Sheffield Supertram, Midland Metro, Nottingham Express Transit or Blackpool Tramway
Other (please type in) THANK AND CLOSE IF ONLY RESPONSE
Q8b. DO NOT ASK IF MORE THAN ONE SELECTED FROM RESPONSES 1-3 AT Q8, GO TO Q8C: And can you confirm that you would be comfortable speaking about the journey specifics of a recent journey made by one of your employees, ie things such as the price of the tickets? INTERVIEWER: PLEASE BE SURE TO PROBE THAT THEY WILL DEFINITELY BE ABLE TO DISCUSS THE COST OF TRAVEL FOR A RECENT JOURNEY

Yes GO TO Q9
No/not sure THANK & CLOSE

Q8C - ASK IF MORE THAN ONE SELECTED FROM RESPONSES 1-3 AT Q8: You have mentioned #INSERT FIRST MODE SELECTED# and #INSERT SECOND MODE SELECTED# #INSERT “and” AND THIRD MODE SELECTED IF APPLICABLE#. Can you please confirm for which of these you would be most comfortable speaking about the specifics of a recent journey made by one of your employees, ie specifics such as the price of tickets? INTERVIEWER: PLEASE BE SURE TO PROBE THAT THEY WILL DEFINITELY BE ABLE TO DISCUSS THE COST OF TRAVEL FOR A RECENT JOURNEY

Car - Rail
London Underground - Manchester Metrolink - Tyne & Wear Metro - Sheffield Supertram - Midland Metro - Nottingham Express Transit - Blackpool Tramway - None of them THANK & CLOSE

INTERVIEWER: SELECT MODE FOR INTERVIEW
CHECK QUOTAS: 33% CAR, 33% RAIL, 33% OTHER PT (codes 3-9)

Q9. - How would you define the broad industry grouping in which your company operates?

PROMPT IF NECESSARY
Agriculture, Forestry and Fishing
Mining and Quarrying; Electricity, Gas and Air Conditioning Supply; Water Supply; Sewerage, Waste Management and Remediation Activities
Manufacturing
Construction
Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles
Transportation and Storage
Accommodation and Food Service Activities
Information and Communication
Financial and Insurance Activities
Real Estate Activities
Professional, Scientific and Technical Activities
Administrative and Support Service Activities
Education
Human Health and Social Work Activities
Arts, Entertainment and Recreation
Other Service Activities

QUOTAS:

<table>
<thead>
<tr>
<th>Industry Grouping</th>
<th>Min:max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture, Forestry and Fishing</td>
<td>5%</td>
</tr>
<tr>
<td>Mining and Quarrying; Electricity, Gas and Air Conditioning Supply; Water Supply</td>
<td>5%</td>
</tr>
<tr>
<td>Water Supply; Sewerage, Waste Management and Remediation Activities</td>
<td>5-12%</td>
</tr>
</tbody>
</table>
### Supply; Sewerage, Waste Management and Remediation Activities

<table>
<thead>
<tr>
<th>Industry</th>
<th>Percentage</th>
<th>Min:max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturing</td>
<td>10%</td>
<td>15-20%</td>
</tr>
<tr>
<td>Construction</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles</td>
<td>2%</td>
<td>3-10%</td>
</tr>
<tr>
<td>Transportation and Storage</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Accommodation and Food Service Activities</td>
<td>5%</td>
<td>7-13%</td>
</tr>
<tr>
<td>Information and Communication</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Financial and Insurance Activities</td>
<td>10%</td>
<td>7-13%</td>
</tr>
<tr>
<td>Real Estate Activities</td>
<td>10%</td>
<td>7-13%</td>
</tr>
<tr>
<td>Professional, Scientific and Technical Activities</td>
<td>10%</td>
<td>7-13%</td>
</tr>
<tr>
<td>Administrative and Support Service Activities</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>2%</td>
<td>11-18%</td>
</tr>
<tr>
<td>Human Health and Social Work Activities</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Arts, Entertainment and Recreation</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Other Service Activities</td>
<td>9%</td>
<td>6-12%</td>
</tr>
</tbody>
</table>

#### Q10. In which region is your company based? PROMPT IF NECESSARY

- North East
- North West
- Yorkshire and the Humber
- East Midlands
- West Midlands
- East of England
- London
- South East
- South West

#### QUOTAS

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
<th>Min:max</th>
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</thead>
<tbody>
<tr>
<td>North East</td>
<td>3%</td>
<td>1-5%</td>
</tr>
<tr>
<td>North West</td>
<td>11%</td>
<td>8-14%</td>
</tr>
<tr>
<td>Yorkshire and the Humber</td>
<td>8%</td>
<td>6-10%</td>
</tr>
<tr>
<td>East Midlands</td>
<td>8%</td>
<td>6-10%</td>
</tr>
<tr>
<td>West Midlands</td>
<td>8%</td>
<td>6-10%</td>
</tr>
<tr>
<td>East of England</td>
<td>12%</td>
<td>9-15%</td>
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<tr>
<td>London</td>
<td>19%</td>
<td>16-22%</td>
</tr>
<tr>
<td>South East</td>
<td>19%</td>
<td>16-22%</td>
</tr>
<tr>
<td>South West</td>
<td>11%</td>
<td>8-14%</td>
</tr>
</tbody>
</table>

### Recruitment

You are in scope for this research.

The questionnaire will take about 20 minutes. Would be prepared to take part? You will be given a £10 voucher to thank you for your time.

**IF NECESSARY SAY:** None of your comments will be attributed to you personally and will only be used in grouped format.

**PERSUADE AND REASSURE**

- Yes, undertake by phone now
- Yes, undertake by phone at a later date **MAKE APPOINTMENT**
- No
We would like to thank you again for the time you have taken to answer these questions and to reassure you that the information will be used to better understand the nation's future transport needs.

**MRSCODE**

I confirm that this interview was conducted under the terms of the MRS code of conduct and is completely confidential.
**Introduction**

Thank you very much for agreeing to complete this on-line survey which is being conducted by Accent on behalf of the Department for Transport into travel behaviour. This research is conducted under the terms of the MRS code of conduct and is completely confidential. If you would like to confirm Accent’s credentials please call the MRS free on 0500 396999.

Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

The questionnaire will take about 20 minutes to complete. If in response to a question you are unsure of the precise details, please give us an approximate answer if possible.

As a thank you for your time you will be provided with a £10 Amazon or Boots voucher or we can make a donation of the same amount to a charity.

For convenience you can stop and return to complete the questionnaire as many times as you wish, although once submitted you will not be able to enter again.

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**Details of #MODE# trip**

**Q1** When we contacted you in #LOCATION# on #DATE#, you were in the course of making a #MODE# #RQPURPOSE# journey.

We are now going to ask you some questions about a recent and typical #RQPURPOSE# journey made by #MODE#.

Were you on the outward or return part of the #MODE# #RQPURPOSE# journey?

- Outward
- Return
- Single journey only
Q1B Thinking about that journey, where did you start \textit{#LEG2#}journey from? \textbf{ENTER}

POSTCODE IN BOX
Click on the map below to show the starting location$^1$, or enter the postcode (eg WD4 5RT) in the box.$^2$ If you don’t know the postcode please enter the address.

Q2 Is this your .....? \textbf{READ OUT}
home address \textbf{GO TO 0}
normal place of work \textbf{GO TO 0}
somewhere else (please enter the type of location, eg the shops, my client’s office, my friend’s house)

Q3 What was the \textbf{main} reason for being at \textit{#Q2location#}?
Normal workplace
Delivering or picking up goods in connection with work
Visiting in connection with your employer’s business (your own business if self employed)
Place of education
Personal business
Shopping
Holiday
Visiting friends /relatives
Sport /entertainment
Other leisure
Other (please type in)

Q4X \textbf{IF MODE = RAIL ASK:} At which rail station did \textit{#LEG2#}train journey start?
\textbf{IF MODE = UNDERGROUND ASK:} At which Underground station did \textit{#LEG2#}Underground journey start?
\textbf{IF MODE = TRAM OR METRO ASK:} At which stop did \textit{#LEG2##MODE#} journey start?

$^1$ HOVER BUTTON WITH FOLLOWING TEXT: You can zoom in by clicking on the map or by using the zoom controls to the left of the map. You can move the location by clicking and dragging or by using the controls on the top left of the map.

When you have located the location click on the forward arrow at the bottom of the screen

$^2$ HOVER BUTTON WITH FOLLOWING TEXT: Type in the postcode in the box and click on the search icon to the right of the box.
Q4b  IF MODE = BUS, UNDERGROUND, TRAM OR METRO ASK: Was #MODE# your only means of travel or was it part of a longer journey in which you also used other means of transport?
Only means of travel
As part of longer journey

Q5X  IF MODE = RAIL ASK: At which rail station did #LEG2# train journey end?
IF MODE = UNDERGROUND ASK: At which Underground station did #LEG2# Underground journey end?
IF MODE = TRAM OR METRO ASK: At which stop did #LEG2# #MODE# journey end?

Q6  And where was the final destination of #LEG2# journey? PROBE POSTCODE, OR IF NOT KNOWN, ADDRESS
Click on the map below to show the destination 1, or enter the postcode (eg WD4 5RT) in the box. 1 If you don’t know the postcode please enter the address.

Q7  Is this your ...? READ OUT
IF Q2<>1: home address
IF Q2<>2: normal place of work
no, somewhere else (please enter the type of location, eg the shops, my client’s office, my friend’s house)

Q7b  IF RQPURPOSE = “employer’s business” AND Q3<>2 OR 3 AND Q7 = 1 OR 2: You indicated that you made an employer’s business journey when you were initially contacted but your answers do not describe such a trip.
If you were making an employer’s business trip can you please press the back arrow and change your previous response(s).
IF RQPURPOSE = “commuting” AND (Q2= 1 AND Q3<>1) or Q2=1 AND Q7=1: You indicated that you made a commuting journey when you were initially contacted but your answers do not describe such a trip.

3 HOVER BUTTON WITH FOLLOWING TEXT: You can zoom in by clicking on the map or by using the zoom controls to the left of the map. You can move the location by clicking and dragging or by using the controls on the top left of the map.

When you have located the location click on the forward arrow at the bottom of the screen
4 HOVER BUTTON WITH FOLLOWING TEXT: Type in the postcode in the box and click on the search icon to the right of the box.
5 Question added during fieldwork period to mitigate against respondents entering different purpose from that recruited for
If you were making a commuting trip can you please press the back arrow and change your previous response(s).

**Q8**  
**IF Q7 = 3 ASK:** What was the main reason for going to #Q7location#?  
- Normal workplace  
- Delivering or picking up goods in connection with work  
- Visiting in connection with your employer’s business (your own business if self employed)  
- Place of education  
- Personal business  
- Shopping  
- Holiday  
- Visiting friends /relatives  
- Sport /entertainment  
- Other leisure  
- Other (please type in)

**Q8b**  
**IF RQPURPOSE = “employer’s business” AND Q3<>2 OR 3 AND Q8 =<> 2 OR 3:** You indicated that you made an employer’s business journey when you were initially contacted but your answers do not describe such a trip.

If you were making an employer’s business trip can you please press the back arrow and change your previous response(s).

If you were not making an employer’s business trip you are not in scope for this research.

**IF RQPURPOSE = “commuting” AND (Q2= 3 AND Q3>4) or Q2=1 AND (Q7=3 AND Q8 > 4) or Q7=1:** You indicated that you made a commuting journey when you were initially contacted but your answers do not describe such a trip.

If you were making a commuting trip can you please press the back arrow and change your previous response(s).

If you were not making a commuting trip you are not in scope for this research.

**THANK AND CLOSE OUT OF SCOPES HERE**

**Q9**  
On what day of the week was the #MODE# journey?  
- Monday  
- Tuesday  
- Wednesday  
- Thursday  
- Friday  
- Saturday  
- Sunday

---

6 Question added during fieldwork period to mitigate against respondents entering different purpose from that recruited for
Q10  
IF Q1= 3 GO TO Q12: Did you make the other leg of the journey on the same date?
  IF Q1=1 ASK: Did you make the return leg of the journey on the same date?
  IF Q1=2 ASK: Did you make the outward leg of the journey on the same date?
    Yes GO TO Q12
    No

Q11  
How many nights were you away?

Q12  
IF Q10=2 GO TO Q13: How long did you spend at [IF Q2=2 OR 3 #Q2location#/IF Q7=2 OR 3 #Q7location#]?
  Less than one hour
  Between 1 and 3 hours
  Between 3 and 6 hours
  Between 6 and 9 hours
  Over 9 hours

Q13  
How many other adults travelled with you?
  None
  1 other adult
  2 or more other adults

Q14  
And how many children travelled with you?
  Aged 5 or under
    0
    1
    2+  
    Q14a: Aged 6-17
      0
      1
      2+

Q14b  
IF GROUP SIZE>0 ASK: Did the number of people travelling with you change over the journey?
  Yes
  No

Q14c  
IF MODE = CAR AND GROUP SIZE>0 ASK: Did you drive the vehicle for the entire distance, share the driving with others or not drive at all?
  Drove the entire distance
  Shared with other passenger(s)
  Did not drive at all

Q15  
On average, how often do you make this journey?
  5 or more times a week
  3-4 times a week
  1-2 times a week
  1-3 times a month
  Less than once a month
  First time
Q16 At what time did you start the #LEG2# journey from IF Q2=1 “your home”/ IF Q2=2 “your workplace”/IF Q2=3 "Q2location"? 24 HOUR CLOCK, for example 2pm is 14:00

Q17 And at what time did you reach (#IF Q7=1 “your home”/ IF Q7=2 “your workplace”/IF Q7=3 "Q7location")? 24 HOUR CLOCK for example 2pm is 14:00

<table>
<thead>
<tr>
<th>MODE2</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAR</td>
<td>in the car</td>
</tr>
<tr>
<td>TRAIN</td>
<td>on the train</td>
</tr>
<tr>
<td>BUS</td>
<td>on the bus</td>
</tr>
<tr>
<td>UNDERGROUND</td>
<td>on the train</td>
</tr>
<tr>
<td>TRAM</td>
<td>on the tram</td>
</tr>
<tr>
<td>METRO</td>
<td>on the metro</td>
</tr>
</tbody>
</table>

Q18 About how long did you spend #MODE2#?

HIGH = 8 HOURS

Q19 IF MODE = RAIL or UNDERGROUND or METRO ASK: About how much time was spent getting to the #MODE# station at #0#?

IF MODE = BUS ASK: About how much time was spent getting to the bus stop?

IF MODE = TRAM ASK: About how much time was spent getting to the #MODE# stop at #0#?

HIGH = 3 HOURS

Q19b IF MODE = RAIL or UNDERGROUND or METRO ASK: And how did you get to the #MODE# station?

IF MODE = BUS ASK: And how did you get to the bus stop?

IF MODE = TRAM ASK: And how did you get to the #MODE# stop?

Walk
Cycle
Taxi
Drove Car
Lift
Bus
Other

Q20 IF MODE = RAIL ASK: And about how long did you spend waiting for the train at #0#?

IF MODE = BUS ASK: And about how long did you spend waiting for the bus?

IF MODE = UNDERGROUND, TRAM OR METRO ASK: And about how long did you spend waiting for the #MODE# at #0#?

HIGH = 3 HOURS

Q21 IF MODE = RAIL ASK: About how frequent are the trains between #0# and #0# at the time you caught the train?

IF MODE = BUS ASK: About how frequent are the buses at the time you caught the bus?

IF MODE = UNDERGROUND ASK: About how frequent are the trains at the time you caught the Underground?

IF MODE = TRAM ASK: About how frequent are the trams at the time you caught the
tram?

IF MODE = METRO ASK: About how frequent is the metro at the time you caught it?

IF MODE <> RAIL: More frequent than every 5 minutes
IF MODE <> RAIL: Every 5 minutes
IF MODE <> RAIL: Every 7/8 minutes
Every 10 minutes
Every 15 minutes
Every 20 minutes
Every 30 minutes
Every hour
Every two hours
Less frequent than every two hours
Don't know

FREQUENCY
FREQUENCY=Q21

Q22 IF MODE = RAIL ASK: Did you plan to arrive at #0# station for a specific rail service or did you just turn up at the station and catch the next train to your destination?
Specific rail service
Just turned up

Q23 IF MODE = RAIL ASK: Did you change trains during your journey between #0# and #0#?
IF MODE = BUS ASK: Did you change buses during your journey?
IF MODE = UNDERGROUND ASK: Did you change Underground trains during your journey?
IF MODE = TRAM ASK: Did you change trams during your journey?
IF MODE = METRO ASK: Did you change metros during your journey?
Yes, one interchange
Yes, two interchanges
Yes, three or more interchanges
No

Q23b IF MODE = RAIL or UNDERGROUND or METRO ASK: About how much time was spent getting from the #MODE# station to your final destination?
IF MODE = BUS ASK: About how much time was spent getting from the bus stop to your final destination?
IF MODE = TRAM ASK: About how much time was spent getting from the tram stop to your final destination?
HIGH = 3 hours

Q23c IF MODE = RAIL or UNDERGROUND or METRO ASK: And how did you get from the station to your final destination?
IF MODE = BUS ASK: And how did you get from the bus stop to your final destination?
IF MODE = TRAM ASK: And how did you get from the tram stop to your final destination?
Walk
You said that your one way journey #MODE2# took #Q18# hours/minutes. In that time, approximately how much time did you spend undertaking the following activities: READ OUT

minutes

**IF PURPOSE = EMPLOYERS BUSINESS (Q3 =2 OR 3 OR Q8 = 2 OR 3 OR COMMUTING (Q2=2 OR Q7=2) SHOW ‘Work related activities’ FIRST OTHERWISE SHOW Non work related activities**

**Work related activities**
- Use laptop/tablet
- Use Smart phone/Blackberry/phone
- Other work related to employment

**Non work related activities**
- **IF MODE=CAR:** Driving
- Talking on phone
- Using smart phone/eBook/tablet/computer
- **IF MODE<>CAR:** Reading a book/magazine/newspaper
- Eating/drinking
- Talking to travelling companions/other travellers
- Listening to music
- Planning things
- **IF MODE<>CAR:** Doing nothing/relaxing/looking out of window
- Other

CHECK THAT NO ACTIVITY CAN BE LONGER THAN Q18

**Q25**

**IF MODE = TRAIN:** Did you reserve your seat in advance?
- Yes, it came with the ticket
- Yes, I reserved it separately
- No

**Q26**

**IF MODE = TRAIN OR UNDERGROUND:** When you boarded the train, how crowded was it?
- **READ OUT**

**IF MODE = BUS:** When you boarded the bus, how crowded was it?
**IF MODE = TRAM OR METRO:** When you boarded the #MODE#, how crowded was it?
- **READ OUT**

**IF SOLUS (IE Q13=1 AND Q14R1=0 AND Q14R2=0):** Plenty of seats free and did not have to sit next to anyone

**IF SOLUS (IE Q13=1 AND Q14R1=0 AND Q14R2=0):** A few seats free but had to sit next to someone.
- No one standing

**IF NOT SOLUS:** Could sit with people travelling with me
- No one standing

**IF NOT SOLUS:** Could not sit with people travelling with me
- No one standing

**IF SOLUS (IE Q13=1 AND Q14R1=0 AND Q14R2=0):** A few seats free but could not sit with people travelling with me. Some people were standing

**IF NOT SOLUS:** A few seats free but could not sit with people travelling with me. Some people were standing
- No seats free – a few others standing
- No seats free – densely packed
Q27  **IF MODE = TRAIN, BUS, UNDERGROUND, TRAM OR METRO:** As the journey progressed, did the crowding level change?
- It hardly changed
- It got a little more crowded
- It got a lot more crowded
- It got a little less crowded
- It got a lot less crowded

Q28  **IF MODE = TRAIN, BUS, UNDERGROUND, TRAM OR METRO:** Did you stand for any part of your #MODE# journey? [READ OUT]
- Yes, all of it
- Yes, about three quarters of it
- Yes, about half of it
- Yes, about a quarter of it
- No, none of it

Q29  **IF MODE = CAR:** You said your #MODE# journey took #Q18# minutes. About what length of time did you spend on: [READ OUT]
- Single lane town or city roads
- Single lane roads outside town or city areas
- Dual carriageways in town or city areas
- Dual carriageways outside town or city areas
- Motorways
- TOTAL

Q30  **IF MODE = CAR:** About how much of your travel time was spent in each of the following conditions? [READ OUT]
- **Heavy traffic** — Your speed is noticeably restricted and frequent gear changes are required.
- **Light traffic** — You can travel close to the speed limit most of the time, but you have to slow down every so often
- **Free flowing** — You can travel at your own speed with no problems over-taking
- TOTAL

Q30b  **IF MODE = BUS:** You said that your bus journey took #Q18#. About how much of your travel time was spent in each of the following conditions? [READ OUT]
- Travelling at normal speed
- Slowing down or in congested traffic
- At bus stops
- TOTAL
**Cost**

Q32b IF MODE = TRAIN, OTHERWISE GO TO Q36b: We would now like to ask you a number of questions about your train tickets. What form of ticket did you use?

- Paper ticket (bought/collected at station or posted to home address)
- Printed at home
- e-ticket
- Smartcard (eg Oyster)
- Contactless debit or credit card
- Other (please type in)

Q31 What type of ticket did you use for the trip between #0# and #0#?

- **First Class**
  - Weekly Season
  - Monthly Season
  - Annual Season
  - Advance (restricted to a specific train)
  - Off-Peak Day Ticket (restricted to travel in off-peak)
  - Anytime (travel at anytime)
  - Other (please specify)

- **Standard Class**
  - Weekly Rail Season
  - Monthly Rail Season
  - Annual Rail Season
  - Weekly Travelcard Season (unlimited bus and train travel over a week)
  - Monthly Travelcard Season (unlimited bus and train travel over a month)
  - Annual Travelcard Season (unlimited bus and train travel over a year)
  - Travelcard Day Ticket (unlimited travel for one day)
  - Advance (restricted to a specific train)
  - Off-Peak Day Ticket (restricted to travel in off-peak)
  - Anytime (travel at anytime)
  - Other (please specify)

Q32 IF Q31<>SEASON ASK: Was your ticket for a single or return journey?

- Single
- Return

Q33 And how much did the rail ticket for [IF Q31<> SEASON SHOW your #Q32# journey from] #0# to #0# cost?

- LOW 0
- HIGH £9,000

<table>
<thead>
<tr>
<th>COST FOR TRAIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>IF Q31&lt;&gt;SEASON AND Q32=1 COST= Q33</td>
</tr>
<tr>
<td>IF Q31&lt;&gt;SEASON AND Q32=2 COST= Q33/2</td>
</tr>
<tr>
<td>IF Q31=1, 8 OR 11 COST= Q33/10</td>
</tr>
<tr>
<td>IF Q31=2, 9 OR 12 COST= Q33/40</td>
</tr>
<tr>
<td>IF Q31=3, 10 OR 13 COST= Q33/480</td>
</tr>
</tbody>
</table>

Q33b IF Q31<>SEASON AND Q32=1 DON'T ASK GO TO Q34: We estimate that the cost for each one-way portion of the rail journey between #0# and #0# is #COST#. Do you agree with this estimate?

- Yes GO TO Q34
- No
Q33c What would you estimate to be the cost for each one-way portion of the rail journey between #0# and #0# to be?

```plaintext
JCOST
IF Q32=1 JCOST= Q33
IF Q33B = 1 JCOST= COST
IF Q33B = 2 JCOST= Q33C
```

Q34 Thinking about getting to the train at #0# and getting from the train at #0# to your final destination, how much did this cost in total?

LOW 0
HIGH £1,000

Q36b IF MODE = BUS, UNDERGROUND, TRAM OR METRO ASK OTHERWISE GO TO Q38:
What form of ticket did you use?
- Paper ticket
- e-ticket
- Smartcard (eg Oyster)
- Contactless debit or credit card
- Other (please type in)

Q36 We would now like to ask you a number of questions about your #MODE# fare. What type of ticket did you use? IF MODE=UNDERGROUND SHOW: If you used Oyster PAYG (Pay As You Go) select single ticket
- Single ticket
- Return ticket
- All day #MODE# ticket
- Season tickets (unlimited travel by #MODE#)
  - One week
  - One month/four week
  - 3 months/13 weeks
  - 6 months
  - 12 months/52 weeks
- Travelcards (unlimited travel for #MODE# and other means of public transport)
  - One day
  - One week
  - One month/four week
  - 3 months/13 weeks
  - 6 months
  - 12 months/52 weeks
  - Concessionary pass (eg Freedom Pass)
- Other (please type in)

Q36BB IF Q36<>15 (NOT CONCESSIONARY) GO TO Q37: Whilst your bus journey is free, you could also make this journey by train but you would have had to pay. About how much would the single fare cost? If you are unsure, please provide your best estimate

LOW £0
HIGH £10

Q36CC And about how long would be spent on board the train? If you are unsure, please provide your best estimate.
Q37  IF Q36=15 (CONCESSIONARY) GO TO Q38: How much did this #MODE# ticket cost?

LOW 0
HIGH £9000

COST FOR BUS, UNDERGROUND, TRAM OR METRO IF Q36=1 COST= Q37
IF Q36=2 OR 16 COST= Q37/2
IF Q36=3 OR 9 COST = Q37/4
IF Q36=4 OR 10 COST= Q37/10
IF Q36=5 OR 11 COST= Q37/40
IF Q36=6 OR 12 COST= Q37/120
IF Q36=7 OR 13 COST= Q37/240
IF Q36=8 OR 14 COST= Q37/480
IF Q36=15 COST = 0

Q37b  IF Q36=1 GO TO Q38: We estimate the cost for the one-way #MODE# journey is #COST#. Do you agree with this estimate?

Yes GO TO Q38
No

Q37c  What would you estimate the cost for the one-way #MODE# journey to be?

JCOST
IF Q36=1 JCOST = Q37
IF Q37B = 1 JCOST = COST
IF Q37B = 2 JCOST = Q37C

CARCOST
CARCOST = Q18(time on car)*£

Q38  IF MODE = CAR OTHERWISE GO TO Q41: We would now like to ask you a number of questions about the cost of your #MODE# journey. We estimate the fuel cost for the journey between #IF Q2=1 "your home"/ IF Q2=2 "your workplace"/IF Q2=3 "Q2location"# and #IF Q7=1 "your home"/ IF Q7=2 "your workplace"/IF Q7=3 "Q7location"# to be #CARCOST#. Do you agree with this estimate?

Yes
No

Q38B  What would you estimate the fuel cost for the journey between #IF Q2=1 “your home”/ IF Q2=2 “your workplace”/IF Q2=3 "Q2location”# and #IF Q7=1 “your home”/ IF Q7=2 “your workplace”/IF Q7=3 "Q7location# to be to be?

LOW 0
HIGH £500

7 Costs based on average 2014 fuel costs based on WebTAG Table A 1.3.13 and using following speeds for road types used: Single lane town or city roads 30mph, Single lane roads outside town or city areas 47mph, Dual carriageways in town or city areas 35mph, Dual carriageways outside town or city areas 67mph, Motorways 69mph
Q39  And how much did it cost you to park? If you pay for more than a day’s parking, please estimate the daily charge. **IF IT COST NOTHING PLEASE ENTER 0**
LOW 0
HIGH £100

Q40  Did you pay any of the following charges?
Yes, Central London Congestion Charge (enter how much)
Yes, toll (enter how much)
Yes, car hire (enter how much for the day)
No, none of the above

Q41  **IF COST=0 DON’T ASK:** Thinking about the travel costs incurred during this trip, who paid for them?
I paid all costs
All paid by other travellers
Shared with other travellers
Colleague/partner/family member paid
Employer/company paid
Other (please specify)

Q41b  **ASK IF #MODE# = CAR:** Please indicate how you think about fuel costs for your car?
MULTI RESPONSE
I choose routes and drive in a fashion so as to keep running costs down
I only really think about fuel costs for long distance journeys
I fill up once or twice a week and don’t really consider fuel costs
I am sensitive to fuel costs at times when they are increasing significantly
I always search out the lowest cost petrol stations

Reliability

Q42  **IF Q15 =1-4 (MAKE TRIP AT LEAST ONCE A MONTH) ASK OTHERWISE GO TO Q48:**
Do you find that the #MODE# journey time varies from one day to another?
Yes, frequently
Yes, occasionally
No **GO TO Q48**

Q43  At approximately what time do you usually leave from #IF Q2=1 “home”/ #IF Q2=2 “work”/ #IF Q2=3 "Q2location"#, and at approximately what time do you usually arrive at #IF Q7=1 “your home”/ #IF Q7=2 “your workplace”/ #IF Q7=3 "Q7location"? 24 HOUR CLOCK
Depart time:
Arrive time:

Q44  Now think back to how you made the journey on the day. Which of the following was the most important factor in deciding your departure time? **READ OUT**
Desired arrival time at final destination
Desired departure time
Neither of the above
Q45 Your #MODE# journey took #Q18#. How long would this journey have taken if there had been no delays?
TIME:
There were no delays on this particular journey GO TO Q48

Q46 Keep thinking about how you made the #MODE# journey on the day. If you were certain that there would be no delays, at what time would you ideally have departed?

\[
\text{PREFERRED\_ARRIVAL\_TIME} = \text{Q46} + \text{Q45}
\]

Q47 That means that your preferred arrival time at your final destination is #PREFERRED ARRIVAL TIME#. Do you agree?
Yes
No, I would have wanted to arrive at: (type in)

Q48 You said that you arrived at #IF Q7=1 “your home”/ IF Q7=2 “your workplace”/IF Q7=3 “Q7location at #Q17#. Was it important to arrive at around that time?
Yes
No GO TO Q50

Q48b What was the \text{latest} time that you could have arrived without serious inconvenience?
Not applicable

Q49 And what was the \text{earliest} time that you could have arrived without serious inconvenience?
Not applicable

ADD CHECK THAT SAME OR BEFORE Q48B

\text{Business travel}

Q50 \text{IF PURPOSE <> EMPLOYERS BUSINESS (Q3 =2 OR 3 OR Q8 = 2 OR 3) GO TO SP. Are you in paid employment or self employed?}
Yes, paid employment
Yes, self employed GO TO Q55
No GO TO SP

Q51 We would now like to ask some questions about factors that influence how you make decisions when making trips in the course of your employer’s business.

Does your employer provide any of the following to you for your business travel?
\text{READ OUT} \text{MULTI RESPONSE}
A company vehicle
A fixed budget for your travel
Reimbursement of travel costs
\text{DO NOT READ OUT}
No, none of the above’
I do not do make any business travel GO TO SP

Q52 \text{IF Q51=1 ASK:} Does your employer pay for the fuel for your company vehicle?
Yes, all trips
Yes, just business trips
No

Q53  **IF Q51<>1 AND MODE = CAR ASK:** If you were to use your private vehicle for business purposes, would you be compensated by your employer?
Yes, according to agreed mileage rate
Yes, based on fuel only
Other (type in)
not applicable

Q54

Q55  **IF Q50=1 (IN PAID EMPLOYMENT) GO TO Q55e**

We would now like to ask some questions about factors that influence how you make decisions when making trips in the course of your business.

For this business trip, how were the travel costs covered?
Directly charged/reimbursed by client
Directly charged/reimbursed by customer
Included as part of call-out charge
Included in the bill
Not covered

Q55b  For this business trip, could you charge for the travel time?
Yes
No **GO TO Q55d**

Q55c  Was the work you were doing as part of this business trip undertaken on a fixed price basis or a time and materials basis?
ALLOW NON RESPONSE
Fixed price basis
Time and materials basis

Q55d  **Do you have ‘normal working hours’?**
Yes
No **GO TO Error! Reference source not found. B**

Q55e  Was your business trip made outside of normal working hours?
Yes, partly outside normal working hours
Yes, mainly outside normal working hours
Yes, entirely outside normal working hours
No

Q56  **IF Q50=2 (SELF EMPLOYED) GO TO Error! Reference source not found. B**
Do you get compensated for travelling on business trips outside your normal working hours?
Yes, paid the additional hours but at a higher rate
Yes, paid the additional hours but at the normal rate
Yes, get time off in lieu (TOIL)
Yes, get paid a fixed amount per hour
No
I never make business trips outside of normal working hours
Q57B  IF Q50=2 (SELF EMPLOYED) ASK: Do you have a normal place of work?
   Yes
   No

Q59b  IF Q50=1 (EMPLOYED): We are interested in how decisions about paying for possible faster journeys on your business trip are made.
   IF Q50=2 (SELF EMPLOYED): We are interested in how you would make decisions about paying for travel time savings on the journey.

Suppose when planning this business trip that there was the possibility to save 20% of your time but this would mean paying 20% more.

How would you make the decision as to whether to pay the money or not for the time saving?
   IF Q50=1: My employer would just let me decide in the best interests of the company
   IF Q50=1: I would have to justify my decision with my line manager or travel manager
   IF Q50=1: My employer makes all the decisions (eg, provides tickets, tells me what to do) and I would have no choice
   IF Q50=1: I would be allowed to do what I wanted (and charge the costs to expenses)
   IF Q50=1: Don’t know
   IF Q50=2: Please describe: GO TO SP

Q59X  How sure are you that this is how the decision would be made?
      Very sure
      Quite sure
      Unsure

Q59Y  Which of the following statements most closely represents your company’s position on paying higher travel costs in order to secure savings in travel times for you?
      My employer would pay if the benefits of the time saving exceeded the costs
      My employer would pay come what may
      My employer would not be interested in buying a time saving for me on this journey

Q59c  IF Q59Y=2 ASK: Why do you say your employer would pay come what may?
      My employer always chooses the quickest travel option
      It is always worth paying more to reduce staff travel time
      Other (please type in)

Q59d  IF Q59Y=1 OR 2 ASK: You said your employer would pay for time savings. Why do you think this is? READ OUT MULTI-RESPONSE
      You are travelling in unsocial hours
      You would be more productive (eg, by spending more time at the destination with clients) or by getting back to work quicker
      You do a lot of travelling and your employer is concerned with your wellbeing
      Your employer always goes for the quickest option
      Other (please type in)

Q59e  IF Q59Y=3 ASK: How sure are you of how much your employer would be prepared to justify for a time saving?
      I am very sure of what my employer would allow
I am fairly sure of what my employer would allow
I am unsure of what my employer would allow
I am not at all sure of what my employer would allow

Q59f  IF Q59Y=3 ASK: Why would your employer not pay?  MULTI-RESPONSE
I would benefit from the time saving, not the company
It is part of my contract to travel
My employer always chooses the cheapest travel option
I work while travelling so my employer would lose that if the journey was shorter
Other (please type in)

Q59g  IF Q59Y=3 ASK: Would you consider paying yourself in order to obtain the time savings?
Yes
No

SP1 Time v Cost Abstract SP car, bus, rail and LRT
Travel preferences
IF Q36=15 (CONCESSIONARY) GO TO SP1B: We’re now going to present you with a number of choices between two situations. Please imagine that each situation is exactly the same as for #LEG2# actual #MODE# journey at the time you made the journey, except:

• IF MODE=CAR: The one way travel time may be different because of changes in congestion
  IF MODE=BUS: The one-way travel time may be different because, for example, there are slower or faster buses
  IF MODE=RAIL or UNDERGROUND: The one-way travel time may be different because, for example, there are slower or faster trains
  IF MODE= METRO: The one-way travel time may be different because, for example, there are slower or faster metros
  IF MODE= TRAM: The one-way travel time may be different because, for example, there are slower or faster trams

• IF MODE<>CAR: The one way travel cost may be different because of a change in the cost of fuel
  IF MODE<>CAR: The one way travel cost may be different because, for example, of a change in fares

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th>Option A</th>
<th>Option B</th>
</tr>
</thead>
<tbody>
<tr>
<td>IF MODE=CAR: One way travel time by car</td>
<td>#X# minutes</td>
</tr>
<tr>
<td>IF MODE&lt;&gt;CAR: One way travel time on #MODE#</td>
<td></td>
</tr>
<tr>
<td>IF MODE=CAR: One way fuel cost</td>
<td>£#X#</td>
</tr>
<tr>
<td>IF MODE&lt;&gt;CAR: One way #MODE# fare</td>
<td></td>
</tr>
</tbody>
</table>
IF PURPOSE = EMPLOYERS BUSINESS (Q3 =2 OR 3 OR Q8 = 2 OR 3) AND Q59Y ≠ 3: For each of the following pairs of options, carefully compare the two options, bearing in mind the company related decision making process that we asked you about earlier.

IF PURPOSE <> EMPLOYERS BUSINESS: For each of the following pairs of options, carefully compare the two options, bearing in mind who paid for the actual journey and who else is travelling with you.

IF PURPOSE = EMPLOYERS BUSINESS AND Q59Y=3 (THEY SAID COMPANY WOULD NOT PAY) You previously said that the company would not be interested in paying to save time, therefore, please answer as if you were paying yourself. For each of the following pairs of options, carefully compare the two options.

Then choose the one you prefer, keeping in mind all of the circumstances of the #MODE# journey at the time you made the journey and assuming that the only things that vary are the costs and times shown.

**SP1B FOR BUS CONCESSIONARY: Mode choice (bus v train/LRT) in appropriate locations**

FOR BUS CONCESSIONARY, GO TO Q62 AFTER THIS SP1B COMPLETED

**Travel preferences**

Imagine that the journey could be made by train. On the following screens you will be presented with a number of choices between making the journey by bus and making the same journey by #ALTMODE#. Please imagine that each situation is exactly the same as for #LEG2# actual #MODE# journey at the time you made the journey, except:

- The one way #ALTMODE# travel time may be different from bus because there are slower or faster buses or trains
- Whereas concessionary pass holders can travel by bus for free, they must pay to travel by #ALTMODE#
- The frequency of buses and #ALTMODE# may vary

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th></th>
<th>Bus</th>
<th>#ALTMODE#</th>
</tr>
</thead>
<tbody>
<tr>
<td>One way in vehicle travel time</td>
<td>#X# minutes</td>
<td>#Y# minutes</td>
</tr>
<tr>
<td>One way fare</td>
<td>Free</td>
<td>£#X#</td>
</tr>
<tr>
<td>Frequency</td>
<td>Every #X# minutes</td>
<td>Every #Y# minutes</td>
</tr>
</tbody>
</table>

For each of the following pairs of options, carefully compare the two options and then choose the one you would prefer, keeping in mind all of the circumstances of the #MODE# journey at the time you made the journey and assuming that the only things that vary are
the frequency and times shown. Please assume that travel to and from the #ALTMODE# would be the same as for bus.

DSP1a On a scale where 1 = strongly disagree and 5 – strongly agree, please indicate to what extent you agree with the following statements about the choices you have just made. **READ OUT**

Please indicate to what extent you agree with the following statements about the choices you have just made.

<table>
<thead>
<tr>
<th></th>
<th>Strongly disagree</th>
<th>Somewhat disagree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I was able to understand the choices I was faced with</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I found the options I was presented with realistic</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I was able to make choices as in real life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I found it easy to choose between the options I was presented with</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DSP1b **IF DSP1aR1 = 1 ASK:** Why were you unable to understand the choice scenarios as they were presented?

DSP1d **IF DSP1aR4 = 1 ASK:** Why was it difficult choosing between the options?

DSP1f **IF DSP1aR2 = 1 ASK:** What was unrealistic about the alternatives offered to you?

DSP1g **IF PURPOSE = EMPLOYERS BUSINESS (Q3 =2 OR 3 OR Q8 = 2 OR 3):** How sure are you that these choices you have made would be allowed under company policy?

- Very sure
- Quite sure
- Not so sure

**SP2: RELIABILITY – CAR, BUS, RAIL AND LRT**

**Travel preferences**

Now, we are going to present you with some more choices between two situations. Please imagine that each situation is exactly the same as for #LEG2#actual #MODE# journey at the time you made the journey, except:

- **IF MODE=CAR:** The one way travel time may be different because, for example, travel times can be reduced through improvements in traffic control
- **IF MODE=BUS:** The one-way travel time may be different because, for example, there are slower or faster buses
- **IF MODE=RAIL or UNDERGROUND:** The one-way travel time may be different because, for example, there are slower or faster trains
- **IF MODE=METRO:** The one-way travel time may be different because, for example,
there are slower or faster metros

**IF MODE= TRAM:** The one-way travel time may be different because, for example, there are slower or faster trams

- **IF MODE=CAR:** The one way travel cost may be different because, for example, of a change in the cost of fuel  
  **IF MODE<>CAR:** The one way travel cost may be different because, for example, of a change in fares

In addition, we will ask you to consider the reliability of the #MODE# journey.

You have said that this journey takes you #TIME#. If you made the same journey on another occasion then the travel time may be different because of, for example:

- **IF CAR OR BUS:** breakdowns
- **IF CAR OR BUS:** unplanned roadworks
- **IF CAR OR BUS:** general traffic
- **IF RAIL or TRAM or UNDERGROUND OR METRO:** service disruptions
- **IF RAIL or TRAM or UNDERGROUND OR METRO:** incidents on the line.

Imagine that on five occasions that you make the #MODE# journey **departing at the same time and on the same day of the week**, the actual travel time varies for the reasons suggested above. We want you to think about that #MODE# journey and look at the two options below, each of which show five possible travel times that could arise.

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th>Option A</th>
<th>Option B</th>
</tr>
</thead>
<tbody>
<tr>
<td>One way fare: #£x#</td>
<td>One way fare: #£x#</td>
</tr>
<tr>
<td>Usual travel time: #minutes#</td>
<td>Usual travel time: #minutes#</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Actual travel times</th>
<th>Arrive:</th>
<th>Actual travel times</th>
<th>Arrive:</th>
</tr>
</thead>
<tbody>
<tr>
<td>#x# minutes</td>
<td>#y#</td>
<td>#x# minutes</td>
<td>#y#</td>
</tr>
<tr>
<td>#x# minutes</td>
<td>#y#</td>
<td>#x# minutes</td>
<td>#y#</td>
</tr>
<tr>
<td>#x# minutes</td>
<td>#y#</td>
<td>#x# minutes</td>
<td>#y#</td>
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<td>#y#</td>
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<td>#y#</td>
</tr>
<tr>
<td>#x# minutes</td>
<td>#y#</td>
<td>#x# minutes</td>
<td>#y#</td>
</tr>
</tbody>
</table>

1. #y# = ‘#x# minutes early’ / ‘#x# minutes late’ or ‘on time’

**IF MODE= CAR SHOW:** ‘Usual in-vehicle travel time’ instead of ‘Usual travel time’

**IF MODE=CAR SHOW:** ‘One way fuel cost’ instead of ‘One way fare’

**IF MODE=CAR DON’T SHOW:** Arrive:, # minutes late, on time

**ABOVE EACH EXERCISE**

Imagine that on five occasions that you make the #MODE# journey **departing at the same time and on the same day of the week**, the actual travel time varies for the reasons suggested previously. We want you to think about that #MODE# journey and look at the two options below, each of which show five possible travel times that could arise.
IF PURPOSE = EMPLOYERS BUSINESS (Q3 =2 OR 3 OR Q8 = 2 OR 3) AND Q59Y ≠ 3: For each of the following pairs of options, carefully compare the two options, bearing in mind the company related decision making process that we asked you about earlier.

IF PURPOSE <> EMPLOYERS BUSINESS: For each of the following pairs of options, carefully compare the two options, bearing in mind who paid for the actual journey and who else is travelling with you.

IF PURPOSE = EMPLOYERS BUSINESS AND Q59Y=3 (THEY SAID COMPANY WOULD NOT PAY) You previously said that the company would not be interested in paying to save time, therefore, please answer as if you were paying yourself. For each of the following pairs of options, carefully compare the two options.

Then choose the one you prefer, keeping in mind all of the circumstances of the #MODE# journey at the time you made the journey and assuming that the only things that vary are the costs and times shown.

DSP2a On a scale where 1 = strongly disagree and 5 – strongly agree, please indicate to what extent you agree with the following statements about the choices you have just made. READ OUT

Please indicate to what extent you agree with the following statements about the choices you have just made.

<table>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>I found it easy to choose between the options I was presented with</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DSP2b IF DSP2aR1 = 1 ASK: Why were you unable to understand the choice scenarios as they were presented?

DSP2d IF DSP2aR4 = 1 ASK: Why was it very difficult choosing between the options?

DSP2f IF DSP2aR2 = 1 ASK: What was unrealistic about the alternatives offered to you?

DSP2g When making your choices, which of the following aspects did you consider:
   - Cost
   - IF CAR: Usual travel time
   - IF NOT CAR: Scheduled travel time
   - The arrival times
   - The actual travel times
   - Other (please type in)
SP3 – IF CAR: Time v Cost v Types of time

Travel preferences

Earlier in the questionnaire you indicated that on your car journey from #Q2# you encountered the following road conditions:

- IF Q30B>1: #Q30B# minutes in heavy traffic
- IF Q30E>1: #Q30E# minutes in light traffic
- IF Q30F>1: #Q30F# minutes in free flowing traffic

### Heavy traffic
Your speed is noticeably restricted and frequent gear changes are required.

### Light traffic
You can travel close to the speed limit most of the time, but you have to slow down every so often.

### Free flowing
You can travel at your own speed with no problems over-taking

On the following screens you will be presented with a number of choices between two situations where we may change the amount of time you spend in free flowing traffic and the amount of time you spend in light and heavy traffic.

We will also show you changes to travel costs.

Please imagine that each situation is exactly the same as for #LEG2# actual car journey at the time you made the journey except for the changes described.

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th>Option A</th>
<th>Option B</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Travel time in different traffic conditions</strong></td>
<td><strong>Travel time in different traffic conditions</strong></td>
</tr>
<tr>
<td>#minutes# in heavy traffic</td>
<td>#minutes# in heavy traffic</td>
</tr>
<tr>
<td>#minutes# in light traffic</td>
<td>#minutes# in light traffic</td>
</tr>
<tr>
<td>#minutes# in free flowing traffic</td>
<td>#minutes# in free flowing traffic</td>
</tr>
<tr>
<td><strong>One way cost</strong></td>
<td><strong>One way cost</strong></td>
</tr>
<tr>
<td>£#X#</td>
<td>£#X#</td>
</tr>
</tbody>
</table>

**IF PURPOSE = EMPLOYERS BUSINESS (Q3 =2 OR 3 OR Q8 = 2 OR 3) AND Q59Y ≠ 3**: For each of the following pairs of options, carefully compare the two options, bearing in mind the company related decision making process that we asked you about earlier.

**IF PURPOSE <> EMPLOYERS BUSINESS**: For each of the following pairs of options, carefully compare the two options, bearing in mind who paid for the actual journey and who else is travelling with you.
IF PURPOSE = EMPLOYERS BUSINESS AND Q59Y=3 (THEY SAID COMPANY WOULD NOT PAY) You previously said that the company would not be interested in paying to save time, therefore, please answer as if you were paying yourself. For each of the following pairs of options, carefully compare the two options.

Then choose the one you prefer, keeping in mind all of the circumstances of the #MODE# journey at the time you made the journey and assuming that the only things that vary are the traffic conditions, costs and times shown.

SP3a – IF BUS: Time v Cost v dwell time vs. slow down vs. headway
ONLY FOR NON-CONCESSIONS. 50% OF BUS NON-CONCESSIONS GET SP3A AND 50% GET BUS SP3B

Travel preferences
Now, we are going to present you with some more choices between two situations for bus travel.

In addition to variations in fare and service frequency between the two options, we also vary the amount of time in the following situations as a result of:

• Differences in the amount of time the bus spends at bus stops
• Time spent slowing down or in congested traffic
• The amount of time spent at normal speeds

These changes could come about because of the introduction of bus priority schemes.

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time travelling at normal speed</td>
<td>#x# minutes</td>
<td>#x# minutes</td>
</tr>
<tr>
<td>Time slowing down or in congested traffic</td>
<td>#y# minutes</td>
<td>#z# minutes</td>
</tr>
<tr>
<td>Time bus spends at bus stops</td>
<td>#a# minutes</td>
<td>#b# minutes</td>
</tr>
<tr>
<td>One way fare</td>
<td>£#X#</td>
<td>£#X#</td>
</tr>
<tr>
<td>Frequency</td>
<td>Every #X# minutes</td>
<td>Every #Y# minutes</td>
</tr>
</tbody>
</table>

For each of the following pairs of options, carefully compare the two options and then choose the one you would prefer, keeping in mind all of the circumstances of the bus journey at the time you made it and assuming that the only things that vary are the costs, times and frequency shown.

SP3a – IF RAIL: Operator choice for RP routes

Travel preferences
LOCATION (FROM Q4)
Birmingham New Street
Birmingham Snow Hill
QX  IF LOCATION=1-3 ASK: For the journey you were making, it is possible to make the rail journey by Virgin Trains, Chiltern Railways or London Midland. Which rail company did you use?

IF LOCATION=4-7 ASK: For the journey you were making, it is possible to make the rail journey by Virgin Trains or London Midland. Which rail company did you use?

IF LOCATION=9 ASK: For the journey you were making, it is possible to make the rail journey by Great Northern or East Coast. Which rail company did you use?

OPERATOR = QX
ALT OPERATOR:
  IF LOCATION=1-3 AND QX = Chiltern Railways ALT OPERATOR = Virgin Trains
  IF LOCATION=1-3 AND QX = London Midland ALT OPERATOR = Chiltern Railways
  IF LOCATION=1-3 AND QX = Virgin Trains ALT OPERATOR = London Midland
  IF LOCATION=4-7 AND QX = Virgin Trains ALT OPERATOR = London Midland
  IF LOCATION=4-7 AND QX = London Midland ALT OPERATOR = Virgin Trains
  IF LOCATION=9 AND QX = Great Northern ALT OPERATOR = East Coast
  IF LOCATION=9 AND QX = East Coast ALT OPERATOR = Great Northern

ALT OPERATORB:
  IF LOCATION=1-3 AND QX = Chiltern Railways ALT OPERATORB = Virgin Trains
  IF LOCATION=1-3 AND QX = London Midland ALT OPERATORB = Virgin Trains
  IF LOCATION=1-3 AND QX = Virgin Trains ALT OPERATORB = Chiltern Railways

You made your rail journey between #Q4# and London by #OPERATOR#. You could also have made the journey by #ALT OPERATOR# (IF LOCATION=1-3): and by #ALT OPERATORB#.

On the following screens you will be presented with a number of choices between making the rail journey by #OPERATOR# or making the same journey by #ALT OPERATOR# (IF LOCATION=1-3): or by #ALT OPERATORB#. However, in the options we show you we are going to vary the times, costs and frequency for each train company.

Apart from the changes to times, costs and frequency, please imagine that all other aspects are exactly the same as for #LEG2# actual rail journey at the time you made the journey, including access time to the station, reliability, crowding and the travel time from the London station to your destination.

The situations will be presented in the following manner:

IF LOCATION=4-9
One way train time

<table>
<thead>
<tr>
<th>#OPERATOR#</th>
<th>#ALT OPERATOR#</th>
</tr>
</thead>
<tbody>
<tr>
<td>#X# minutes</td>
<td>#Y# minutes</td>
</tr>
</tbody>
</table>

One way train fare

<table>
<thead>
<tr>
<th></th>
<th>#ALT OPERATOR#</th>
</tr>
</thead>
<tbody>
<tr>
<td>£#X#</td>
<td>£#X#</td>
</tr>
</tbody>
</table>

Frequency

<table>
<thead>
<tr>
<th></th>
<th>#ALT OPERATOR#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every #X# minutes</td>
<td>Every #Y# minutes</td>
</tr>
</tbody>
</table>

IF LOCATION=1-3

<table>
<thead>
<tr>
<th>#OPERATOR#</th>
<th>#ALT OPERATOR#</th>
<th>#ALT OPERATORB#</th>
</tr>
</thead>
<tbody>
<tr>
<td>#X# minutes</td>
<td>#Y# minutes</td>
<td>#Y# minutes</td>
</tr>
</tbody>
</table>

IF PURPOSE = EMPLOYERS BUSINESS (Q3 =2 OR 3 OR Q8 = 2 OR 3) AND Q59Y ≠ 3: For each of the following pairs of options, carefully compare the two options, bearing in mind the company related decision making process that we asked you about earlier.

IF PURPOSE <> EMPLOYERS BUSINESS: For each of the following pairs of options, carefully compare the two options, bearing in mind who paid for the actual journey and who else is travelling with you.

IF PURPOSE = EMPLOYERS BUSINESS AND Q59Y=3 (THEY SAID COMPANY WOULD NOT PAY) You previously said that the company would not be interested in paying to save time, therefore, please answer as if you were paying yourself. For each of the following pairs of options, carefully compare the two options.

Then choose the one you prefer, keeping in mind all of the circumstances of the rail journey at the time you made the journey and assuming that the only things that change are the frequencies, times and costs shown.

SP3a – IF LRT: Mode choice (+ headway)

50 % LRT SHOWN SP3A AND 50% OF LRT SHOWN SP3B

ALTMODE:

IF MODE = TRAM AND LOCATION = NOTTINGHAM: #ALTMODE# = Bus unless location = Hucknall, Bulwell or Beeston Centre
IF MODE = TRAM AND LOCATION = SHEFFIELD: #ALTMODE# = Bus unless location = Meadowhall
IF MODE = TRAM AND LOCATION = MANCHESTER: #ALTMODE# = Bus Ashton or Altrincham
IF MODE = UNDERGROUND: #ALTMODE# = bus unless location = Barking, Harrow on the Hill, Upminster or West Ham
IF MODE = METRO AND LOCATION =NEWCASTLE: #ALTMODE# = Bus unless location = Sunderland
IF MODE = METRO AND LOCATION =BIRMINGHAM: #ALTMODE# = Bus unless location = Wolverhampton St Georges
Travel preferences

Now, we are going to present you with some choices between making the journey by #MODE# and making the same journey by #ALTMODE#. Please imagine that each situation is exactly the same as for #LEG2# actual #MODE# journey at the time you made the journey, except:

- The one way #ALTMODE# travel time may be different from #MODE#
- The one way #ALTMODE# fare may be different from #MODE#
- The frequency of the #ALTMODE# and #MODE# may differ

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th></th>
<th>#MODE#</th>
<th>#ALTMODE#</th>
</tr>
</thead>
<tbody>
<tr>
<td>One way travel time</td>
<td>#X# minutes</td>
<td>#Y# minutes</td>
</tr>
<tr>
<td>One way fare</td>
<td>£#Y#</td>
<td>£#X#</td>
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<td>Every #Y# minutes</td>
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IF PURPOSE = EMPLOYERS BUSINESS (Q3 = 2 OR 3 OR Q8 = 2 OR 3) AND Q59Y ≠ 3: For each of the following pairs of options, carefully compare the two options, bearing in mind the company related decision making process that we asked you about earlier.

IF PURPOSE <> EMPLOYERS BUSINESS: For each of the following pairs of options, carefully compare the two options, bearing in mind who paid for the actual journey and who else is travelling with you.

IF PURPOSE = EMPLOYERS BUSINESS AND Q59Y=3 (THEY SAID COMPANY WOULD NOT PAY) You previously said that the company would not be interested in paying to save time, therefore, please answer as if you were paying yourself. For each of the following pairs of options, carefully compare the two options.

Then choose the one you prefer keeping in mind all of the circumstances of the #MODE# journey at the time you made the journey and assuming that the only things that differ are the frequency and times shown.

SP3b – IF RAIL, BUS or LRT: Time v Cost v crowding Travel preferences

IF RAIL SP3A UNDERTAKEN DON’T UNDERTAKE (RAIL ONLY DO SP3B IF THEY ARE NOT ON AN RP ROUTE. IF THEY ARE NOT ON AN RP ROUTE DO SP3B)

SP3B FOR BUS DONE BY THOSE NON CONCESSIONS WHO DO NOT DO SP3A
SP3B FOR LRT AND RAIL DONE BY THOSE WHO DON’T DO SP3A

Earlier in the questionnaire you indicated that on your #MODE# journey from #Q2# the crowding level when you boarded was #Q26#.
In the options below we will vary the crowding level and we will also show you changes to travel times and costs:

- **IF MODE= RAIL, UNDERGROUND OR METRO**: The one way travel time may be different because, for example, there are slower or faster trains
  - **IF MODE= TRAM**: The one way travel time may be different because, for example, there are slower or faster trams
  - **IF MODE=BUS**: The one way travel time may be different because, for example, there are slower or faster buses
- The one way travel costs may be different because of changes to fares

Please imagine that each situation is exactly the same as for #LEG2# actual #MODE# journey at the time you made the journey except for the changes described.

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>One way travel time</strong></td>
<td>#X# minutes</td>
<td>#Y# minutes</td>
</tr>
<tr>
<td><strong>One way fare</strong></td>
<td>£#X#</td>
<td>£#X#</td>
</tr>
<tr>
<td><strong>Crowding level when you boarded</strong>&lt;sup&gt;8&lt;/sup&gt;</td>
<td>No seats free – a few others standing</td>
<td>Plenty of seats free and did not have to sit next to anyone</td>
</tr>
</tbody>
</table>

**IF PURPOSE = EMPLOYERS BUSINESS (Q3 = 2 OR 3 OR Q8 = 2 OR 3) AND Q59Y ≠ 3**: For each of the following pairs of options, carefully compare the two options, bearing in mind the company related decision making process that we asked you about earlier.

**IF PURPOSE <> EMPLOYERS BUSINESS**: For each of the following pairs of options, carefully compare the two options, bearing in mind who paid for the actual journey and who else is travelling with you.

**IF PURPOSE = EMPLOYERS BUSINESS AND Q59Y=3 (THEY SAID COMPANY WOULD NOT PAY)**: You previously said that the company would not be interested in paying to save time, therefore, please answer as if you were paying yourself. For each of the following pairs of options, carefully compare the two options.

Then choose the one you prefer keeping in mind all of the circumstances of the #MODE# journey at the time you made the journey and assuming that the only things that change are the crowding level, costs and times shown.

DSP3a On a scale where 1 = strongly disagree and 5 – strongly agree, please indicate to what extent you agree with the following statements about the choices you have just made. **READ OUT**

---

<sup>8</sup> See final page for train crowding levels
Please indicate to what extent you agree with the following statements about the choices you have just made.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Somewhat disagree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I was able to understand the choices I was faced with</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I found the options I was presented with realistic</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I was able to make choices as in real life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I found it easy to choose between the options I was presented with</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DSP3b IF DSP3aR1 = 1 ASK: Why were you unable to understand the choice scenarios as they were presented?

DSP3d IF DSP3aR4 = 1 ASK: Why was it very difficult choosing between the options?

DSP3f IF DSP3aR2 = 1 ASK: What was unrealistic about the alternatives offered to you?

DSP3g When making your choices, which of the following aspects did you consider?
- Cost
  - IF MODE = CAR, RAIL OR LRT: One way travel time
  - IF MODE = CAR: Time in heavy traffic
  - IF MODE = CAR: Time in light traffic
  - IF MODE = CAR: Time in free flowing traffic
  - IF MODE = BUS AND SP3A: Time travelling at normal speed
  - IF MODE = BUS AND SP3A: Time slowing down or in congested traffic
  - IF MODE = BUS AND SP3A: Time bus spends at bus stops
  - IF MODE = BUS, RAIL OR LRT AND SP3A: Frequency
  - IF MODE = BUS, RAIL OR LRT AND SP3B: Crowding
  - Other (please type in)

Q58

Q58b IF PURPOSE = EMPLOYERS BUSINESS (Q3 = 2 OR 3 OR Q8 = 2 OR 3) AND Q24 CODES 1-3 <> 0 ASK, OTHERWISE GO TO RESPONDENT CHARACTERISTIC SQ61W: You said that you spent #Q18# #MODE2#. About how much of that time did you spend on work related activities? PLEASE ENTER MINUTES
  - HIGH=Q18

Q59 IF Q57B=2 DON'T ASK: Approximately how long would the same work-related activity have taken you if you had done it at your normal place of work?
  - IF Q57B=2 ASK: Approximately how long would the work-related activities you undertook while travelling have taken you if you had done them elsewhere?
    - About the same time
    - More time (type in how many more minutes)
Less time (type in how many fewer minutes)

Q60A For the #LEG2# #MODE# journey, how much of the journey was made outside of normal working hours? PLEASE ENTER A PERCENTAGE, WHERE 0% = NONE OF THE JOURNEY WAS MADE OUTSIDE OF NORMAL WORKING HOURS AND 100% = ALL OF THE JOURNEY WAS MADE OUTSIDE OF NORMAL WORKING HOURS
   L 0%
   H 100%

Q60 IF Error! Reference source not found. B > 1 ASK, OTHERWISE GO TO Q61D: Suppose the #MODE# journey lasted 15 minutes longer how long would you have spent undertaking work-related activity #MODE2#?
   About the same time
   More time (type in how many more minutes)
   Less time (type in how many fewer minutes)
   Don’t know

   TIMEX
   IF > 29 TIMEX = 15
   IF > 10 AND < 30 TIMEX = 5

Q61 IF Q18 > 9 MINUTES ASK, OTHERWISE GO TO Q61D: Suppose the #MODE# journey lasted #TIMEX# minutes shorter how long would you have spent undertaking work-related activity #MODE2#?
   About the same time
   More time (type in how many more minutes)
   Less time (type in how many fewer minutes)
   Don’t know

Q61b If you knew that you could arrive at your destination #TIMEX# minutes quicker, do you think you would have worked or not in the #TIMEX# minutes saved time?
   Not worked
   Worked at home
   Worked in usual workplace
   Worked elsewhere eg, cafe, hotel etc
   Worked in other workplace
   Other (please type in)

Q61d Would the overall amount of work you do over the whole day be affected if this #MODE# journey were #TIMEX# minutes shorter?
   No, it would make no difference to the amount of work I do over the whole day
   Yes, I would do less work over the whole day
   Yes, I would do more work over the whole day
   Other (please type in)

Q61w For the journey you have told us about, if for some reason you couldn’t go to that destination by #MODE#, what would be your next best option?
   IF MODE=1 (CAR): use public transport
   IF MODE<>1 (PT): go by car
   IF MOD<>1 (PT): use a different form of public transport
   go to another destination
   not make the journey
Q61x  For this specific journey, how much would the travel time (currently #Q18#) have to increase before you would #Q90#? PLEASE ENTER ADDITIONAL TRAVEL TIME

HIGH 120 MINUTES
h...m on top of the current travel time of #Q18#

Q61y  IF COST=0 GO TO Q62

IF MODE=1 (CAR) ASK: You have just told us what increase in journey time would lead you to #Q90#. For this specific journey, how much would the price of fuel (currently #JCOST# for your journey) have to increase before you would #Q90#?" PLEASE ENTER ADDITIONAL TRAVEL COST

IF MOD<>1 (PT) ASK: You have just told us what increase in journey time would lead you to #Q90#. For this specific journey, how much would the price of your ticket (currently #JCOST# for your journey) have to increase before you would #Q90#?" PLEASE ENTER ADDITIONAL TRAVEL COST

HIGH = £100
£...p on top of the current travel cost of #JCOST#

**Respondent characteristics**

We would now just like to ask a few questions which will help us to understand some of the information you have provided us with. Please be assured that all details you give will be treated with the strictest confidence.

Q62  How many adults, **including yourself**, live in your household? An adult is aged 18 years or older.

LOW 0
HIGH 9

Q63  How many children aged 17 or younger live in your household?

LOW 0
HIGH 9

Q64  What is your age?

LOW 16
HIGH 110
Prefer not to say

Q64b  IF Q64=REFUSED, ASK: In which of the following age categories are you in?

17-20
21-29
30-39
40-49
50-59
60-69
70+

Q65  What is your gender?

Male
Female
Allow non response
Q66  How many cars, vans and motorcycles do you have regular access to?
   Cars:
   Vans:
   Motorcycles:
   LOW 0
   HIGH 9

Q67  IF Q66 CARS+VANS+MOTORCYCLES=0 GO TO Q68:
   IF Q50=3 (NOT EMPLOYED) GO TO Q68
   IF Q66 CARS+VANS+MOTORCYCLES=1 ASK: Is this provided by your employer?
   IF Q66 CARS+VANS+MOTORCYCLES>1 ASK: Are any of these provided by your employer? IF YES, PLEASE ENTER THE NUMBER
   IF Q66 CARS+VANS+MOTORCYCLES=1 Yes
   IF Q66 CARS+VANS+MOTORCYCLES=1 No
   IF Q66 CARS+VANS+MOTORCYCLES>1 AND Q66 CARS>0: Cars
   IF Q66 CARS+VANS+MOTORCYCLES>1 Q66 VANS>0: Vans:
   IF Q66 CARS+VANS+MOTORCYCLES>1 Q66 MOTORCYCLES>0 Motorcycles:
   LOW 0
   HIGH 9

Q68  What is your employment status? READ OUT
   Full time paid employment
   Part time paid employment
   Full time self-employment
   Part time self-employment
   Student GO TO Q72
   Waiting to take up a job GO TO Q72
   Unemployed GO TO Q72
   Unable to work GO TO Q72
   Retired GO TO Q72
   Looking after home/family GO TO Q72
   Other GO TO Q72

Q68b IF Q8=2 or 3 (EMPLOYEE’S BUSINESS) ASK: Approximately how many people does your business employ at the location where you are based (Full time equivalent)?
   1-4
   5-9
   10-19
   20-49
   50-99
   100-199
   200+
   Don’t know

Q68c IF Q8=2 or 3 (EMPLOYEE’S BUSINESS) ASK: What type of organisation do you work for?
   Sole trader
   Partnership
   Limited company
   Public Limited Company
   Charitable organisation
   Public Sector organisation
   Other (please specify)
IF Q8=2 or 3 (EMPLOYEE’S BUSINESS) ASK: Which of the following occupational categories do you belong to? READ OUT
Managers, Directors and Senior Officials
Professional
Associate Professional and Technical
Administrative and Secretarial
Skilled Trades
Caring, Leisure and Other Service
Sales and Customer Service
Process, Plant and Machine
Unskilled manual
Other (please type in)

What are your typical weekly working hours? PLEASE ENTER THE TOTAL NUMBER OF HOURS
LOW 0
HIGH 168
Allow Decimals, i.e. 37.5

IF Q8=2 or 3 (EMPLOYEE’S BUSINESS) ASK: What industry area do you work in?
Agriculture, forestry and fishing
Mining and quarrying
Manufacturing
Electricity, gas, steam and air conditioning supply
Water supply; sewerage, waste management and remediation activities
Construction
Wholesale and retail trade; repair of motor vehicles and motorcycles
Transportation and storage
Accommodation and food service activities
Financial and insurance activities
Real estate activities
Professional, scientific and technical activities
Administrative and support service activities
Public administration and defence; compulsory social security
Education
Human health and social work activities
Arts, entertainment and recreation
Other service activities
Information and communication
Other (please type in)

IF Q8=2 or 3 (EMPLOYEE’S BUSINESS) ASK: Which of the following best describes your role within the company? READ OUT
Senior
Middle ranking
Junior
Other (please type in)
Not applicable

We would now like you to think about the annual income of your household as a whole. This question is being asked because the Department for Transport want to understand how the responses to the survey vary by income. Please note that, like all information in this survey, this data will be confidential and used for analysis purposes only. Which of the following best represents the gross annual income,
Q73 What is your total annual personal income, before tax and other deductions (If you do not have a regular employment or retirement income, please include any allowances or support from other household members, state benefits, etc. you receive?)

- Under £10K
- £10-20K
- £20-30K
- £30-40K
- £40-50K
- £50-75K
- £75-100K
- More than £100K

Please do not read out or show for online.

Q74 How much per month does your household pay for your accommodation (ie mortgage or rent) and other loans? If you don’t know please provide your best estimate.

- Less than £100
- £100-£249
- £250-£499
- £500-£749
- £750-£999
- £1,000-£1,499
- £1,500-£1,999
- £2,000-£2,999
- £3,000-£4,999
- £5,000 or more

Q75 That was the last question. Thank you very much for taking part in this research.

Accent, on behalf of the Department for Transport, would like to thank you for taking the time to complete this questionnaire. As mentioned, we will provide you with a £10 Amazon or Boots voucher or make a donation to a charity on your behalf. Charity donations will be divided equally between NSPCC (charity number 216401)
and MacMillan Cancer Support (charity number 261017). Please tell us which you would prefer?
Amazon voucher
Boots voucher
Charity donation

Q76  **Q75=1 ASK:** We will send your Amazon voucher to an email address, or if you prefer, to a postal address. You should receive it within four weeks. Please either enter your email address or full name and postal address if you would prefer it to be posted.
**Q75=2 ASK:** We will post the Boots voucher to your postal address. You should receive it within four weeks. In order for us to do so, please enter your full name and postal address.
**IF Q75=1:** Email address: please type in Postal address: please type in
**IF Q75=2:** Postal address: please type in

Q77  We really appreciate the time that you have given us today. Would you be willing to be contacted again for clarification purposes or be invited to take part in other research for the Department for Transport?
Yes, for both clarification and further research
Yes, for clarification only
Yes, for further research only
No

Thank you for your help in this research
### Train crowding levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Seating Condition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Seated</td>
<td>50% of seats occupied</td>
</tr>
<tr>
<td>2</td>
<td>Seated</td>
<td>75% of seats occupied</td>
</tr>
<tr>
<td>3</td>
<td>Seated</td>
<td>100% of seats occupied</td>
</tr>
<tr>
<td>4</td>
<td>Seated</td>
<td>100% of seats occupied; two people stood around door</td>
</tr>
<tr>
<td>5</td>
<td>Seated</td>
<td>100% of seats occupied; eight people stood around each door</td>
</tr>
<tr>
<td>6</td>
<td>Standing</td>
<td>100% of seats occupied; one person stood around door</td>
</tr>
<tr>
<td>7</td>
<td>Standing</td>
<td>100% of seats occupied; two people stood around door</td>
</tr>
<tr>
<td>8</td>
<td>Standing</td>
<td>100% of seats occupied; four people stood around each door</td>
</tr>
<tr>
<td>9</td>
<td>Standing</td>
<td>100% of seats occupied; eight people stood around each door</td>
</tr>
<tr>
<td>10</td>
<td>Standing</td>
<td>100% of seats occupied; people stood around each door and in the aisles</td>
</tr>
</tbody>
</table>
Thank you very much for agreeing to complete this on-line survey which is being conducted by Accent on behalf of the Department for Transport into travel behaviour. This research is conducted under the terms of the MRS code of conduct and is completely confidential. If you would like to confirm Accent’s credentials please call the MRS free on 0500 396999.

Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society

The questionnaire will take about 15 minutes to complete. If in response to a question you are unsure of the precise details. Please give us an approximate answer if possible.

As a thank you for your time you will be provided with a £10 Amazon voucher or we can make a donation of the same amount to a charity.

For convenience you can stop and return to complete the questionnaire as many times as you wish, although once submitted you will not be able to enter again.

Q1 When we contacted you in #LOCATION# on #DATE#, you were in the course of making a #RQPURPOSE# rail journey between #LOCATION# and London. Is that right?
   Yes
   No THANK & CLOSE

Q2 - Were you on the outward or return leg of the rail journey?
   Outward
   Return
   Single leg only
LEG:
- IF Q2=1 LEG = outward
- IF Q2=2 LEG = return

OTHERLEG:
- IF Q2=1 OTHERLEG = return
- IF Q2=2 OTHERLEG = outward

Q3 What kind of ticket did you travel on?
- Weekly/Monthly/Annual Season Ticket (without Travelcard) GO TO Q5
- Weekly/Monthly/Annual Season Ticket (with Travelcard) GO TO Q5
- Anytime Ticket (allows travel at any time of day)
- Off-peak Ticket (allows travel at any time in the off-peak)
- Advance (travel restricted to a specific train)
- Other (please type in)

Q4 IF Q2=3 GO TO Q5: Did you purchase separate tickets for each leg or a return ticket?
- Two single (one-way) tickets to cover each leg of the journey
- A return ticket

Q5 IF Q2=3 ASK: Was the ticket First or Standard class?
- IF Q2<3 ASK: Were the tickets First or Standard class?
- First Class
- Standard Class

Q5b IF LOCATION = 2 OR 3 ASK: Did you use Business Zone?
- IF LOCATION = 1 ASK: If you were to use Chiltern Trains to London do you think you would use Business Zone?
- Yes
- No
- Don't know

Q6 DON'T ASK IF Q3=1 OR 2(SEASON): Did you use any of the following railcards?
- 16-25 Railcard
- Disabled Adult Railcard
- Family and Friends Railcard
- Network Railcard
- HM Forces Railcard
- Senior Railcard
- Two Together Railcard
- No

Q6B DON'T ASK IF Q3=1 OR 2(SEASON):
- IF LOCATION = 1-3 ASK: Prior to making your journey, did you compare the fares of Virgin Trains, London Midland and/or Chiltern Railways?
- IF LOCATION = 4-7 ASK: Prior to making your journey, did you compare the fares of Virgin Trains and London Midland?
- IF LOCATION = 9 ASK: Prior to making your journey, did you compare the fares of Great Northern and East Coast?
- Yes, on the web
- Yes, at the booking office
- Yes, I consulted friends/colleagues
- Yes, other (please type in)
No, I already knew them
No, I’m not bothered about differences in fares
No, too much hassle/effort involved in comparing fares
No, I bought the ticket shortly before travelling
No, other (please type in)

Q6C - DON’T ASK IF Q3=1 OR 2(SEASON):
IF LOCATION = 1-3 ASK: Prior to making your journey, did you compare the train times of Virgin Trains, London Midland and/or Chiltern Railways?
IF LOCATION = 4-7 ASK: Prior to making your journey, did you compare the train times of Virgin Trains and London Midland?
IF LOCATION = 9 ASK: Prior to making your journey, did you compare the train times of Great Northern and East Coast?
Yes, on the web -
Yes, at the booking office -
Yes, I consulted friends/colleagues -
Yes, other (please type in) -
No, I already knew them -
No, I’m not bothered about differences in train times -
No, too much hassle/effort involved in comparing train times -
No, I bought the ticket shortly before travelling -
No, other (please type in) -

Q7 - How many other adults travelled with you?
None
1 other adult
2 or more other adults

Q8 And how many children travelled with you?
Aged 5 or under
0
1
2+
Aged 6-17
0
1
2+

Q8B What was the main purpose of your rail journey?
Travelling to/from work
Travelling to/from place of education
Employers business
Personal business
Shopping
Holiday
Visiting friends /relatives
Sport /entertainment
Other leisure
Other (please type in)
Q8c^1: IF RQPURPOSE = “employer’s business” AND Q8B <> 3: You indicated that you made an employer’s business journey when you were initially contacted but your answer does not describe such a trip.

If you were making an employer’s business trip can you please press the back arrow and change your previous response.

WHEN NON WORK+COMMUTING QUOTA CLOSED SHOW= If you were not making an employer’s business trip you are not in scope for this research.

IF RQPURPOSE = “commuting” AND Q8B >3: You indicated that you made a commuting journey when you were initially contacted but your answers do not describe such a trip.

If you were making a commuting trip can you please press the back arrow and change your previous response.

THANK AND CLOSE OUT OF SCOPES HERE

Q9 How often do you make this journey?
5 or more times a week
3-4 times a week
1-2 times a week
1-3 times a month
Less than once a month
First time

For Single trip (AS OPPOSED TO SINGLE TRIP TICKET) -

Q10 - IF Q2=3 ASK, OTHERWISE GO TO Q13:
IF LOCATION=1-3 ASK: For the journey you were making, it is possible to make the rail journey by Virgin Trains, Chiltern Railways or London Midland. Which rail company did you use?
IF LOCATION=4-7 ASK: For the journey you were making, it is possible to make the rail journey by Virgin Trains or London Midland. Which rail company did you use?
IF LOCATION=9 ASK: For the journey you were making, it is possible to make the rail journey by Great Northern and East Coast. Which rail company did you use?
IF LOCATION=1-7 Virgin Trains -
IF LOCATION=1-3 Chiltern Railways -
IF LOCATION=1-7 London Midland -
IF LOCATION=9 Great Norther -
IF LOCATION=9 East Coast -

Q11 - How much did this single rail trip cost?
IF Q2<>3 (RETURN OR SEASON TICKET) PLEASE ESTIMATE THE SINGLE LEG COST

^1 Question added during fieldwork period to mitigate against respondents entering different purpose from that recruited for Accent - 2750que04v12_RP Main.docx CH 10.12.14
Q12 - IF LOCATION=1-7 AND Q10<>1 ASK: If instead, you had travelled by Virgin Trains, about how much would the single train ticket have been?

IF LOCATION=1-3 AND Q10<>2 ASK: If instead, you had travelled by Chiltern Railways, about how much would the single train ticket have been?

IF LOCATION=1-7 AND Q10<>3 ASK: If instead, you had travelled by London Midland, about how much would the single train ticket have been?

IF LOCATION=9 AND Q10<>6 ASK: If instead, you had travelled by Great Northern, about how much would the single train ticket have been?

IF LOCATION=9 AND Q10<>7 ASK: If instead, you had travelled by East Coast, about how much would the single train ticket have been?

Q12B IF LOCATION=4-7 or 8-9: How sure are you of this cost?

IF LOCATION=1-3: How sure are you of these costs?

Very sure
Quite sure
Neither
Unsure
Very unsure

For Round Trip Ticket (like Cheap Day Return) -

Q13 - IF Q4=2 ASK, OTHERWISE GO TO Q16:

IF LOCATION=1-3 ASK: For the #LEG# portion of the journey you were making, it is possible to make the rail journey by Virgin Trains, Chiltern Railways or London Midland. Which rail company did you use?

IF LOCATION=4-7 ASK: For the #LEG# portion of the journey you were making, it is possible to make the rail journey by Virgin Trains or London Midland. Which rail company did you use?

IF LOCATION=9 ASK: For the #LEG# portion of the journey you were making, it is possible to make the rail journey by Great Northern and East Coast. Which rail company did you use?

IF LOCATION=9 ASK: For the #LEG# portion of the journey you were making, it is possible to make the rail journey by Great Northern and East Coast. Which rail company did you use?

IF LOCATION=1-7 Virgin Trains -
IF LOCATION=1-3 Chiltern Railways -
IF LOCATION=1-7 London Midland -
IF LOCATION=9 Great Northern -
IF LOCATION=9 East Coast -

Q13b - Did you use the same train company for the #OTHERLEG# leg?

Yes GO TO Q14
No

Q13c - IF LOCATION=1-3 ASK, OTHERWISE GO TO Q14:

For the #OTHERLEG# portion of the journey which rail company did you use?

IF Q13<>1 Virgin Trains -
IF Q13<>2 Chiltern Railways -
IF Q13<>3 London Midland -

Q14 - How much did your round trip ticket cost?

IF Q3=1 OR 2(SEASON): PLEASE ESTIMATE THE RETURN RAIL TICKET COST
Q15 - IF LOCATION=1-3 AND Q13B=2 GO TO Q25
   IF LOCATION=1-7 AND Q13<>1 ASK: If instead, you had travelled by Virgin Trains, about how much would the round-trip train ticket have been?
   IF LOCATION=1-3 AND Q13<>2 ASK: If instead, you had travelled by Chiltern Railways, about how much would the round-trip train ticket have been?
   IF LOCATION=1-7 AND Q13<>3 ASK: If instead, you had travelled by London Midland, about how much would the round-trip train ticket have been?
   IF LOCATION=9 AND Q13<>6 ASK: If instead, you had travelled by Great Northern, about how much would the round-trip train ticket have been?
   IF LOCATION=9 AND Q13<>7 ASK: If instead, you had travelled by East Coast, about how much would the round-trip train ticket have been?

Q15B - IF LOCATION=4-7 or 8-9: How sure are you of this cost?
   IF LOCATION=1-3: How sure are you of these costs?
      Very sure
      Quite sure
      Neither
      Unsure
      Very unsure

For Two Single Tickets -

Q16 - IF Q4=1 ASK, OTHERWISE GO TO Q25:
   IF LOCATION=1-3 ASK: For the journey you were making, it is possible to make the rail journey by Virgin Trains, Chiltern Railways or London Midland.
   IF LOCATION=4-7 ASK: For the journey you were making, it is possible to make the rail journey by Virgin Trains or London Midland.
   IF LOCATION=9 ASK: For the journey you were making, it is possible to make the rail journey by Great Northern and East Coast.
   IF LOCATION=1-7 ASK: You bought separate single tickets for each leg of your round-trip. Which rail company’s ticket did you purchase for the #LEG# leg of your journey?
      IF LOCATION=1-7 Virgin Trains -
      IF LOCATION=1-3 Chiltern Railways -
      IF LOCATION=1-7 London Midland -
      IF LOCATION=9 Great Northern -
      IF LOCATION=9 East Coast -

Q17 - And how much did this single ticket cost?
   IF Q3=1 OR 2(SEASON): PLEASE ESTIMATE THE SINGLE RAIL TICKET COST

Q18 - IF LOCATION=1-7 AND Q16<>1 ASK: If instead, you had travelled by Virgin Trains, about how much would the single ticket have cost?
   IF LOCATION=1-3 AND Q16<>2 ASK: If instead, you had travelled by Chiltern Railways, about how much would the single ticket have cost?
   IF LOCATION=1-7 AND Q16<>3 ASK: If instead, you had travelled by London Midland, about how much would the single ticket have cost?
   IF LOCATION=9 AND Q16<>6 ASK: If instead, you had travelled by Great Northern, about how much would the single ticket have cost?
IF LOCATION=9 AND Q16<>7 ASK: If instead, you had travelled by East Coast, about how much would the single ticket have cost?

Q18B IF LOCATION=4-7 or 8-9: How sure are you of this cost?
IF LOCATION=1-3: How sure are you of these costs?
Very sure
Quite sure
Neither
Unsure
Very unsure

Q19 - Did you use the same train company for the #OTHERLEG# leg?
Yes GO TO Q20
No

Q19b - IF LOCATION=1-3 ASK: Which train company did you use for the #OTHERLEG# leg?
IF Q16<>1 Virgin Trains
IF Q16<>2 Chiltern Railways
IF Q16<>3 London Midland

Q20 How much did the single ticket cost for the #OTHERLEG# leg?
IF Q3=1 OR 2(SEASON): PLEASE ESTIMATE THE SINGLE RAIL TICKET COST

Q21 IF LOCATION=1-7 AND Q19=1 + Q16<>1 OR IF LOCATION=1-7 AND Q19=2 + Q19B<>1 ASK: If instead, you had travelled by Virgin Trains, about how much would the #OTHERLEG# leg single ticket have cost?
IF LOCATION=1-3 AND Q19=1 + Q16<>2 OR IF LOCATION=1-3 AND Q19=2 + Q19B<>2 ASK: If instead, you had travelled by Chiltern Railways, about how much would the #OTHERLEG# leg single ticket have cost?
IF LOCATION=1-7 AND Q19=1 + Q16<>3 OR IF LOCATION=1-7 AND Q19=2 + Q19B<>3 ASK: If instead, you had travelled by London Midland, about how much would the #OTHERLEG# leg single ticket have cost?
IF LOCATION=9 AND Q19=1 + Q16<>6 OR IF LOCATION=9 AND Q19=2 AND Q16<>7 ASK: If instead, you had travelled by Great Northern, about how much would the #OTHERLEG# leg single ticket have cost?
IF LOCATION=9 AND Q19=1 + Q16<>7 OR IF LOCATION=9 AND Q19=2 AND Q16<>6 ASK: If instead, you had travelled by East Coast, about how much would the #OTHERLEG# leg single ticket have cost?

Q21B - IF LOCATION=4-7 or 8-9: How sure are you of this cost?
IF LOCATION=1-3: How sure are you of these costs?
Very sure
Quite sure
Neither
Unsure
Very unsure

OUTWARD LEG OPERATOR
OPERATOR
IF LOCATION = 1-7 AND Q10 OR Q13 OR Q16 =1 OPERATOR=Virgin Trains
IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =2 OPERATOR=Chiltern Railways
IF LOCATION = 1-7 AND Q10 OR Q13 OR Q16 =3 OPERATOR=London Midland
IF LOCATION = 9 AND Q10 OR Q13 OR Q16 =6 OPERATOR=Great Northern
IF LOCATION = 9 AND Q10 OR Q13 OR Q16 =7 OPERATOR=East Coast
OPERATORB
IF LOCATION = 1-7 AND Q10 OR Q13 OR Q16 =1 OPERATORB=London Midland
IF LOCATION = 1-7 AND Q10 OR Q13 OR Q16 =2 OPERATORB=Virgin Trains
IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =3 OPERATORB=Chiltern Railways
IF LOCATION = 9 AND Q10 OR Q13 OR Q16 =6 OPERATORB=East Coast
IF LOCATION = 9 AND Q10 OR Q13 OR Q16 =7 OPERATORB=Great Northern
OPERATORC
IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =1 OPERATORC=Chiltern Railways
IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =2 OPERATORC=London Midland
IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =3 OPERATORC=Virgin Trains
RETURN LEG OPERATOR
OPERATORD
IF Q13B = 1 OR IF Q19=1 OPERATORD = OPERATOR
IF Q13B = 2 OR IF Q19=2 AND LOCATION=1-3 AND Q13c OR Q19b =1 OPERATORD = Virgin Trains
IF Q13B = 2 OR IF Q19=2 AND LOCATION=1-3 AND Q13c OR Q19b =2 OPERATORD = Chiltern Railways
IF Q13B = 2 OR IF Q19=2 AND LOCATION=1-3 AND Q13c OR Q19b =3 OPERATORD = London Midland
IF Q13B = 2 OR IF Q19=2 AND LOCATION=4-7 AND Q13 OR Q16 =3 OPERATORD = Virgin Trains
IF Q13B = 2 OR IF Q19=2 AND LOCATION=4-7 AND Q13 OR Q16 =2 OPERATORD = Chiltern Railways
IF Q13B = 2 OR IF Q19=2 AND LOCATION=4-7 AND Q13 OR Q16 =1 OPERATORD = London Midland
IF Q13B = 2 OR IF Q19=2 AND LOCATION=9 AND Q13 OR Q16 =7 OPERATORD = Great Northern
IF Q13B = 2 OR IF Q19=2 AND LOCATION=9 AND Q13 OR Q16 =6 OPERATORD = East Coast
OPERATORB2
IF Q13B = 1 OR IF Q19=1 OPERATORB2 = OPERATORB
IF Q13B = 2 OR IF Q19=2 AND LOCATION=1-3 AND Q13c OR Q19b =2 OPERATORB2 = London Midland
IF Q13B = 2 OR IF Q19=2 AND LOCATION=1-3 AND Q13c OR Q19b =3 OPERATORB2 = Virgin Trains
IF Q13B = 2 OR IF Q19=2 AND LOCATION=1-3 AND Q13c OR Q19b =1 OPERATORB2 = Chiltern Railways
IF Q13B = 2 OR IF Q19=2 AND LOCATION=4-7 AND Q13 OR Q16 =3 OPERATORB2 = London Midland
IF Q13B = 2 OR IF Q19=2 AND LOCATION=4-7 AND Q13 OR Q16 =2 OPERATORB2 = Virgin Trains
IF Q13B = 2 OR IF Q19=2 AND LOCATION=4-7 AND Q13 OR Q16 =1 OPERATORB2 = Chiltern Railways
IF Q13B = 2 OR IF Q19=2 AND LOCATION=9 AND Q13 OR Q16 =7 OPERATORB2 = East Coast
IF Q13B = 2 OR IF Q19=2 AND LOCATION=9 AND Q13 OR Q16 =6 OPERATORB2 = Great Northern
OPERATORC2
IF Q13B = 1 OR IF Q19=1 OPERATORC2 = OPERATORC
IF Q13B = 2 OR IF Q19=2 AND LOCATION=1-3 AND Q10 OR Q13 OR Q16 =2 OPERATORC2= Chiltern Railways
IF Q13B = 2 OR IF Q19=2 AND LOCATION=1-3 AND Q10 OR Q13 OR Q16 =3 OPERATORC2= London Midland
IF Q13B = 2 OR IF Q19=2 AND LOCATION=1-3 AND Q10 OR Q13 OR Q16 =1 OPERATORC2= Virgin Trains

Q24 - Thinking about the travel costs incurred during this trip, who paid for them?
   I paid all costs
   All paid by other travellers
   Shared with other travellers
   Colleague /partner/family member paid
   Employer paid
   Other (please specify)

Journey Time
For single journey we just ask for one-leg, for return journey we ask for both legs.

Q25 - IF Q2= 3 (SINGLE LEG) ASK: About how long was your single leg train journey between #LOCATION# and London by #OPERATOR# scheduled to take?
   IF Q2=1 (OUTWARD) ASK: About how long was your outward train journey between
About how long was your return train journey between London and #LOCATION# by #OPERATOR# scheduled to take?

Q26 And about how long would the train journey have been by #OPERATORB#?

Q27 And about how long would the train journey have been by #OPERATORC#?

Q27b How sure are you of how long it would take by #OPERATORB#?
- Very sure
- Quite sure
- Neither
- Unsure
- Very unsure

Q27c How sure are you of how long it would take by #OPERATORC#?
- Very sure
- Quite sure
- Neither
- Unsure
- Very unsure

Q28x You said that your one way #LEG# journey took #Q25# hours/minutes. In that time, approximately how much time did you spend undertaking the following activities:

**READ OUT**

**minutes**

IF PURPOSE = EMPLOYERS BUSINESS (Error! Reference source not found. = 3 OR COMMUTING (8b=1 or 2) SHOW ‘Work related activities’ FIRST OTHERWISE SHOW Non work related activities

**Work related activities**
- Use laptop/tablet
- Use Smart phone/Blackberry/phone
- Other work related to employment

**Non work related activities**
- Reading a book/magazine/newspaper
- Eating/drinking
- Talking to travelling companions/other travellers
- Listening to music
- Planning things
- Doing nothing/relaxing/looking out of window
- Other

**Access and Egress**

IF TO LONDON -

Q28 - **IF Q2=1 (OUTWARD) ASK:** Where did the outward part of your journey to #LOCATION# station start?

**IF Q2=2 (RETURN LEG) ASK:** Where did the return part of your journey to #LOCATION# station start?

**IF Q2=3 (SINGLE) ASK:** Where did your journey to #LOCATION# station start?

**ENTER POSTCODE IN BOX**
Click on the map below to show the starting location\(^2\), or enter your postcode (eg WD4 5RT) in the box.\(^3\) If you don’t know the postcode please enter the address.

Q29 - Is this your....? READ OUT
  home address
  workplace
  somewhere else (please type in the type of location, eg the shops, my client’s office, my friend’s house)

Q30 - At what time did you start the journey from #IF Q29=1 “home”/ IF Q29=2 “work”/IF Q29=3 “Q29location”#? 24 HOUR CLOCK

Q31 - IF Q2=1 OR 3 (OUTWARD OR SINGLE LEG) ASK: About how long did it take you to get to #LOCATION# station from where you started your outward journey?
   IF Q2=2 (RETURN LEG) ASK: About how long did it take you to get to #LOCATION# station from where you started your return journey?

Q32 - And how did you make that journey to #LOCATION# station? IF MORE THAN ONE MEANS, PLEASE INDICATE THE MAIN ONE BY DISTANCE
  Bus -
  Another train -
  Tram -
  Underground -
  Car (parked) -
  Car (driven away) -
  Walked all the way GO TO Q34
  Cycled GO TO Q34
  Taxi or minicab -
  Other (please type in) -

Q33 - And how much did this journey to #LOCATION# station cost you? -

Q34 - IF LOCATION = 4-7 GO TO Q37:
   IF LOCATION = 1- ASK: If you were to use Chiltern Trains to travel to London, which station in Birmingham would you use?
     Birmingham Moor Street -
     Birmingham Snow Hill -

\(^2\) HOVER BUTTON WITH FOLLOWING TEXT: You can zoom in by clicking on the map or by using the zoom controls to the left of the map. You can move the location by clicking and dragging or by using the controls on the top left of the map. When you have located the location click on the forward arrow at the bottom of the screen

\(^3\) HOVER BUTTON WITH FOLLOWING TEXT: Type in the postcode in the box and click on the search icon to the right of the box.
Q34b - IF LOCATION = 1 ASK: About how long would it have taken you to get to #Q34#?
IF LOCATION = 2-3 ASK: And about how long would it have taken you to get to Birmingham New Street?

Q35 - IF LOCATION = 1 ASK: And how would you have got to #Q34#?
IF LOCATION = 2-3 ASK: And how would you have got to Birmingham New Street?
IF MORE THAN ONE MEANS, PLEASE INDICATE THE MAIN ONE BY DISTANCE
- Bus
- Another train
- Tram
- Underground
- Car (parked)
- Car (driven away)
- Walked all the way GO TO Q37
- Cycled GO TO Q37
- Taxi or minicab
- Other (please type in)

Q36 - IF LOCATION = 1 ASK: And about how much would it cost you to get to #Q34#?
IF LOCATION = 2-3 ASK: And about how much would it cost you to get to Birmingham New Street?

Q37 - And where did you go to after arriving at #STATION IN LONDON#? PROBE POSTCODE, OR IF NOT KNOWN, ADDRESS
Click on the map below to show the destination, or enter the postcode (eg WD4 5RT) in the box. If you don’t know the postcode please enter the address.

Q38 - Is this your ....? READ OUT
- home address
- workplace
- somewhere else (please type in the type of location, eg the shops, my client’s office, my friend’s house)

4 HOVER BUTTON WITH FOLLOWING TEXT: You can zoom in by clicking on the map or by using the zoom controls to the left of the map. You can move the location by clicking and dragging or by using the controls on the top left of the map.
When you have located the location click on the forward arrow at the bottom of the screen.

5 HOVER BUTTON WITH FOLLOWING TEXT: Type in the postcode in the box and click on the search icon to the right of the box.
Q39 About how long did it to take you to get from #STATION IN LONDON# to where you were going?

Q40 And how did you make that journey from #STATION IN LONDON#? IF MORE THAN ONE MEANS, PLEASE INDICATE THE MAIN ONE BY DISTANCE
- Bus
- Another train
- Tram
- Underground
- Car (parked)
- Car (driven away)
- Walked all the way GO TO Q42
- Cycled GO TO Q42
- Taxi or minicab
- Other (please type in)

Q41 And how much did it cost?

Q42 And at what time did you reach your destination? 24 HOUR CLOCK

Q43 IF LOCATION = 4-7 OR 9 GO TO Q46
IF LOCATION = 1-3 AND OPERATOR = VIRGIN OR LONDON MIDLAND ASK: Chiltern Trains run trains to London Marylebone. About how long would you have expected it to take to get from London Marylebone to where you were going?
IF LOCATION = 1-3 AND OPERATOR = CHILTERN RAILWAYS ASK: Virgin Trains and London Midland run trains to London Euston. About how long would you have expected it to take to get from London Euston to where you were going?

IF YOU DON'T KNOW PLEASE ESTIMATE

Q44 And how would you make that journey? IF MORE THAN ONE MEANS, PLEASE INDICATE THE MAIN ONE BY DISTANCE. IF YOU DON'T KNOW PLEASE ESTIMATE
- Bus
- Another train
- Tram
- Underground
- Car (parked)
- Car (driven away)
- Walked all the way GO TO Q46
- Cycled GO TO Q46
- Taxi or minicab
- Other (please type in)

Q45 And how much would it have cost? IF YOU DON'T KNOW PLEASE ESTIMATE

Frequency

Q46 How frequent are #OPERATOR# trains at the time you travelled from #LOCATION#? IF YOU DON'T KNOW PLEASE ESTIMATE
- Every 15 minutes
- Every 20 minutes
Every 30 minutes
Every Hour
Every 2 hours
Other (please type in)

Q47 - How frequent are #OPERATORB# trains at the time you travelled from #LOCATION#?

**IF YOU DON'T KNOW PLEASE ESTIMATE**

Every 15 minutes -
Every 20 minutes -
Every 30 minutes -
Every Hour -
Every 2 hours -
Other (please type in) -

Q48 **IF LOCATION = 1-3 ASK:** How frequent are #OPERATORC# trains at the time you travelled from #LOCATION#? **IF YOU DON'T KNOW PLEASE ESTIMATE**

Every 15 minutes
Every 20 minutes
Every 30 minutes
Every Hour
Every 2 hours
Other (please type in)

Q49

**Punctuality**

Q50 - We would like you to think of how punctual you regard the train services by the different train companies to be.

**IF CATI:** On a scale of 1-10, with 1 indicating very unreliable and 10 indicating very reliable, please indicate how reliable you think the following train company’s services are at the time you were travelling? **READ OUT**

**IF ONLINE:** How reliable do you think the following train company’s services are at the time you were travelling?

**IF LOCATION=1-7** Virgin Trains -
**IF LOCATION=1-3** Chiltern Railways -
**IF LOCATION=1-7** London Midland -
**IF LOCATION=9** Great Northern -
**IF LOCATION=9** East Coast -

Very unreliable 1 -
2
3
4
5
6
7
8
9
Very reliable 10 -
**Crowding**

Q51 - Now thinking about the levels of crowding on different operators’ trains at the time you were travelling.

**IF CATI:** On a scale of 1-10, with 1 indicating very crowded and 10 indicating completely uncrowded, please indicate how crowded you think the following train company’s services are at the time you were travelling? **READ OUT**

**IF ONLINE:** How crowded do you think the following train company’s services are at the time you were travelling?

**IF LOCATION=1-7** Virgin Trains -
**IF LOCATION=1-3** Chiltern Railways -
**IF LOCATION=1-7** London Midland -
**IF LOCATION=9** Great Northern -
**IF LOCATION=9** East Coast -

Very crowded 1 -
2
3
4
5
6
7
8
9
Completely uncrowded 10 -

**Facilities**

Q52 - Thinking about the quality of different company’s trains (such as the comfort of seats, on-board facilities, interior décor etc).

**IF CATI:** On a scale of 1-10, with 1 indicating very poor quality and 10 indicating very high quality, please indicate what you think about the quality of the following train company’s services at the time you were travelling? **READ OUT**

**IF ONLINE:** How would you rate the quality of the following train company’s services at the time you were travelling?

**IF LOCATION=1-7** Virgin Trains -
**IF LOCATION=1-3** Chiltern Railways -
**IF LOCATION=1-7** London Midland -
**IF LOCATION=9** Great Northern -
**IF LOCATION=9** East Coast -

Very poor quality 1 -
2
3
4
5
6
7
8
9
Very high quality 10
#OTHERLEG# Leg journey times

Q53 - IF Q2=3 (SINGLE LEG ONLY) GO TO Q59: We would now like you to provide us with some details of the journey times on the other leg.

IF Q2=1 OR 3 (OUTWARD OR SINGLE LEG) ASK: About how long was your return train journey between London and #LOCATION# by #OPERATORD# scheduled to take?

IF Q2=2 (RETURN LEG) ASK: About how long was your outward train journey between #LOCATION# and London by #OPERATORD# scheduled to take?

Q54 And about how long would the train journey have been by #OPERATORB2#?

Q55 IF LOCATION = 1-3 ASK: And about how long would the train journey have been on #OPERATORC2#? IF YOU DON'T KNOW PLEASE ESTIMATE

Q56 How frequent are #OPERATORD# trains at the time you made the #OTHERLEG# rail journey?
- Every 15 minutes
- Every 20 minutes
- Every 30 minutes
- Every Hour
- Every 2 hours
- Other (please type in)

Q57 How frequent are #OPERATORB2# trains at the time you made the #OTHERLEG# rail journey? IF YOU DON'T KNOW PLEASE ESTIMATE
- Every 15 minutes
- Every 20 minutes
- Every 30 minutes
- Every Hour
- Every 2 hours
- Other (please type in)

Q58 - IF LOCATION = 1-3 ASK: How frequent are #OPERATORC2# trains at the time you made the #OTHERLEG# rail journey? IF YOU DON'T KNOW PLEASE ESTIMATE
- Every 15 minutes
- Every 20 minutes
- Every 30 minutes
- Every Hour
- Every 2 hours
- Other (please type in)

Business travel

Q59 IF Q8B<>3 (EMPLOYERS BUSINESS) GO TO Q70: Are you in paid employment or self employed?
- Yes, paid employment
- Yes, self employed GO TO Q62A
- No GO TO Q70

Q60 -

Q61 -
Q62 IF PURPOSE = EMPLOYERS BUSINESS (Q8b= 3) ASK: How much of your #LEG# rail journey was made outside of normal working hours? PLEASE ENTER A PERCENTAGE, WHERE 0% = NONE OF THE JOURNEY WAS MADE OUTSIDE OF NORMAL WORKING HOURS AND 100% = ALL OF THE JOURNEY WAS MADE OUTSIDE OF NORMAL WORKING HOURS
L 0%
H 100%

Q62c IF PURPOSE = EMPLOYERS BUSINESS (Q8b= 3) ASK: And how much of your #OTHERLEG# rail journey was made outside of normal working hours?
L 0%
H 100%

Q62a IF Q59=1 (IN PAID EMPLOYMENT) GO TO Q64
We would now like to ask some questions about factors that influence how you make decisions when making trips in the course of your business.

For this business trip, how were the travel costs covered?
Directly charged/reimbursed by client
Directly charged/reimbursed by customer
Included as part of call-out charge
Included in the bill
Not covered

Q55b For this business trip, could you charge for the travel time?
Yes
No GO TO Q55d

Q55c Was the work you were doing as part of this business trip undertaken on a fixed price basis or a time and materials basis?
ALLOW NON RESPONSE
Fixed price basis
Time and materials basis

Q55d Do you have ‘normal working hours’?
Yes
No GO TO Q64

Q55e Was your business trip made outside of normal working hours?
Yes, partly outside normal working hours
Yes, mainly outside normal working hours
Yes, entirely outside normal working hours
No

Q64 IF Q59=2 (SELF EMPLOYED) GO TO Q64B: Do you get compensated for travelling on business trips outside your normal working hours?
Yes, paid the additional hours but at a higher rate
Yes, paid the additional hours but at the normal rate
Yes, get time off in lieu (TOIL)
Yes, get paid a fixed amount per hour
No
I never make business trips outside of normal working hours

**Q64b** - *IF Q59=2 (SELF EMPLOYED) ASK:* Do you have a normal place of work?
- Yes
- No

**Q65** -

**Q66** Which, if any, of the following work activities related to your work did you do on the train from #LOCATION# to #STATION IN LONDON#? **READ OUT**
- None - I didn't work on this train **GO TO Q67B**
- Use laptop
- Prepare for a meeting
- Use Smart Phone/Blackberry
- Make/receive business calls/text messages
- Other work related to employment

**Q66b** You said that you spent #Q25# on the train from #LOCATION# to #STATION IN LONDON#. About how much of that time did you spend on these work related activities? **PLEASE ENTER MINUTES**
- HIGH=Q25

**Q67** Approximately how long would the same work-related activity have taken you if you had done it at your normal place of work?
- About the same time
- More time (type in how many *more* minutes)
- Less time (type in how many *fewer* minutes)

**Q67B** *IF Q2=3 (SINGLE) GO TO Q68:* Thinking about the #OTHERLEG#, Which, if any, of the following work activities related to your work did you do on the train from #STATION IN LONDON# TO #LOCATION#? **READ OUT**
- None - I didn't work on this train **GO TO Q68**
- Use laptop
- Prepare for a meeting
- Use Smart Phone/Blackberry
- Make/receive business calls/text messages
- Other work related to employment

**Q67C** You said that you spent #Q27D# on the train from #STATION IN LONDON# TO #LOCATION#. About how much of that time did you spend on these work related activities? **PLEASE ENTER MINUTES**
- HIGH=Q27D

**Q67D** Approximately how long would the same work-related activity have taken you if you had done it at your normal place of work?
- About the same time
- More time (type in how many *more* minutes)
- Less time (type in how many *fewer* minutes)

**CALCULATE TIME BETWEEN OPERATORS**
- OPERATOR TIME= Q25, ALTERNATIVE OPERATOR TIME= Q26, 2ND ALTERNATIVE OPERATOR TIME=Q27
- IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =1 Q25 minus Q27 = TIMEA
IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =2 Q25 minus Q26 = TIMEA
IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =3 Q25 minus Q27 = TIMEA
IF LOCATION = 4-9 Q25 minus Q26 = TIMEA

IF TIMEA >0 CHOSEN QUICKER
IF TIMEA <0 CHOSEN SLOWER
IF TIMEA = 0 SAME
OPERATORY
IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =1 OR 3 OPERATORY = OPERATORC
IF LOCATION = 1-3 AND Q10 OR Q13 OR Q16 =2 OPERATORY = OPERATORB
IF LOCATION = 4-9 OPERATORY = OPERATORB

**CHOOSEN QUICKER**

Q67e IF TIME A <0 GO TO Q67H: You chose to travel by #OPERATOR# on the #LEG# part of - your journey. You said it would be #TIMEA# minutes longer if you had used - #OPERATORY#. If you had used #OPERATORY#, about how long would you have spent - undertaking work-related activity on the train? - 
The same as for #OPERATOR# - 
More time (type in how many more minutes than #OPERATOR#) - 
Less time (type in how many fewer minutes than #OPERATOR#) -

Q67f If you had used #OPERATORY#, you would have lost #TIMEA# minutes. Where do you think this time would have been taken from? - 
Your own personal time - 
Work time at home - 
Work time at usual workplace - 
Work time elsewhere (eg, café, hotel, etc) - 
Work time in other workplace (eg, client’s office, branch office) - 
Other (please type in) -

Q67g Do you think the work that you would have undertaken on #OPERATORY# would have been as productive as on #OPERATOR#? 
It would have taken the same time 
It would have taken more time than on #OPERATOR# (type in how many more minutes) 
It would have taken less time than on #OPERATOR# (type in how many fewer minutes)

**CHOOSEN SLOWER**

Q67h IF TIME A >0 GO TO Q68: You chose to travel by #OPERATOR# on the #LEG# of your - journey. You said it would be #TIMEA# minutes quicker if you had used #OPERATORY#. - If you had used operator #OPERATORY#, about how long would you have spent - undertaking work-related activity on the train? - 
The same as for #OPERATOR# - 
More time (type in how many more minutes than #OPERATOR#) - 
Less time (type in how many fewer minutes than #OPERATOR#) -

Q67i If you had used the faster operator, you would have gained #TIMEA# minutes. What - do you think you would have done with this time? - 
Not worked (treated as free time) - 
Worked at home - 
Worked at usual workplace - 
Worked elsewhere (eg, café, hotel, etc) - 
Worked in other workplace (eg, client’s office, branch office) - 
Other (please type in) -

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Q67j Do you think the work that you would have undertaken on #OPERATORY# would have been as productive as on #OPERATOR#?
   It would have taken the same time
   It would have taken more time than on #OPERATOR# (type in how many more minutes)
   It would have taken less time than on #OPERATOR# (type in how many fewer minutes)

Q68 IF TIMEA <> 0 GO TO Q67B. IF Q66_1<>1 ASK, OTHERWISE GO TO Q69D: Suppose the rail journey from #LOCATION# to #STATION IN LONDON# was scheduled to last 15 minutes longer how long would you have spent undertaking work-related activity on train?
   About the same time
   More time (type in how many more minutes)
   Less time (type in how many fewer minutes)

Q69 Suppose the rail journey from #LOCATION# to #STATION IN LONDON# was scheduled to last 15 minutes shorter how long would you have spent undertaking work-related activity on train?
   About the same time
   More time (type in how many more minutes)
   Less time (type in how many fewer minutes)

Q69b If the train from #LOCATION# to #STATION IN LONDON# was scheduled to arrive at your destination station 15 minutes earlier, do you think you would have worked or not in the 15 minutes saved time?
   Not worked
   Worked at home
   Worked in usual workplace
   Worked elsewhere eg, cafe, hotel etc
   Worked in other workplace
   Other (please type in)

Q69d Would the overall amount of work you do over the whole day be affected if this rail journey was 15 minutes shorter?
   No, it would make no difference to the amount of work I do over the whole day
   Yes, I would do less work over the whole day
   Yes, I would do more work over the whole day
   Other (please type in)

Q67b2 IF LOCATION = 1-3 ASK: You had the choice of making your journey either by #OPERATOR#, #OPERATORB# or #OPERATORC#. IF LOCATION = 4-9 ASK: You had the choice of making your journey either by #OPERATOR# or #OPERATORB#.

We are interested in how business travellers choose between trains that are faster and trains that are cheaper.

IF Q59=1 ASK: We are interested in how decisions about paying for possible faster journeys on your business trip are made.

IF Q59=2 (SELF EMPLOYED): We are interested in how you would make decisions about paying for travel time savings on the journey.
Suppose when planning this business trip that there was the possibility to save 20% journey time but this would mean paying 20% more.

How would you make the decision as to whether to pay the money or not for the time saving?

IF Q59=1: My employer would just let me decide in the best interests of the company
IF Q59=1: I would have to justify my decision with my line manager or travel manager
IF Q59=1: My employer makes all the decisions (eg, provides tickets, tells me what to do) and I would have no choice
IF Q59=1: I would be allowed to do what I wanted (and charge the costs to expenses)
IF Q59=1:
IF Q59=1: Don’t know

IF Q59=2: Please describe: GO TO Q70

Q67x - How sure are you that this is how the decision would be made?
- Very sure
- Quite sure
- Unsure

Q67y - Which of the following statements most closely represents your company’s position on paying higher travel costs in order to secure savings in travel times for you?
- My employer would pay if the benefits of the time saving exceeded the costs
- My employer would pay come what may
- My employer would not be interested in buying a time saving for me on this journey

Q67c IF Q67y=2 ASK: Why do you say your employer would pay come what may?
- My employer always chooses the quickest travel option
- It is always worth paying more to reduce staff travel time
- Other (please type in)

Q67d IF Q67y =1 OR 2 ASK: You said your employer would pay for times savings. Why do you think this is?: READ OUT MULTI-RESPONSE
- You are travelling in unsocial hours
- You would be more productive (eg, by spending more time at the destination with clients) or by getting back to work quicker
- You do a lot of travelling and your employer is concerned with your wellbeing
- Your employer always goes for the quickest option
- Other (please type in)

Q67e IF Q67y =1 ASK: How sure are you of how much your employer would be prepared to justify for a time saving?
- I am very sure of what my employer would allow
- I am fairly sure of what my employer would allow
- I am unsure of what my employer would allow
- I am not at all sure of what my employer would allow

Q67f IF Q67y =3 ASK: Why would your employer not pay?
- I would benefit from the time saving, not the company
- It is part of my contract to travel
- My employer always chooses the cheapest travel option
I work while travelling so my employer would lose that if the journey was shorter
Other (please type in)

Q67g IF Q67y =3 ASK: Would you consider paying yourself in order to obtain the time savings?
YesNo

Respondent characteristics
We would now just like to ask a few questions which will help us to understand some of the information you have provided us with. Please be assured that all details you give will be treated with the strictest confidence.

Q70 How many adults, including yourself, live in your household? An adult is aged 18 years or older.
LOW 0
HIGH 9

Q71 - How many children aged 17 or younger live in your household?
LOW 0
HIGH 9

Q72 What is your age?
Prefer not to say

Q72b IF Q72=PREFER NOT TO SAY, ASK: In which of the following age categories are you in?
17-20
21-29
30-39
40-49
50-59
60-69
70+

Q73 - What is your gender?
Male
Female

Q74 - How many cars, vans and motorcycles do you have regular access to?
Cars:
Vans:
Motorcycles:
LOW 0
HIGH 9

Q75 - IF Q74 CARS+VANS+MOTORCYCLES=0 GO TO Q76:
IF Q74 CARS+VANS+MOTORCYCLES=1 ASK: Is this provided by your employer?
IF Q74 CARS+VANS+MOTORCYCLES>1 ASK: Are any of these provided by your employer? IF YES, PLEASE ENTER THE NUMBER
IF Q74 CARS+VANS+MOTORCYCLES=1 Yes -
IF Q74 CARS+VANS+MOTORCYCLES=1 No -
IF Q74 CARS+VANS+MOTORCYCLES>1 AND Q74 CARS>0: Cars -
Q76  What is your employment status? **READ OUT**
   Full time paid employment
   Part time paid employment
   Full time self-employment
   Part time self-employment
   Student **GO TO Q78**
   Waiting to take up a job **GO TO Q78**
   Unemployed **GO TO Q78**
   Unable to work **GO TO Q78**
   Retired **GO TO Q78**
   Looking after home/family **GO TO Q78**
   Other **GO TO Q78**

Q77 -  What are your typical weekly working hours?
   LOW 0
   HIGH 168

Q77b -  Approximately how many people does your business employ at the location where you are based (Full time equivalent)?
   1-4
   5-9
   10-19
   20-49
   50-99
   100-199
   200+
   Don’t know

Q77c -  What type of organisation do you work for?
   Sole trader
   Partnership
   Limited company
   Public Limited Company
   Charitable organisation
   Public Sector organisation
   Other (please specify)

Q78 -  We would now like you to think about the income of your household as a whole. This question is being asked because the Department for Transport want to understand how the responses to the survey vary by income. Please note that, like all information in this survey, this data will be confidential and used for analysis purposes only. Which of the following best represents the gross income, before deductions for tax and National Insurance, for your household? **READ OUT. IF DON’T KNOW OR REFUSED, ASK: Would it be more than £40,000?, IF YES ASK: Would it be more than £50,000? etc, IF NO ASK: Would it be more than £30,000? etc**
   Under £10K
   £10-20K
   £20-30K
   £30-40K
Q79 What is your total annual personal income, before tax and other deductions (If you do not have a regular employment or retirement income, please include any allowances or support from other household members, state benefits, etc. you receive? READ OUT
Under £10K
£10-20K
£20-30K
£30-40K
£40-50K
£50-75K
£75-100K
> £100K
DON'T READ OUT DON'T SHOW FOR ONLINE (BUT ALLOW QUESTION TO BE UNANSWERED)
Don't know
Refusal

Q80 How much per month does your household pay for your accommodation (ie mortgage or rent) and other loans? If you don't know please provide your best estimate.
Less than £100
£100-£249
£250-£499
£500-£749
£750-£999
£1,000-£1,499
£1,500-£1,999
£2,000-£2,999
£3,000-£4,999
£5,000 or more

Q81 That was the last question. Thank you very much for taking part in this research.

Accent, on behalf of the Department for Transport, would like to thank you for taking the time to complete this questionnaire. As mentioned, we will provide you with a £10 Amazon or Boots voucher or make a donation to a charity on your behalf. Charity donations will be divided equally between NSPCC (charity number 216401) and MacMillan Cancer Support (charity number 261017). Please tell us which you would prefer?
Amazon voucher -
Boots voucher -
Charity donation GO TO Q83

Q82 Q81=1 ASK: We will send your Amazon voucher to an email address, or if you prefer, to a postal address. You should receive it within four weeks. Please either enter your email address or full name and postal address if you would prefer it to be posted.
Q81=2 ASK: We will post the Boots voucher to your postal address. You should receive
it within four weeks. In order for us to do so, please enter your full name and postal address.
IF Q81=1: Email address: please type in Postal address: please type in
IF Q81=2: Postal address: please type in

Q83 - We really appreciate the time that you have given us today. Would you be willing to be contacted again for clarification purposes or be invited to take part in other research for the Department for Transport?
Yes, for both clarification and further research -
Yes, for clarification only -
Yes, for further research only -
No -

Thank you for your help in this research
Introduction

Thank you very much for agreeing to complete this survey which is being conducted by Accent on behalf of the Department for Transport into staff business travel. This research is conducted under the terms of the MRS code of conduct and is completely confidential. If you would like to confirm Accent’s credentials please call the MRS free on 0500 396999.

The questionnaire will take about 20 minutes to complete. If in response to a question you are unsure of the precise details. Please give us an approximate answer if possible.

As a thank you for your time you will be provided with a £10 Amazon or Boots voucher or we can make a donation of the same amount to a charity.

Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

Specific Trip

Q1 The research is about so-called ‘briefcase travel’, that is journeys made by office-based staff travelling to attend meetings, attend conferences and similar business activities but not to provide trade services
How many staff are in each of the following three categories: READ OUT
A) ‘senior’ employees
B) middle ranking staff
C) junior staff

Q1b - What responsibilities do you have for decisions relating to company travel? PLEASE TICK AS MANY AS APPLY
I make all decisions regarding company travel
I make most decisions regarding company travel
I am responsible for determining company travel policy
I am responsible for implementing travel policy within the company’s overall policy
I arrange travel
I am the travel/transport manager
I monitor that travel decisions are being made as they should be
I advise on travel options
I authorise travel decisions as a senior manager
I authorise travel decisions as a line manager
Other SPECIFY

Q1c - As mentioned at the beginning, we are interested in so-called ‘briefcase travel’, that is journeys made by white collar workers in order to transact business or attend meetings.

About how many ‘senior’ employees travel on business... READ OUT
Almost every day -
At least once a week -
Less than once a week -
Never -
DP: CALCULATE TOTAL SENIOR STAFF

Q1d - IF Q1B>1 ASK: About how many middle ranking staff travel on business... READ OUT
Almost every day
At least once a week
Less than once a week
Never
DP: CALCULATE TOTAL MIDDLE RANKING STAFF

Q1e - IF Q1C>1 ASK: About how many junior staff travel on business... READ OUT
Almost every day
At least once a week
Less than once a week
Never
DP: CALCULATE TOTAL JUNIOR STAFF

Q2a - We would like you to think about a typical and recent business trip made by #MODE2# by a member of staff, for which you are aware of the exact or approximate travel costs. This should not be yourself. IF NO TYPICAL AND RECENT SELECT RECENT

First of all, what level of staff was this trip made by? PROMPT
senior -
middle ranking -
junior -
Q2 - I am now going to ask for some details about this #MODE2# trip made by the #Q2A# member of staff.

Where did the trip start? ENTER POSTCODE OR LOCATION IN BOX

Q3 Where was the trip to? ENTER POSTCODE OR LOCATION IN BOX

Q3a - Did the outward journey start from: READ OUT
The employee’s home
Their normal workplace
Elsewhere SPECIFY

Q3b At about what time did this journey start? -

Q3c - Did the return journey end at:
The employee’s home
Their normal workplace
Elsewhere SPECIFY

Q3d At about what time did this journey end? -

LEG: RANDOMLY ASSIGN
outward
return

Q4 IF #MODE# = 2(RAIL) ASK: Thinking about the #LEG# portion of this journey, at which rail station did the train journey start?
IF #MODE# = 3-9 ASK: Thinking about the #LEG# portion of this journey, at which station or stop did the #MODE2# journey start?

Q5 IF #MODE# = 2(RAIL) ASK: Again thinking about the #LEG# portion of this journey, at which rail station did the train journey end?
IF #MODE# = 3-9 ASK: Again thinking about the #LEG# portion of this journey, at which station or stop did the #MODE2# journey end?
Q6  IF #MODE# = 1(CAR) ASK: About what distance in miles was this car journey one way?

Q7  IF MODE = 2-9 (RAIL OR OTHER PT) ASK: About how long did the #LEG# journey between #Q4# and #Q5# take?
   IF #MODE# = 1 (CAR) ASK: About how long did the #LEG# part of the car journey take?

Q8  What was the specific purpose of the trip? PROBE

Q8b  Did the employee travel alone?
   Yes
   No

Q8c  IF Q8B = 2 ASK: How many were in the travelling group?
   2
   3
   4
   5+

Q9  IF #MODE# = 2 (RAIL) ASK: Did the employee travel First Class or Standard Class
   First
   Standard

Q10  IF #MODE# = 2 (RAIL) ASK: About how much was the round trip cost by train IF DON’T KNOW PLEASE ASK RESPONDENT TO ESTIMATE
   IF #MODE# = 3-9 ASK: What was the #LEG# leg ticket cost? IF DON’T KNOW PLEASE ASK RESPONDENT TO ESTIMATE

   CARCOST
   CARCOST = Q6*£0.16

Q10b  IF #MODE# = 1(CAR) ASK: We would now like to ask you a number of questions about the cost of the #LEG# part of the car journey. We estimate the fuel cost for the journey to be #CARCOST#. Do you agree with this estimate?
   Yes GO TO JCOST
   No

Q11  IF #MODE# = 1(CAR) ASK: What would you estimate the fuel cost to be for the #LEG# part of the car journey?

   JCOST
   IF #MODE# = 1(CAR) AND Q10B = 1 JCOST= CARCOST
   IF #MODE# = 1(CAR) AND Q10B = 2 JCOST= Q11
   IF #MODE# = 2(RAIL) JCOST= Q10/2
   IF #MODE# = 3-9 JCOST= Q10

   TIMEX
   IF Q7>29 TIMEX = 15
   IF Q7>10 AND <30 TIMEX = 5

Q11b  About what proportion of the time do you think the #Q2A# employee would have spent doing work during the #MODE2# journey on the outward leg? ENTER A PERCENTAGE BETWEEN 0% AND 100%
Q11C And on the return leg?

Q11d **IF Q11B + Q11C > 10:** Do you think the work undertaken would have been of the same value as work that would have been done at the normal workplace? By this we mean having the same usefulness and/or the same productivity?

- Same value
- Lesser value (please enter % lesser value)
- Greater value (please enter % greater value)

Q11e If the #LEG# part of the journey by #MODE2# was 10 minutes quicker, do you think that the #Q2A# employee would have worked or not in the time saved?

- Yes
- No

Q11f About how much of the journey did the #Q2A# employee make in their own time on the outward leg? ENTER PERCENTAGE

Q11g And on the return leg? ENTER PERCENTAGE

Q11h If #Q2A# employees make some of a business journey outside of normal office hours, are they given: READ OUT, MULTI RESPONSE

- Time off in lieu
- Paid the additional hours but at a higher rate
- Paid the additional hours but at the normal rate
- Reward or bonus payments every now and then
- None of these

Q11i On average, what proportion of the time spent making business trips by your #Q2A# employees is undertaken in their own time? Does this vary by trip length? **IF VARIES BY TRIP LENGTH PROBE PERCENTAGE BY FOLLOWING TIMES**

**IF IT DOES NOT VARY BY TRIP LENGTH:** Overall percentage:

**IF IT VARIES BY TRIP LENGTH**

<table>
<thead>
<tr>
<th>Less than 30 minutes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>30-60 minutes</td>
<td></td>
</tr>
<tr>
<td>1-2 hours</td>
<td></td>
</tr>
<tr>
<td>Over 2 hours</td>
<td></td>
</tr>
</tbody>
</table>

Q11j On average, what proportion of the time spent making business trips by your #Q2A# employees would be spent doing work? Does this vary by trip length? **IF VARIES BY TRIP LENGTH PROBE PERCENTAGE BY FOLLOWING TIMES**

**IF IT DOES NOT VARY BY TRIP LENGTH:** Overall percentage:
IF IT VARIES BY TRIP LENGTH

<table>
<thead>
<tr>
<th>Less than 30 minutes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>30-60 minutes</td>
<td></td>
</tr>
<tr>
<td>1-2 hours</td>
<td></td>
</tr>
<tr>
<td>Over 2 hours</td>
<td></td>
</tr>
</tbody>
</table>

Q12 How familiar are you with this journey you have reported?
- Very familiar with all aspects
- Very familiar with some aspects
- Quite familiar with all aspects
- Quite familiar with some aspects
- Unsure about quite a lot of it

Q13 What are the typical weekly working hours of the #Q2A# employee?
- L0
- H 100

Q14 It would be useful in interpreting your answers to know the approximate annual income of this #Q2A# employee. Can you provide that? READ OUT. IF DON’T KNOW OR REFUSED, ASK: Would it be more than £40,000? IF YES ASK: Would it be more than £50,000? etc, IF NO ASK: Would it be more than £30,000? etc
- Under £10K
- £10-20K
- £20-30K
- £30-40K
- £40-50K
- £50-75K
- £75-100K
- > £100K
  DON’T READ OUT
  Don’t know -
  Refusal -

Nature of company travel policy

Q15x Does the company have a formal or informal business travel policy?
- Yes, formal
- Yes, informal
- No GO TO Q15

Q15 Suppose one of your #Q2A# employees was making a car or train journey where they were in the position of being able to make a quicker journey but it would cost more than normal. What are the principles that would determine what your organisation would be prepared to pay for the time saving? PROBE

Q15x2 Which of these statements best fits how the decision should be made?
- They would be allowed to decide in the best interests of the organisation
- They would have to justify their decision with a line manager or travel manager
- Someone in the organisation would make all the decisions (eg, provides tickets, tells them what to do) and they would have no choice
- They would be allowed to do what they wanted
- Other (please specify)
Q15y - Do you think that the company would pay come what may?
   Yes
   No GO TO Q15Z

Q15y2 Is this because... READ OUT
   The organisation always chooses the quickest travel option
   It is always worth paying more to reduce staff travel time
   DON'T READ OUT
   Other (please type in)

Q15z  IF Q15Y = 1 GO TO Q15B: Do you think that the company would not be interested in buying a time saving for them on this journey?
   Yes GO TO Q15Z
   No

Q15z2 Why do you say that? MULTICODE
   The employee would just benefit from the time saving, not the organisation
   It is part of their contract to travel
   The organisation always chooses the cheapest travel option
   They work while travelling and the organisation would lose that if the journey was shorter
   Other (please type in)

Q15b And how would the travel be purchased: centrally or by the employee and then claimed back? MULTICODE
   Travel is purchased centrally
   Employee buys and then claims back
   Employee buys with company credit card or on company account
   Other (please type in)

Q15c - Does your organisation have any policy with respect to the timing of the journey? TICK ANY OF THE FOLLOWING WHICH APPLY.
   IF #MODE# = 1(CAR) SHOW:
   The employee is expected to travel when traffic is lightest, even if this means travelling outside normal working hours.
   The employee is expected to travel only during normal working hours.

   IF #MODE# <> 1(CAR) SHOW:
   The employee is expected to travel when fares are cheapest, even if this means travelling outside normal working hours.
   The employee is expected to travel only during normal working hours.

Q16
Q17
Q18
Q19
Q20
Q21
Q22
Q23

Q24 - DON'T ASK IF Q15X=3: Do #Q2A# employees follow company policy regarding travel?
   Yes on the whole
   No - depends on seniority
   No – not generally
Q25 - **DON’T ASK IF Q15X=3:** We would now like you to consider whether company policy is monitored.

For the following aspects please say whether the company audits or monitors whether company travel policy is adhered to on the following scale: yes, strictly; yes, partially or no. **READ OUT**

<table>
<thead>
<tr>
<th>Aspects</th>
<th>Yes, strictly</th>
<th>Yes, partially</th>
<th>No</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class of travel</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overnight stays</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mileage claims</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whether staff work while travelling</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How staff use their time on business trips</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q25b How familiar are you with what the employee would be expected to do while travelling and with how decisions would be made?
- Very familiar with all aspect
- Very familiar with some aspects
- Quite familiar with all aspects
- Quite familiar with some aspects
- Unsure about quite a lot of it

Q25c - The next part of the survey will ask you to consider some changes based around the #LEG# part of the #MODE2# trip made by your Q2A# employee. Can I just confirm the one way #LEG# leg cost and time of the trip with you? The cost was #HCOST# and the one way time was #Q7#. Do these sound about right?
- Yes -
- No, cost is wrong ENTER NEW COST
- No, time is wrong ENTER NEW TIME

**SP1 Time v Cost Abstract SP car and rail and Other PT**

**Business travel preferences**

We would now like you to think about the #LEG# part of the #MODE2# trip your employee made, as you have described, and indicate what you think they should have done if some of the travel conditions changed.

We would like you to consider these situations in the context of the #LEG# part of the journey.

On the following screens you will be presented with a number of choices between two situations. Please imagine that each situation is exactly the same as for the actual #MODE2# journey at the time the journey was made, except:
• IF MODE=1(CAR): The one way travel time may be different because, for example, journey times vary due to changes in traffic control
  
IF MODE=2-3 AND 5 (RAIL, METRO OR UNDERGROUND): The one-way travel time may be different because, for example, there are slower or faster trains
  
IF MODE=4, 6-9 (TRAM): The one-way travel time may be different because, for example, there are slower or faster trams

• IF MODE=1(CAR): The one way travel costs may be different because, for example, of a change in the cost of fuel
  
IF MODE<>1(CAR): The one way travel costs may be different because, for example, of a change in fares

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th>Option A</th>
<th>Option B</th>
</tr>
</thead>
<tbody>
<tr>
<td>One way travel time</td>
<td>#X# minutes</td>
</tr>
<tr>
<td>IF MODE=1(CAR): One way travel cost</td>
<td>£#X#</td>
</tr>
<tr>
<td>IF MODE&lt;&gt;1(CAR): One way travel fare</td>
<td></td>
</tr>
</tbody>
</table>

We will be asking you to state which option you think your employee should have chosen.

For each of the following pairs of options, carefully compare the two options and then state the one you think your employee should choose keeping in mind all of the circumstances of the #MODE2# journey at the time the journey was made and assuming that the only things that vary are the costs and times shown.

QSP1a On a scale where 1 = strongly disagree and 5 – strongly agree, please indicate to what extent you agree with the following statements about the choices you have just made. READ OUT

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree 1</th>
<th>Somewhat disagree 2</th>
<th>Neither agree nor disagree 3</th>
<th>Somewhat agree 4</th>
<th>Strongly agree 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>I was able to understand the choices I was faced with</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I found the options I was presented with realistic</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I was able to make choices that would reflect what would happen in real life</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I found it easy to choose between the options I was presented with</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
QSP1b IF QSP1aR1 = 1 ASK: Why were you unable to understand the choice scenarios as they were presented?

QSP1d IF QSP1aR4 = 1 ASK: Why was it difficult choosing between the options?

QSP1f IF QSP1aR2 = 1 ASK: What was unrealistic about the alternatives offered to you?

**SP2: Reliability – Car, Rail and Other PT**

**Business travel preferences**

And now we are going to present you with a number of choices between two situations. Please imagine that each situation is exactly the same as for the actual #LEG# part of the #MODE2# journey made by your employee at the time when the journey was made, except:

- **IF MODE=1 (CAR):** The one way travel time may be different because, for example, journey times can be reduced through improvements in traffic control
- **IF MODE= 2-9 (RAIL OR OTHER PT):** The one way travel time may be different because, for example, there is a change in the number of stops made by the service
  - IF MODE=1 (CAR): The one way travel costs may be different because, for example, of a change in the cost of fuel
- **IF MODE= 2-9 (RAIL OR OTHER PT):** The one way travel costs may be different because, for example, of a change in the ticket cost

In addition, we will ask you to consider the reliability of the #MODE2# journey.

You have said that this journey your employee made took #TIME#. If they made the same journey on another occasion then the travel time may be different because of, for example, [IF MODE=1] of breakdowns, unplanned roadworks or general traffic/[IF MODE=#IF 2-9#] faults with the track, incidents on the line.

Imagine that on five occasions they made the #MODE2# journey departing at the same time and on the same day of the week, the actual travel time varies for the reasons suggested above. We want you to think about that #MODE2# journey and look at the two options below, each of which show five possible travel times that could arise.

**IF MODE<>CAR SHOW: ‘Scheduled journey time’ instead of ‘Usual journey time’**
**IF MODE=CAR DON’T SHOW: Arrive:, # minutes late, on time**

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
</tr>
</thead>
<tbody>
<tr>
<td>One way fare:</td>
<td>#£x#</td>
<td>#£x#</td>
</tr>
<tr>
<td>Usual travel time:</td>
<td>#minutes#</td>
<td>#minutes#</td>
</tr>
<tr>
<td>Actual travel times</td>
<td>#x# minutes</td>
<td>#x# minutes</td>
</tr>
<tr>
<td></td>
<td>#x# minutes</td>
<td>#y#</td>
</tr>
<tr>
<td>Arrive:</td>
<td>#y#</td>
<td>#y#</td>
</tr>
</tbody>
</table>

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1. #y# = ‘#x# minutes early’ / ‘#x# minutes late’ or ‘on time’
   IF MODE=1(CAR) SHOW: ‘Usual in-vehicle travel time’ instead of ‘Usual travel time’
   IF MODE=1(CAR) SHOW: ‘One way fuel cost’ instead of ‘One way fare’
   IF MODE=1(CAR) DON’T SHOW: Arrive:, # minutes late, on time

We will be asking you to state what you think your employee should choose.

We would like you to consider these situations in the context of the [“outward/return” DP:
THIS MUST BE THE SAME AS FOR “SP1 TIME V COST ABSTRACT SP CAR AND RAIL AND OTHER PT”] leg of
the journey.

For each of the following pairs of options, carefully compare the two options and then state
which one your employee should have chosen keeping in mind all of the circumstances of
the #MODE2# journey at the time the journey was made and assuming that the only things
that vary are the costs and times shown.

QSP2a On a scale where 1 = strongly disagree and 5 – strongly agree, please indicate to what
extent you agree with the following statements about the choices you have just
made. READ OUT

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Somewhat disagree</th>
<th>Neither agree nor disagree</th>
<th>Somewhat agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I was able to understand the choices I was faced with</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I found the options I was presented with realistic</td>
<td></td>
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<tr>
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</table>

QSP2b IF QSP2aR1 = 1 ASK: Why were you unable to understand the choice scenarios as they were presented?

QSP2c IF QSP2aR4 = 1 ASK: Why was it difficult choosing between the options?

QSP2d IF QSP2aR2 = 1 ASK: What was unrealistic about the alternatives offered to you?

QSP2e When making your choices, which of the following aspects did you consider? READ OUT

Cost
Usual travel time
The arrival times
The actual travel times
Other (please type in)

**SP3 – IF CAR: Time v Cost v Types of time**

**Business travel preferences**

And now we are going to present you with a number of choices between two situations where we may change the amount of time your employee spends in free flowing traffic and the amount of time your employee spends in light and heavy congested traffic.

We will also show you changes to travel times and costs.

Please imagine that each situation is exactly the same as for the actual #LEG# part of the car journey made by your employee at the time they made the journey except for the changes described.

The situations will be presented in the following manner:

<table>
<thead>
<tr>
<th></th>
<th>Option A</th>
<th>Option B</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>One way cost</strong></td>
<td>£#X#</td>
<td>£#X#</td>
</tr>
<tr>
<td><strong>Travel time in different traffic conditions</strong></td>
<td>#minutes# in heavy congestion #minutes# in light congestion #minutes# in free flowing traffic</td>
<td>#minutes# in heavy congestion #minutes# in light congestion #minutes# in free flowing traffic</td>
</tr>
</tbody>
</table>

We will be asking you to state what you think your employee **should** choose in each situation.

For each of the following pairs of options, carefully compare the two options and then state which one your employee should have chosen keeping in mind all of the circumstances of the #MODE2# journey at the time the journey was made and assuming that the only things that vary are the traffic conditions, costs and times shown.

**SP3b – IF RAIL OR OTHER PT: Time v Cost v crowding**

**Business travel preferences**

In the options below we will vary the crowding level and we will also show you changes to travel times and costs:

- **IF MODE= 2-3 AND 5 (RAIL, UNDERGROUND AND METRO):** The one way travel time may be different because, for example, there are slower or faster trains
- **IF MODE= 4 AND 6-9 (TRAM):** The one way travel time may be different because, for example, there are slower or faster trams
The one way travel costs may be different because of changes to fares.

Please imagine that each situation is exactly the same as for the actual #LEG# part of the #MODE2# journey made by your employee at the time they made the journey except for the changes described.

The situations will be presented in the following manner:

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</tr>
</thead>
<tbody>
<tr>
<td>One way travel time</td>
<td>#X# minutes</td>
<td>#Y# minutes</td>
</tr>
<tr>
<td>One way fare</td>
<td>£#X#</td>
<td>£#X#</td>
</tr>
<tr>
<td>Crowding level</td>
<td>No seats free – a few others standing</td>
<td>Plenty of seats free and did not have to sit next to anyone</td>
</tr>
</tbody>
</table>

We will be asking you to state what you think your employee should choose in each situation.

For each of the following pairs of options, carefully compare the two options and then state which one your employee should have chosen keeping in mind all of the circumstances of the #MODE2# journey at the time the journey was made and assuming that the only things that vary are the crowding level, costs and times shown.

QSP3a **ASK ALL**: On a scale where 1 = strongly disagree and 5 – strongly agree, please indicate to what extent you agree with the following statements about the choices you have just made. **READ OUT**

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QSP3b **IF QSP3aR1 = 1 ASK**: Why were you unable to understand the choice scenarios as they were presented?

QSP3c **IF QSP3aR4 = 1 ASK**: Why was it difficult choosing between the options?
QSP3d IF QSP3aR2 = 1 ASK: What was unrealistic about the alternatives offered to you?

QSP3e ASK IF #MODE# <> 1 (CAR): When making your choices, which of the following aspects did you consider? READ OUT
- Cost
- Journey Time
- Level of crowding

QSP3f ASK IF #MODE# = 1 (CAR): When making your choices, which of the following aspects did you consider? READ OUT
- Cost
- Time in heavy traffic
- Time in light traffic
- Time in free flowing traffic

Q26 - When making the choices between the different journey options, which, if any, of the following factors did you consider when determining whether the company would allow the employee to buy journey time savings: READ OUT
- Whether productive use could be made of the saved time
- Whether work can and would be done while travelling
- The employee’s wellbeing, when journeys are being made in unsocial hours and / or on a regular basis
- Avoiding overnight stays
- Amount of time at destination (eg with client or colleagues)
- Overall cost
- Overall journey time

Q27 - How did you assume the employee would have used saved time? MULTI RESPONSE
- To leave from home later / arrive home earlier
- To leave their workplace later / arrive back at their workplace earlier
- Spend more time at the destination on the same activity
- Fit in another activity at the destination
- Other (please type in)
- Didn’t consider this

Employee travel

Q28 - Approximately how many people does your business employ at the location where you are based (Full time equivalent)?
- 1-4
- 5-9
- 10-19
- 20-49
- 50-99
- 100-199
- 200+
- Don’t know

Q29
Q30
Q31
Q32
Q33  What is your company’s monthly spend on business travel (excluding VAT)?

**Business characteristics**

The next set of questions is about your organisation. If you operate from more than one location then they refer to the location you are based at.

Q34  Is the organisation UK owned?
   Yes
   No (please state nationality)

Q35  What type of organisation is this?
   Sole trader
   Partnership
   Limited company
   Public Limited Company
   Charitable organisation
   Public Sector organisation
   Other (please specify)

Q36  How many sites does your organisation work from?
   Single site  **GO TO Q38**
   Multiple sites in UK
   Single site in UK but other sites abroad
   Multiple sites in UK and other sites abroad

Q37  Is this site the headquarters of the organisation?
   Yes
   No

Q38  What was your organisation’s annual turnover during the last financial year or accounting period at this site? **READ OUT**
   Under £100,000
   £100,000 to £499,000
   £500,000 to £999,999
   £1m-£5m
   £5m to £10m
   Over £10m
   Don’t know
   Refused

Q38b  **IF Q36<>1 ASK:** And what was your organisation’s overall annual turnover during the last financial year or accounting period? **READ OUT**
   Under £100,000
   £100,000 to £499,000
   £500,000 to £999,999
   £1m-£5m
   £5m to £10m
   Over £10m
   Don’t know
   Refused

Q39  That was the last question. Thank you very much for taking part in this research.

Accent, on behalf of the Department for Transport, would like to thank you for taking
the time to complete this questionnaire. As mentioned, we will provide you with a £10 Amazon or Boots voucher or make a donation to a charity on your behalf. Charity donations will be divided equally between NSPCC (charity number 216401) and MacMillan Cancer Support (charity number 261017). Please tell us which you would prefer?
Amazon voucher
Boots voucher
Charity donation GO TO Q40

Q39B Q39=1 ASK: We will send your Amazon voucher to an email address, or if you prefer, to a postal address. You should receive it within four weeks. Please either enter your email address or full name and postal address if you would prefer it to be posted.
Q39=2 ASK: We will post the Boots voucher to your postal address. You should receive it within four weeks. In order for us to do so, please enter your full name and postal address.
IF Q39=1: Email address: please type in Postal address: please type in
IF Q39=2: Postal address: please type in

Q40 - We really appreciate the time that you have given us today. Would you be willing to be contacted again for clarification purposes or be invited to take part in other research for the Department for Transport?
Yes, for both clarification and further research -
Yes, for clarification only -
Yes, for further research only -
No -

Thank you for your help in this research

This research was conducted under the terms of the MRS code of conduct and is completely confidential. If you would like to confirm my credentials or those of Accent please call the MRS free on 0500 396999.

Please can I take a note of your name and where we can contact you for quality control purposes?
Respondent name: [CATI: DP, IMPORT FROM ID]
Telephone: [CATI: DP, IMPORT FROM TELNUMBER]

Interviewer Confirmation

Q41 I confirm that this interview was conducted under the terms of the MRS code of conduct and is completely confidential
Yes
No

SYSTEM INFORMATION
Time interview completed: