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 LongNon 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 -

Newcastle -
Oxford Street/Regent Street -

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? **INTERVIEWER, IF ON PLATFORM FOR TRAINS 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 - In which of these age groups are you? **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:

2750 Main Telephone recruitment questionnaire for SP surveys

SYSTEM INFORMATION: -
Date: -
Time interview started: -

FROM RDD SAMPLE:
POSTCODE

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

	Employee's Business	Commute	Other Non-Work
Car	200 SP of which 20 self-employed	200 SP	200 SP
Bus		100 SP	100 SP
Rail	200 SP of which 20 self-employed	200 SP	200 SP
Walk & Cycle		100 SP	100 SP

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 to4 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

Car	33%
Rail	33%
LRT	33%

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?

Yes
No **THANK AND CLOSE**

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**

CHECK QUOTAS

1-19	17%
20-49	17%
50-249	33%
250+	33%

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:

		Min:max
Agriculture, Forestry and Fishing	5%	5-12%
Mining and Quarrying; Electricity, Gas and Air Conditioning Supply; Water	5%	

Supply; Sewerage, Waste Management and Remediation Activities		
Manufacturing	10%	15-20%
Construction	10%	
Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles	2%	3-10%
Transportation and Storage	5%	
Accommodation and Food Service Activities	5%	7-13%
Information and Communication	5%	
Financial and Insurance Activities	10%	7-13%
Real Estate Activities	10%	7-13%
Professional, Scientific and Technical Activities	10%	7-13%
Administrative and Support Service Activities	5%	11-18%
Education	2%	
Human Health and Social Work Activities	5%	
Arts, Entertainment and Recreation	2%	
Other Service Activities	9%	6-12%

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

		Min:max
North East	3%	1-5%
North West	11%	8-14%
Yorkshire and the Humber	8%	6-10%
East Midlands	8%	6-10%
West Midlands	8%	6-10%
East of England	12%	9-15%
London	19%	16-22%
South East	19%	16-22%
South West	11%	8-14%

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.

MAIN CATI/ONLINE QUESTIONNAIRE

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.

LOCATION (FROM RECRUITMENT QUESTIONNAIRE)
MODE (FROM RECRUITMENT QUESTIONNAIRE)
car
train
bus
IF RQMODE = LRT AND LOCATION = MANCHESTER, BLACKPOOL, BIRMINGHAM, SHEFFIELD OR NOTTINGHAM, MODE = tram
IF RQMODE = LRT AND LOCATION = LONDON, MODE = Underground
IF RQMODE = LRT AND LOCATION = NEWCASTLE OR GLASGOW, MODE = metro
DATE (FROM RECRUITMENT QUESTIONNAIRE)
PURPOSE (FROM RECRUITMENT QUESTIONNAIRE)**:**
IF PURPOSE=1 RQPURPOSE = "commuting"
IF PURPOSE=2 RQPURPOSE = "employer's business"
IF PURPOSE=1 RQPURPOSE = " "

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

```
LEG:
IF Q1=1 LEG=1 LEG="outward"
IF Q1=1 LEG=2 LEG="return"
IF Q1=1 LEG=3 LEG=""

LEG2:
IF Q1=1 LEG=1 LEG="the outward part of your"
IF Q1=1 LEG=2 LEG="the return part of your"
IF Q1=1 LEG=3 LEG="your"
```

Q1B   Thinking about that journey, where did you start **#LEG2#**journey from? **ENTER POSTCODE IN BOX**
Click on the map below to show the starting location(i)[1], or enter the postcode (eg WD4 5RT) in the box.(i)[2] If you don't know the postcode please enter the address.

Q2   Is this your ….? **READ OUT**
home address **GO TO 0**
normal place of work **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 **main** reason for being at #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   **IF MODE = RAIL ASK:** At which rail station did #LEG2#train journey start?
IF MODE = UNDERGROUND ASK: At which Underground station did #LEG2#Underground journey start?
IF MODE = TRAM OR METRO ASK: At which stop did #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 ⓘ[3], or enter the postcode (eg WD4 5RT) in the box. ⓘ[4] 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[5]	**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= 3 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[6]	**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**
       Q17

MODE2
IF MODE = CAR MODE2 = in the car
IF MODE = TRAIN MODE2 = on the train
IF MODE = BUS MODE2 = on the bus
IF MODE = UNDERGROUND MODE2 = on the train
IF MODE = TRAM MODE2 = on the tram
IF MODE = METRO MODE2 = on the metro

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

Cycle
Taxi
Drove Car
Lift
Bus
other

Q24 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
IF NOT SOLUS: Could **not** sit with people travelling with me
IF SOLUS (IE Q13=1 AND Q14R1=0 AND Q14R2=0): A few seats free but had to sit next to someone. Some people were standing
IF NOT SOLUS: A few seats free but could not sit with people travelling with me. No one 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? <mark>READ OUT</mark>
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: <mark>READ OUT</mark>
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? <mark>READ OUT</mark>

.

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? <mark>READ OUT</mark>
Minutes
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

> **COST FOR TRAIN**
> IF Q31<>SEASON AND Q32=1 COST= Q33
> IF Q31<>SEASON AND Q32=2 COST= Q33/2
> IF Q31=1, 8 OR 11 COST= Q33/10
> IF Q31=2, 9 OR 12 COST= Q33/40
> IF Q31=3, 10 OR 13 COST= Q33/480

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?

> 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
L £0
H £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?

> **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)*£[7]

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?

---

[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?
	PREFERRED_ARRIVAL_TIME=Q46+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 **latest** time that you could have arrived without serious inconvenience?
	Not applicable

Q49	And what was the **earliest** time that you could have arrived without serious inconvenience?
	Not applicable
	ADD CHECK THAT SAME OR BEFORE Q48B

Business travel

Q50	**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?
	READ OUT MULTI RESPONSE
	A company vehicle
	A fixed budget for your travel
	Reimbursement of travel costs
	DO NOT READ OUT
	No, none of the above'
	I do not do make any business travel **GO TO SP**

Q52	**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:

	Option A	**Option B**
IF MODE=CAR: One way travel time by car **IF MODE<>CAR: One way travel time on #MODE#**	#X# minutes	#Y# minutes
IF MODE=CAR: One way fuel cost **IF MODE<>CAR: One way #MODE# fare**	£#X#	£#Y#

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:

	Bus	**#ALTMODE#**
One way in vehicle travel time	#X# minutes	#Y# minutes
One way fare	Free	£#X#
Frequency	Every #X# minutes	Every #Y# minutes

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. |

	Strongly disagree 1	Somewhat disagree 2	Neither agree nor disagree 3	Somewhat agree 4	Strongly agree 5
I was able to understand the choices I was faced with					
I found the options I was presented with realistic					
I was able to make choices as in real life					
I found it easy to choose between the options I was presented with					

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:

Option A	**Option B**
One way fare: #£x#	One way fare: #£x#
Usual travel time: #minutes#	Usual travel time: #minutes#

Actual travel times	**Arrive:**	**Actual travel times**	**Arrive:**
#x# minutes	#y#[1]	#x# minutes	#y#[1]
#x# minutes	#y#[1]	#x# minutes	#y#[1]
#x# minutes	#y#[1]	#x# minutes	#y#[1]
#x# minutes	#y#[1]	#x# minutes	#y#[1]
#x# minutes	#y#[1]	#x# minutes	#y#[1]

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.

	Strongly disagree 1	Somewhat disagree 2	Neither agree nor disagree 3	Somewhat agree 4	Strongly agree 5
I was able to understand the choices I was faced with					
I found the options I was presented with realistic					
I was able to make choices as in real life					
I found it easy to choose between the options I was presented with					

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:

	Option A	Option B
Travel time in different traffic conditions	#minutes# in heavy traffic #minutes# in light traffic #minutes# in free flowing traffic	#minutes# in heavy traffic #minutes# in light traffic #minutes# in free flowing traffic
One way cost	£#X#	£#X#

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:

	Option A	Option B
Time travelling at normal speed **Time slowing down or in congested traffic** **Time bus spends at bus stops**	#x# minutes #y# minutes #a# minutes	#x# minutes #z# minutes #b# minutes
One way fare	£#X#	£#X#
Frequency	Every #X# minutes	Every #Y# minutes

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

Birmingham Moor Street
Stoke-on-Trent
Stafford
Nuneaton
Rugby
Peterborough

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?
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

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 =** London Midland
  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

	#OPERATOR#	#ALT OPERATOR#
One way train time	#X# minutes	#Y# minutes
One way train fare	£#X#	£#X#
Frequency	Every #X# minutes	Every #Y# minutes

IF LOCATION=1-3

	#OPERATOR#	#ALT OPERATOR#	#ALT OPERATORB#
One way train time	#X# minutes	#Y# minutes	#Y# minutes
One way train fare	£#X#	£#X#	£#X#
Frequency	Every #X# minutes	Every #Y# minutes	Every #Y# minutes

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:

	#MODE#	**#ALTMODE#**
One way travel time	#X# minutes	#Y# minutes
One way fare	£#Y#	£#X#
Frequency	Every #X# minutes	Every #Y# minutes

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:

	Option A	Option B
One way travel time	#X# minutes	#Y# minutes
One way fare	£#X#	£#X#
Crowding level when you boarded[8]	No seats free – a few others standing	Plenty of seats free and did not have to sit next to anyone

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**

---

[8] 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.

	Strongly disagree 1	Somewhat disagree 2	Neither agree nor disagree 3	Somewhat agree 4	Strongly agree 5
I was able to understand the choices I was faced with					
I found the options I was presented with realistic					
I was able to make choices as in real life					
I found it easy to choose between the options I was presented with					

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 CHARACTERISTICSQ61W:** 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

---

other (please type in)

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)

Q69   **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)

Q70   What are your typical weekly working hours? **PLEASE ENTER THE TOTAL NUMBER OF HOURS**
LOW 0
HIGH 168
Allow Decimals, Ie 37.5

Q71   **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)

Q71B   **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

Q72   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,

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
£40-50K
£50-75K
£75-100K
More than £100K
DON'T READ OUT DON'T SHOW FOR ONLINE (BUT ALLOW QUESTION TO BE UNANSWERED)
Don't know
Refusal

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? **READ OUT**

Under £10K
£10-20K
£20-30K
£30-40K
£40-50K
£50-75K
£75-100K
More than £100K
DON'T READ OUT DON'T SHOW FOR ONLINE (BUT ALLOW QUESTION TO BE UNANSWERED)
Don't know
Refusal

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 **GO TO 0**

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
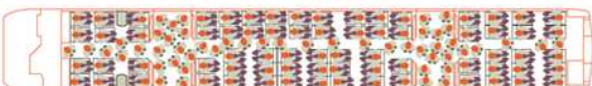Yes, for clarification only
Yes, for further research only
No
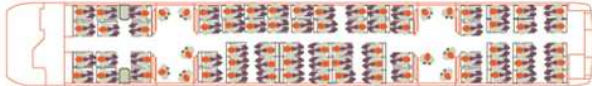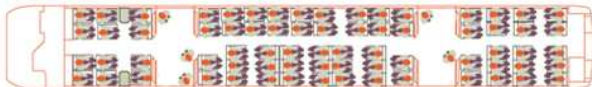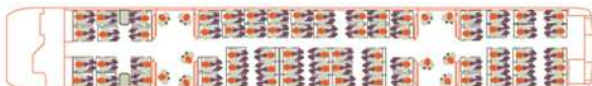
Thank you for your help in this research

Train crowding levels

#	Type	Description
1	Seated	50% of seats occupied
2	Seated	75% of seats occupied
3	Seated	100% of seats occupied
4	Seated	100% of seats occupied two people stood around door
5	Seated	100% of seats occupied eight people stood around each door
6	Standing	100% of seats occupied one person stood around door
7	Standing	100% of seats occupied two people stood around door
8	Standing	100% of seats occupied four people stood around each door
9	Standing	100% of seats occupied eight people stood around each door
10	Standing	100% of seats occupied people stood around each door and in the aisles

2750 – VTTS RP Questionnaire Main CATI/ONLINE

Location (from RQ)

1 Birmingham New Street -
2 Birmingham Snow Hill -
3 Birmingham Moor Street -
4 Stoke-on-Trent -
5 Stafford -
6 Nuneaton -
7 Rugby -
9 Peterborough -

Birmingham New Street-London Euston (London Midland or Virgin Trains) -
Birmingham Snow Hill, Birmingham Moor Street -London Marylebone (Chiltern Railways) -
Stoke-on-Trent, Stafford, Nuneaton, Rugby-London Euston (London Midland or Virgin Trains) -

Peterborough-London Kings Cross (Great Northern/East Coast) -

---

Department
for Transport

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

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 you 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 Northern -
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

---

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=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=1-9 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 =1 OPERATORB2 = Virgin Trains
IF Q13B = 2 OR IF Q19=2 AND LOCATION=4-7 AND Q13 OR Q16 =2 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

#LOCATION# and London by #OPERATOR# scheduled to take? -

IF Q2=2 (RETURN LEG) ASK: 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   **IF LOCATION = 1-3 ASK:** 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   **IF LOCATION = 1-3 ASK:** 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?

STATION IN LONDON
IF LOCATION = 4-7 STATION IN LONDON = London Euston
IF LOCATION = 1-OPERATOR = VIRGIN OR LONDON MIDLAND STATION IN LONDON = London Euston
IF LOCATION = 1-3 AND OPERATOR = CHILTERN RAILWAYS STATION IN LONDON = London Marylebone
IF LOCATION = 9 STATION IN LONDON = London King's Cross

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 ⓘ[4], or enter the postcode (eg WD4 5RT) in the box. ⓘ[5] 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#? <mark>**READ OUT**</mark>

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#? <mark>**READ OUT**</mark>

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

CHOSEN 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)

CHOSEN 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) -

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 -

IF Q74 CARS+VANS+MOTORCYCLES>1 Q74 VANS>0: Vans: -
IF Q74 CARS+VANS+MOTORCYCLES>1 Q74 MOTORCYCLES>0 Motorcycles: -
LOW 0 -
HIGH 9 -

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

£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

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

2750 Employers Business Main Questionnaire

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.

MODE (FROM RECRUITMENT QUESTIONNAIRE)
Car
Rail
London Underground
Manchester Metrolink
Tyne & Wear Metro
Sheffield Supertram
Midland Metro
Nottingham Express Transit
Blackpool Tramway

MODE2
IF MODE = 1 MODE2 = car
IF MODE = 2 MODE2 = train
IF MODE = 3 MODE2 = Underground
IF MODE = 4 MODE2 = tram
IF MODE = 5 MODE2 = metro
IF MODE = 6 MODE2 = tram
IF MODE = 7 MODE2 = tram
IF MODE = 8 MODE2 = tram
IF MODE = 9 MODE2 = tram

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**
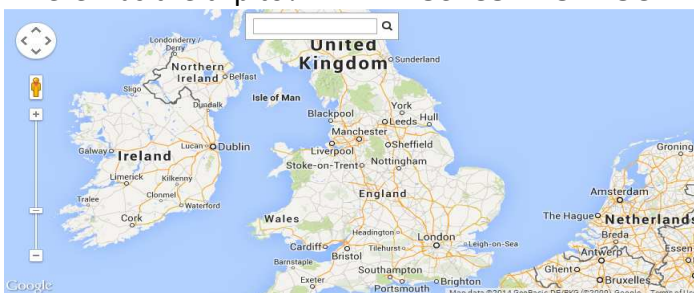senior -
middle ranking -
junior -

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%**

L 0%
H 100%

Q11C   And on the **return** leg?
L 0%
H 100%

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**
L 0%
H 100%

Q11g   And on the **return** leg? **ENTER PERCENTAGE**
L 0%
H 100%

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 ratePaid 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

Less than 30 minutes	
30-60 minutes	
1-2 hours	
Over 2 hours	

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

Less than 30 minutes	
30-60 minutes	
1-2 hours	
Over 2 hours	

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?
L 0
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

Not applicable – no company policy
Don't know

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**

	Yes, strictly	Yes, partially	No	Don't know	Not applicable
Class of travel					
Overnight stays					
Mileage claims					
Whether staff work while travelling					
How staff use their time on business trips					

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:

	Option A	**Option B**
One way travel time	#X# minutes	#Y# minutes
IF MODE=1(CAR): One way travel cost **IF MODE<>1(CAR): One way travel fare**	£#X#	£#Y#

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**

	Strongly disagree 1	Somewhat disagree 2	Neither agree nor disagree 3	Somewhat agree 4	Strongly agree 5
I was able to understand the choices I was faced with					
I found the options I was presented with realistic					
I was able to make choices that would reflect what would happen in real life					
I found it easy to choose between the options I was presented with					

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:

Option A	**Option B**
One way fare: #£x#	One way fare: #£x#
Usual travel time: #minutes#	Usual travel time: #minutes# -

Actual travel times	**Arrive:**	**Actual travel times**	**Arrive:**
#x# minutes	#y#[1]	#x# minutes	#y#[1]
#x# minutes	#y#[1]	#x# minutes	#y#[1]

#x# minutes	#y#[1]	#x# minutes	#y#[1]
#x# minutes	#y#[1]	#x# minutes	#y#[1]
#x# minutes	#y#[1]	#x# minutes	#y#[1]

1. #y# = '#x# minutes early' / '#x# minutes late' or '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**

	Strongly disagree 1	Somewhat disagree 2	Neither agree nor disagree 3	Somewhat agree 4	Strongly agree 5
I was able to understand the choices I was faced with					
I found the options I was presented with realistic					
I was able to make choices that would reflect what would happen in real life					
I found it easy to choose between the options I was presented with					

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:

	Option A	Option B
One way cost	£#X#	£#X#
Travel time in different traffic conditions	#minutes# in heavy congestion #minutes# in light congestion #minutes# in free flowing traffic	#minutes# in heavy congestion #minutes# in light congestion #minutes# in free flowing traffic

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:

	Option A	Option B
One way travel time	#X# minutes	#Y# minutes
One way fare	£#X#	£#X#
Crowding level	No seats free – a few others standing	Plenty of seats free and did not have to sit next to anyone

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**

	Strongly disagree 1	Somewhat disagree 2	Neither agree nor disagree 3	Somewhat agree 4	Strongly agree 5
I was able to understand the choices I was faced with					
I found the options I was presented with realistic					
I was able to make choices that would reflect what would happen in real life					
I found it easy to choose between the options I was presented with					

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: