User feedback exercise for the 2020 National Travel Survey

Findings and actions to take forward

July 2019

Contents

Executive summary

Introduction

1   The National Travel Survey (NTS) is a world leading, gold standard diary-based travel survey. To continue to remain so, the Department for Transport are undertaking work to change the survey in some fundamental ways since it was started over 50 years ago.

2   This work includes ensuring that questions in the survey are relevant and take account of developing travel trends and travel technologies.

3   In June 2019 we conducted an online user feedback survey to address this. The survey asked users for feedback on 16 proposals to remove, alternate or change some questions in the NTS.

4   This survey was published publicly on the GOV.UK website allowing anybody to respond. The NTS team also emailed their user list including individuals and other wider stakeholder groups, making them aware of the survey.

5   This document presents the findings of the user feedback survey and outlines the actions that will be taken forward based upon the feedback received.

Findings

6   There were 13 responses to the user feedback survey and an additional response sent via e-mail. Eight of these responses were from individuals, 5 were representing the views of an organisation and one preferred not to say.

7   Respondents were asked whether they agreed or disagreed to 15 of the 16 proposals and the remaining proposal asked respondents for suggestions how to improve the road accident questions in the survey.

8   The majority of respondents agreed or strongly agreed to 12 out of 15 proposals, although the small sample size should be noted.

9   Respondents were given the opportunity to list their reasons against the proposals if they disagreed, and these were taken into account when deciding whether the proposals should be implemented.

10   After taking all evidence into account, 11 out of 15 of the proposals had significant support from users and so these proposals will be implemented.

11   The 4 proposals which will not be implemented are removing type of accommodations (section A), removing driving licence questions (section H), removing transport related barriers to work questions (section J) and removing ease/difficulty to work questions (section M). The user feedback survey revealed there was significant user demand for these questions and so they will remain in the NTS, although in the interests of reducing burden they will not be asked every year.
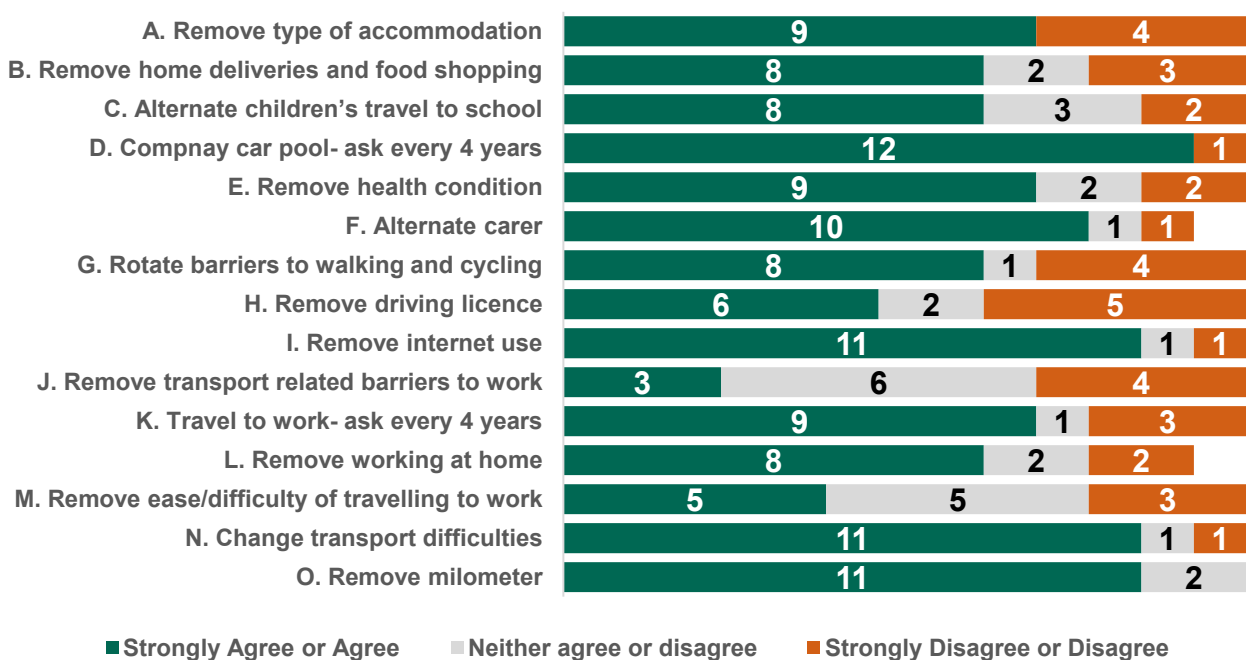
1. Introduction

1.1 The National Travel Survey (NTS) is a world leading, gold standard diary-based travel survey. To continue to remain so, the Department for Transport are undertaking work to change the survey in some fundamental ways since it was started over 50 years ago. Recent developments over the last couple of years include:

- Developing new methods for capturing travel information to replace the existing paper diary
- Testing the impact of changes to the incentive structure of the survey
- Changing the advance letter sent to respondents to increase response rates
- Numerous methodological changes to improve data quality, such as collecting short walks data on the first day of the respondent travel diary, rather than the last day.
- Developing an NTS panel of respondents to contact for follow-up research (the 'National Travel Attitudes Study')

1.2 We also want to ensure that questions in the survey are relevant and take account of developing travel trends and travel technologies and conduct regular exercises to ask for user feedback on proposals to remove, alternate or change some questions in the NTS.

1.3 In June 2019 we conducted an online user feedback survey with proposed changes to the National Travel Survey for 2020. The survey asked users for feedback on 16 proposals to remove, alternate or change some questions in the NTS.

1.4 This survey was published publicly on the GOV.UK website allowing anybody to respond. The NTS team also emailed their user list, consulted internally, and emailed some wider stakeholder groups, to make them aware of the survey.

1.5 This document presents the findings of the user feedback survey and outlines the actions that will be taken forward based upon the feedback received.

1.6 The full document outlining the full detail of the proposals, the Annexes with the questions and the reasons behind them can be found here.

2. Findings

Summary

2. There were 13 responses to the user feedback survey and an additional response sent via e-mail. Eight of these responses were from individuals, 5 were representing the views of an organisation and one preferred not to say.

2.1 This is a rather low number of responses and the small sample size must be taken into consideration when interpreting these results.

2.2 A possible reason for the low response rate could be that although the NTS user list consists of a large number of individuals/organisations who have previously contacted the NTS team with data queries, it is probable that a significant amount of these contacts are either light or no longer active users of NTS data. Also, some people may have felt these questions did not have much relevance for them, even if they made significant use of the NTS.

2.3 There were 16 proposals, 15 of which we asked respondents whether they agreed or disagreed with the proposal and 1 where we asked users for suggestions on how to improve a section of the survey.

2.4 The majority of respondents agreed or strongly agreed to 12 out of 15 proposals, and only one proposal where more respondents disagreed than agreed to a proposal. There were between 12 or 13 responses for each question (questions could be skipped which is why there were not 13 responses to each question).

Proposal	Strongly Agree or Agree	Neither agree or disagree	Strongly Disagree or Disagree
A. Remove type of accommodation	9		4
B. Remove home deliveries and food shopping	8	2	3
C. Alternate children's travel to school	8	3	2
D. Compnay car pool- ask every 4 years	12		1
E. Remove health condition	9	2	2
F. Alternate carer	10	1	1
G. Rotate barriers to walking and cycling	8	1	4
H. Remove driving licence	6	2	5
I. Remove internet use	11	1	1
J. Remove transport related barriers to work	3	6	4
K. Travel to work- ask every 4 years	9	1	3
L. Remove working at home	8	2	2
M. Remove ease/difficulty of travelling to work	5	5	3
N. Change transport difficulties	11	1	1
O. Remove milometer	11	2	

■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.5 Respondents were given the opportunity to list their reasons against the proposals if they disagreed, and these were taken into account when deciding whether the proposals should be implemented.

2.6 After taking all evidence into account, 11 out of 15 of the proposals had significant support from users and so these proposals will be implemented.

2.7 The 4 proposals which will not be implemented are removing type of accommodation (section A), removing driving licence questions (section H), removing transport related barriers to work questions (section J) and removing ease/difficulty to work questions (section M). The user feedback survey revealed there was significant user demand for these questions and so they will remain in the NTS, although in the interests of reducing burden they will not be asked every year.

2.8 There were additional suggestions from users that went beyond the topic of the 16 proposals and these suggestions will be considered in the development in future surveys.

2.9 A summary of the proposals and whether they will be implemented or not is presented in Table 1.

Proposal	Implement proposal?
A. Remove type of accommodation questions	No - ask every 4 years
B. Remove home deliveries and food shopping questions	Yes
C. Ask children's travel to school questions in alternate years	Yes
D. Ask company car pool question every 4 years	Yes
E. Remove health condition questions	Yes - BusPrb95 will be removed but GenHeal will be kept due to user demand
F. Ask carer questions in odd years	Yes
G. Rotate barriers to walking and cycling questions each year	Yes
H. Remove driving licence questions	No - ask in alternate years
I. Remove internet use question	Yes
J Remove transport related barriers to work questions	No - ask every 4 years and in panel if needed
K. Ask travel to work questions every 4 years	Yes
L. Remove working at home questions	Yes - and investigate if more relevant questions could be asked instead
M. Remove easy/difficulty of travelling to work questions	No – continue to ask in alternate years
N. Change transport difficulties section of the survey	Yes
O. Remove milometer questions	Yes
P. Review road accident section of the survey (respondents asked for suggestions how to improve this section)	Suggestions included investigating under/over reporting effects, researching existing literature and only asking about accidents in the last 12 months
Q. Other suggestions - user suggestions included making NTS data more accessible, providing more information on the NTS Panel, local sample boosts and revising age bands used in published tables	The NTS team will continue its development of an Interactive Tool to make data more accessible, provide more information about the NTS Panel in future publications, consider sample boosts and review whether age bands should be revised.

Table 1 Summary of proposals and whether they will be implemented

A. Type of accommodation

2.10 The relevant questions are listed in Annex A. We proposed to remove these questions from the survey.

2.11 The reasons for the proposal were:

- We haven't identified a user need for these questions. We are not aware of any users who perform analyses involving type of accommodation (e.g. house, flat or bungalow), and instead it is much more common to analyse by household income quintiles or social class.

- Note that we are not proposing to remove question *Ten1*, which asks if the household owns or rents their accommodation, which does have an identified user need as it is used for weighting NTS results.

2.12 Nine respondents agreed or strongly agreed with this proposal and 4 disagreed or strongly disagreed

9	4

■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.13 Five respondents provided additional comments which included suggestions of potential analyses that could be conducted with this data, such as investigating whether housing type influences modal choice.

"If it were possible to identify [if] modal choice was influenced by housing type, this would have implications in town planning and public transport provision. This would only require the variable "Accom" to be asked although would potentially require a qualifying question asking about the provision of allocated parking provision."

Conclusion

2.14 There was some user interest for these questions and examples of potentially useful analyses were provided linking accommodation and travel behaviour. There is however a lot of data already available from previous years to perform these sorts of analyses and there is little year-on-year change in the responses to these questions.

2.15 We therefore think that there is sufficient user interest to keep these questions but not a need to continue asking these questions every year.

2.16 **Action: Ask these questions every four years rather than remove**

B. Home deliveries and food shopping

2.17 The relevant questions are listed in Annex B. We proposed to remove these questions from the survey.

2.18 The reason for the proposal was:

- There is a user need for identifying the basic trends in online shopping. However we have not identified any ongoing use of the questions which go into detail asking about home deliveries and food shopping. It is these detailed questions which we are proposing to remove.

- This module of questions could be revisited in the future.

2.19 Eight respondents agreed or strongly agreed with this proposal and 3 disagreed or strongly disagreed

8	2	3

■ Strongly Agree or Agree　■ Neither agree or disagree　■ Strongly Disagree or Disagree

2.20 Three respondents provided additional comments, suggesting that these questions may become useful in the future and suggesting that they could build an evidence base of how online shopping affects travel habits.

"Seems this might be useful in the near future. Surprised no-one is using it."

"This question helps build up an evidence base of how on-line shopping effects travel habits."

Conclusion

2.21 Overall user feedback supported the proposal and no strong reasons were given as to why there might be an immediate need for the specific questions proposed to be kept. There are other questions in the NTS which can still capture online shopping trends.

2.22 **Action: Proceed with the proposal to remove these questions**

C. Children's travel to school

2.23 The relevant questions are listed in Annex C. We proposed to ask these questions in alternate years.

2.24 The reasons for the proposal were:

• These questions ask respondents about barriers to walking to school. The feedback we receive consistently from respondents via interviewers is that these questions, and those in section G, are the most repetitive and difficult for people to answer.

• We would like to reduce the burden on respondents; however there is some user need for the questions relating to children's travel to school. Asking these questions in alternate years would go some way to reducing the burden whilst still capturing the trends for users, as there is likely to be little year-on-year change.

2.25 Eight respondents agreed or strongly agreed with this proposal and 2 disagreed or strongly disagreed

8	3	2

■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.26 Four respondents provided additional comments. One respondent elaborated on their agreement with this proposal, one emphasized the importance of the data, one suggested making the questions less repetitive and one was concerned that many years would have to be combined to get a suitable sample size at a local level.

"The NTS questions are useful when used with results from local hands up surveys on mode of travel to school. In order to give more robust results at a local level it is necessary to combine results for several consecutive NTS surveys. I would prefer not to combine results over a minimum five year period, assuming I'm using three consecutive surveys. I understand that the NTS may be boosted to give usable results at local authority level. If this is the case, then ignore this objection."

Conclusion

2.27 Overall user feedback supported this proposal.

2.28 **Action: Proceed with the proposal to ask these questions in alternate years**

D. Company car pool

2.29 The relevant question is listed in Annex D. We proposed to ask this question every 4 years.

2.30 The reasons for the proposal were:

- The proportion of households in the survey who use a car from a company car pool is around 5% each year (around 250 households) and has varied little over the years. As a result of this relatively small sample size, we feel there is relatively limited information to be gained by continuing to ask whether participants use a car from a company car pool.

- Whilst limited information can be currently gained, it is possible this could become an emerging trend in the future and be of more interest. There is very little year-on-year change and so asking this question every four years should capture a change of trend if one emerges. If a change of trend does emerge then the question could potentially be asked more frequently again or included in the NTS Panel on an ad-hoc basis if is there is sufficient demand for it.

2.31 Twelve respondents agreed or strongly agreed with this proposal and 1 disagreed or strongly disagreed

12	1
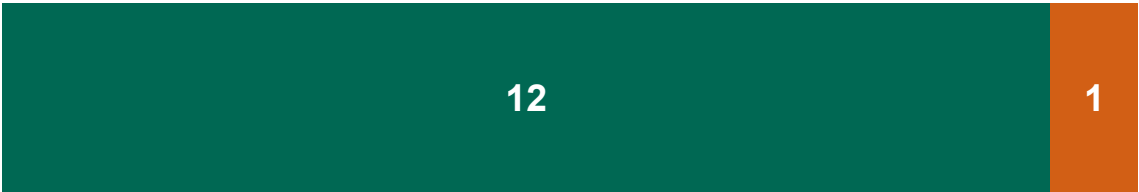
■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.32 One respondent was concerned 4 years was too long and another pointed out that similar information is captured elsewhere (although without the benefit of being able to link to other NTS data)

"Four years is too long. Govt and others should be encouraging car pooling and not be satisfied with small changes. Encourage it well and surely it will change more quickly?"

"This information is currently captured in the Public Attitudes Tracker."

Conclusion

2.33 Overall user feedback supported this proposal.

2.34 **Action: Proceed with the proposal to ask this question every 4 years**

E. Health condition

2.35 The relevant questions are listed in Annex E. We proposed to remove these questions from the survey.

2.36 The reason for the proposal was:

- There are a substantial number of questions regarding health condition and bus use and we want to keep all of these except for the GenHeal and BusPrb95 questions as we haven't found a user need for these specific questions. These questions take on average around 27 seconds to answer per person which is a disproportionate amount of survey time if there is no strong user need for these.

2.37 Nine respondents agreed or strongly agreed with this proposal and 2 disagreed or strongly disagreed

9	2	2

■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.38 Two respondents commented that these questions could be analysed with other parts of the survey.

"Useful to keep measures of disability to compare with travel behaviour."

"I think you should retain the general health question as it provides a context for other survey responses."

Conclusion

2.39 Overall user feedback supported this proposal. However some respondents wanted GenHeal kept as it could be used link health condition with travel behaviour.

2.40 **Action: Proceed with the proposal to remove BusPrb95 but GenHeal will remain in the survey**

F. Carer

2.41 The relevant questions are listed in Annex F. We proposed to ask these questions in odd years.

2.42 The reason for the proposal was:

- These two questions we added for 2019 and we do not currently feel there is an established user need to maintain these questions every year. Collecting this data every other year should continue to sufficiently meet user needs whilst reducing respondent burden.

2.43 Ten respondents agreed or strongly agreed with this proposal and 1 disagreed or strongly disagreed

10	1	1

■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.44 Two respondents commented that this data could become more important in the future

"The caring population is growing – I think asking the question every other year can work. They could certainly be simplified for future iterations (eg shorter response list for CareTime and Carer questions)"

Conclusion

2.45 Overall user feedback supported this proposal. Whilst it was noted that the data could become more important in the future, there were no strong reasons given as to why they should not be asked in alternate years.

2.46 **Action: Proceed with the proposal to ask these questions in odd years**

G. Barriers to walking and cycling

2.47 The relevant questions are listed in Annex G. We proposed to rotate these questions each year.

2.48 The reasons for the proposal were:

- This is a substantial block of questions which can take up to 5 minutes per individual to complete, depending on routing. On average, these questions add 2 minutes to the overall length per household. Furthermore, as noted in section C, the feedback we receive from interviewers is that these questions, and those in section C, are the most difficult for people to answer.

- We propose to ask the barriers to walking questions in a different year to the barriers to cycling questions to reduce burden whilst still meeting user need.

2.49 Eight respondents agreed or strongly agreed with this proposal and 4 disagreed or strongly disagreed

8	1	4

■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.50 Three respondents felt that the questions were too important to rotate and another respondent was concerned having to combine more survey years to get a suitable sample size at local level.

"Walking and cycling are too important from personal health and public health (air pollution) aspects for them to be relegated to bi-annual questions."

"At the moment it is very difficult to monitor attitudes to walking at a local level. In order to give more robust results at a local level it is necessary to combine results for several consecutive NTS surveys. I would prefer not to combine results over a minimum five year period, assuming I'm using three consecutive surveys. I understand that the NTS may be boosted to give usable results at local authority level. If this is the case, then ignore this objection."

Conclusion

2.51 Whilst it is acknowledged some users would prefer all the questions to be asked each year, we do have a duty to balance user needs against the burden placed on respondents, as outlined in Part 5 of the Value section in the Code of Practice for Statistics. Rotating questions will reduce burden and still provide data for users.

2.52 **Action: Proceed with the proposal to rotate these questions in alternate year**

H. Driving licence

2.53 The relevant questions are listed in Annex H. We proposed to remove these questions from the survey.

2.54 The reason for the proposal was:

* There is a user need to identify the basic trends in driving licences but there are some questions where we have not been able to identify any user need. It is these questions which we are proposing to remove.

* The first question we have not identified a use for asks respondents who hold a licence but do not drive why they don't drive. There is also a set of questions asking respondents who do not hold a licence if they have held one in the past.

* There is an existing time series for these data and these could be reinstated in the future if there is no user need now, but it grows in the future.

2.55 Six respondents agreed or strongly agreed with this proposal and 5 disagreed or strongly disagreed

6	2	5

■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree
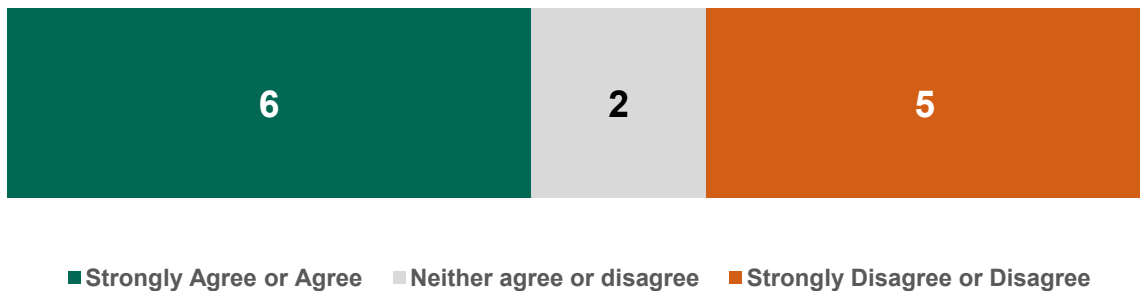
2.56 Four respondents commented that they find this data useful for tracking driving patterns amongst older people, with three of these respondents commenting that they would be satisfied with these questions in alternate years. One respondent commented that they did not know if they could obtain this information elsewhere.

"If there are other ways we can find out at what age people stop driving, then this can be dropped. Otherwise, we would prefer to retain this. We are unsure if we can get this information elsewhere, and knowing barriers to driving amongst an aging population is important. Would be happy to get it less frequently, but think we should not lose it altogether."

Conclusion

2.57 This exercise revealed that there is a user need for these questions although they can be met by asking these questions in alternate years.

2.58 **Action: Ask these questions in alternate years rather than remove**

I. Internet use

2.59 The relevant question is listed in Annex I. We proposed to remove this question from the survey.

2.60 The reasons for the proposal were:

• The question we are proposing to remove is related to which type of device (e.g. smartphone) the respondent uses to access the internet. We have not identified a specific user need for this question.

• Most online services are now generally expected to be compatible across devices, which makes it less relevant to understand which types of device the respondent uses and we are more interested in what the respondent is using the internet for in terms of their travel.

2.61 Eleven respondents agreed or strongly agreed with this proposal and 1 disagreed or strongly disagreed
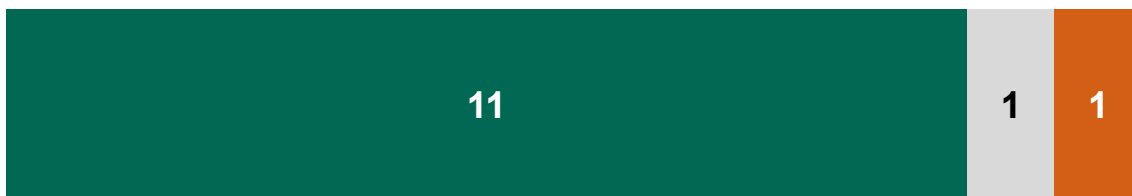
■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.62 One respondent disagreed commenting that they wanted to understand the types of people who do not have access to the internet or own a smartphone.

"As a bus operator we are keen to understand the needs of the people who a) do not have access to the internet at all (to access online information) or b) do not have a smartphone (to be able to access mobile-ticketing) so this question enables us to identify both types of people. If there is an alternative simple question 'do you have access to the internet' and 'do you have a smartphone' then that would suffice."

Conclusion

2.63 The majority of users agreed with the proposal to ask these questions in alternate years.

2.64 **Action: Proceed with the proposal to remove this question**

J. Transport related barriers to work

2.65 The relevant questions are listed in Annex J. We proposed to remove these questions from the survey.

2.66 The reason for the proposal was:

- The 2018 user feedback exercise proposed to ask these questions in alternate years. The majority of users agreed with this proposal however it also appeared that there was not a strong need for these questions at all. Given this finding, it may be more appropriate to remove these questions from the NTS and place them in the NTS Panel Survey on an ad-hoc basis if the user need arises.

2.67 Three respondents agreed or strongly agreed with the proposal to alternate the cycling to work questions and 4 disagreed or strongly disagreed. Six people neither agreed or disagreed

3	6	4

■ **Strongly Agree or Agree**   ■ **Neither agree or disagree**   ■ **Strongly Disagree or Disagree**

2.68 Six respondents provided additional comments, of which 4 indicated how this data was useful for them in understanding social mobility and jobs accessibility. One respondent suggested that the questions might be better placed in the Annual Population Survey and another commented that this data would be useful to them if a large enough sample could be obtained at local authority level.

"These can be important in assessing transport as a barrier to people accessing jobs. Given the work that is going on Local Industrial Strategies and skills this question should be retained."

Conclusion

2.69 This exercise revealed that there is some user need for these questions. The NTS is not however necessarily the most suited survey for these questions as they are applicable to less than 5% of respondents. These questions have been asked since 2009 and responses have been stable over time, so it may be more appropriate to ask these questions less frequently on the main survey and ask them on the panel on an ad hoc basis when needed.

2.70 **Action: Ask these questions every 4 years and on an ad-hoc basis on the NTS panel when needed rather than remove**

K. Travel to work

2.71 The relevant questions are listed in Annex K. We proposed to ask these questions every 4 years.

2.72 The reason for the proposal was:

- We feel that asking this question every four years should capture a change of trend if one emerges. If a change of trend does emerge then the question could potentially be asked more frequently again or included in the NTS Panel on an ad-hoc basis if is there is sufficient demand for it.

2.73 Nine respondents agreed or strongly agreed with this proposal and 3 disagreed or strongly disagreed

9	1	3

■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.74 One respondent commented the need to have up to date data and another commented that asking this question every 4 years could be too slow to capture a trend.

"You would catch a trend after 8 or 12 years. Not good enough. It should be a government policy objective to move workers out of solo cars and into other modes urgently as this would address many wider policy objectives for health, economy, air quality, congestion collisions . Knowing something is changing over after 12 years is inadequate."

Conclusion

2.75 Overall there was support for this proposal. The concern about a potentially long time period to recognise a trend is acknowledged, however this can be mitigated by reintroducing the question more frequently if there is a significant change from the last time the question was asked.

2.76 **Action: Proceed with the proposal to ask these questions every 4 years**

L. Working at home

2.77 The relevant questions are listed in Annex L. We proposed to remove these questions from the survey.

2.78 The reasons for the proposal were:

- There is a user need identifying working at home trends; however we have not identified a use of the questions which ask why respondents don't work from home more often (if they don't work from home but could, or don't always work from home) or what they use when they do work from home (e.g. laptop, internet).

- It is these detailed questions which we are proposing to remove.

2.79 Eight respondents agreed or strongly agreed with this proposal and 2 disagreed or strongly disagreed

■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.80 Two respondents commented that these questions might potentially be able to help inform policy decisions, and another respondent suggested revising the questions so that they are up to date with technological trends.

"If many people think that they could work from home but employers don't allow it AND it becomes policy to encourage home working to save on transport costs (£, health, etc.) then having detail on why could help develop policy - e.g. nudge vs regulation."

"Given the technological changes in the world of work, and its impact on travel, think it's important to ask questions like this. Appreciate these were developed a while back when 4G and 5G perhaps weren't around so suggest developing new questions and asking then in ODD years."

Conclusion

2.81 There was general support for this proposal and no strong user need was established for these questions. These questions were designed some time ago and there may be more relevant questions to ask now.

2.82 **Action: Proceed with the proposal to remove these questions and also investigate if more relevant work from home questions could be developed**

M. Ease/difficulty of travelling to work

2.83 The relevant questions are listed in Annex M. We proposed to remove these questions from the survey.

2.84 The reasons for the proposal were:

- There are many questions in this section and it can take up to two and a half minutes to answer them, depending on routing. On average, this section adds 20 seconds to the overall survey length.

- There is user interest in the questions asking how difficult respondents find it to travel to work if their usual mode was unavailable and so we propose to keep these questions. However there is no known strong user need for the questions relating to the difficulty of travelling to work via the usual mode of the respondent. The questions we propose to remove take on average 118 seconds to complete per person and add 11 seconds to the survey overall. These questions therefore place a disproportionate burden on participants and creates a significant opportunity cost as potentially more useful questions could be asked instead.

2.85 Five respondents agreed or strongly agreed with this proposal and 3 disagreed or strongly disagreed. Five respondents neither agreed nor disagreed.

5	5	3
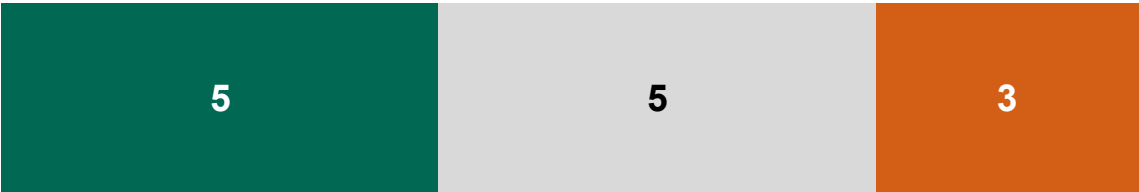
■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.86 Three respondents commented how this data was useful for them. Examples of uses given were assessing how travel difficulties may act as a barrier to employment, highlighting improvement needs and feeding into the sustainability strand for the UK Strategic framework.

"This kind of evidence could be really useful for informing [whether people are] switching modes to more active and sustainable modes of travel. I'd suggest revisiting the questions, checking all response items are still relevant and asking them every other year to track trends."

Conclusion

2.87 This exercise revealed that there is a user need for these questions although they can be met by asking these questions in alternate years, which would help reduce respondent burden.

2.88 **Action: Continue to ask these questions in alternate years rather than remove**

N. Transport difficulties

2.89 The relevant questions are listed in Annex N. We proposed changing this section of the survey.

2.90 The reasons for the proposal were:

- There are many questions in this section and it adds around 20 seconds to the mean survey length. Further, for some individuals this section could take as long as four minutes, which is a disproportionate burden.

- We propose to keep OthdifN unchanged (asking which types of journeys respondents experience difficulties) and create a new follow on question asking which difficulties respondents generally experience in their journeys, instead of asking this for each particular type of journey as it is this what makes this section disproportionately long and repetitive.

2.91 Eleven respondents agreed or strongly agreed with this proposal and 1 disagreed or strongly disagreed

| 11 | 1 | 1 |
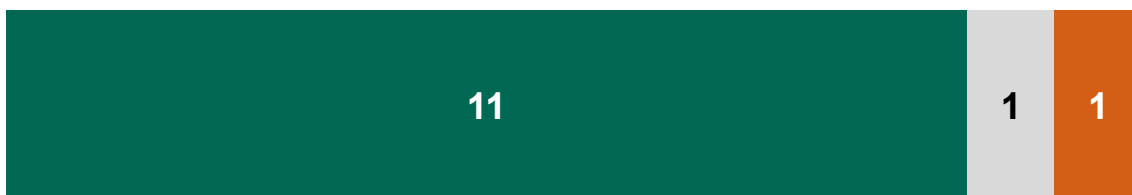
■ Strongly Agree or Agree   ■ Neither agree or disagree   ■ Strongly Disagree or Disagree

2.92 One respondent urged caution about combining questions if there is a variation in difficulties experienced by journey purpose.

"If the data showed that the difficulties experienced vary by journey purpose then we should be cautious about bundling them in one question."

Conclusion

2.93 Overall user feedback supported the proposal. There is a high correlation in difficulties experienced across journey purposes and so a general question should be able to capture the similar information with less burden. This can be tested and if findings support this then the questions can be changed, otherwise the questions will be kept as they are.

2.94 **Action: Proceed with the proposal to investigate changing this section of the survey**

O. Milometer

2.95 The relevant questions are listed in Annex O. We proposed to remove these questions from the survey.

2.96 The reason for the proposal was:

- We have not identified a long-term user need for these questions. They are questions designed to more correctly ascertain mileage where people used older-style milometers that started again at 100,000 miles. This is not an issue now with digital milometers.

2.97 Eleven respondents agreed or strongly agreed with this proposal and nobody disagreed or strongly disagreed

11	2

■ **Strongly Agree or Agree**   ■ **Neither agree or disagree**   ■ **Strongly Disagree or Disagree**

2.98 No additional comments were provided by respondents for this proposal.

Conclusion

2.99 User feedback supported the proposal.

2.100 **Action: Proceed with the proposal to remove these questions from the survey**

P. Road accidents
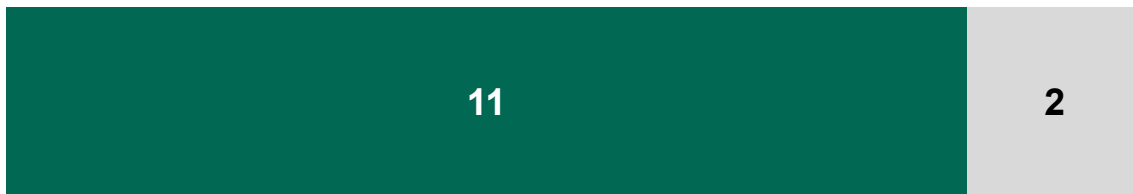
2.101 The relevant questions are listed in Annex P. We proposed to review this section of the survey.

2.102 The reasons for the proposal were:

- There is a strong user need for questions asking about road accidents in the last 12 months and 3 years. We are considering how to improve these questions as there appears to be recall error for at least one of these time periods.

- We would normally expect the number of people reporting an accident in the last 3 years to be around 3 times that reported in the last year; however the 3-year figure is consistently only around twice the 12 month figure. This indicates not all accidents are being recalled for the three year period and/or there is an over reporting of accidents in the last 12 months if respondents recall accidents more than a year ago in this response.

- The data gathered from these questions is used to calculate the figures in the RAS54 table series. This methodology is sensitive to the small sample size of NTS respondents who have been involved in road accidents and we would like to explore if there is a way to reduce this sensitivity and improve the methodology.

2.103 Four respondents provided a number of suggestions including: investigating the effects of potential under/over reporting in these questions, researching existing literature, liaising with the insurance industry, collecting data on injuries caused to pedestrians by falls not involving motor vehicles or cyclists and limiting asking about collisions in the last 12 months.

"It should be possible to find out whether there is a general pattern of under-reporting of 3 years or over-reporting of 12 months. I can imagine both these being at play. Even over-reporting for both time frames may be occurring e.g. reporting for 24 instead of 12 months and for 4-5 years instead of 3 years at similar rates could give results as reported. There may be scientific literature exploring this extant."

"Have links with the insurance industry been explored? This has been challenging locally but may be easier for DfT?"

"We would like this to be limited to asking about collisions in the last 12 months. In my opinion, most people are unlikely to have good recall of minor collisions after 12-18 months hence the discrepancy identified."

"An aspect for which we have almost no data is injuries caused to pedestrians by falls not involving motor vehicles or cyclists. It would be really useful to get better data on these accidents."

Conclusion

2.104 It will be reviewed how best to ask these questions and respondent suggestions will be taken into consideration during this process. Cognitive testing will be undertaken to investigate the effects of memory recall bias.

2.105 **Action: Proceed with the proposal to review this section the survey**

Q. Other suggestions

2.106 Participants were asked if they had any other suggestions how to improve the survey. There were several ideas and these will be considered.

2.107 Suggestions included:

- Making NTS data more accessible and in the format required by users. The NTS team has been exploring ways of making data more accessible and conducted a Discovery exploring the feasibility of designing an Interactive Tool, and this work is ongoing.

- Providing more information on how the NTS Panel will work going forward

- Sample boosts for local areas.

- Revising tables with age band breakdowns to split at age '65' rather than having a '60-69' age band

2.108 **Actions:**

- The NTS team will continue the work being undertaken exploring how to make data more accessible. The NTS dataset is hierarchical and complex and this makes it challenging to design a user friendly Interactive Tool but is something we are keen on producing. We are also looking to make the NTS datasets and code available in additional formats, such as R, on the UK Data Service. We will continue to endeavour to conduct ad-hoc analyses on behalf of our users as much as possible, although this is not always possible given our limited resources. It is also dependent on the size of the request and competing priorities at the time the request is made.

- More information about the NTS Panel will be provided in our future publications

- Sample boosts for local areas is something that is potentially possible, although costs and numerous other issues would need to be considered. Please contact the NTS team if your organisation/authority would like to discuss this further.

- Review the age bands used in published NTS tables and consider whether they need revising

3. Organisations who responded to the survey

2.109 The following organisations responded to the NTS user feedback survey:

- Leeds City Council
- SYPTE
- Liverpool City Region Combined Authority
- Transport for West Midlands (TfWM)
- Social and Behavioural Research - DfT
- Urban Transport Group
- Transport for Greater Manchester (provided feedback via email)

4. Annexes

Annex A.   Type of accommodation

Proposal: remove these questions

Questions asked of all households

Variable: Accom

    INTERVIEWER CODE: IS THE HOUSEHOLD'S ACCOMMODATION:

1. a house or bungalow
2. a self-contained flat, maisonette or apartment
3. a room or rooms (e.g. bedsit or flatlet)
4. other?

Variable: HseType

    INTERVIEWER CODE: IS THE HOUSE/BUNGALOW:

1. detached
2. semi-detached
3. terraced (including end–terrace)?

IF Household accommodation is a flat or maisonette (Accom = 2)

Variable: FltTypN

    INTERVIEWER CODE: IS THE FLAT/MAISONETTE:

1. Purpose-built (including in block or tenement or over shops)
2. Part of a converted house
3. Part of other converted building (e.g. former school, church or warehouse)
4. In a commercial building (e.g. in an office building or hotel)

IF Household accommodation is another type (Accom = 4)

Variable: AccOth

    INTERVIEWER CODE: IS THE ACCOMMODATION A:

1. caravan, mobile home or houseboat

2.   or some other kind of accommodation?

Question asked of all households

Variable: HLongA

How long have you (has [Name]) lived at this address? ...

1.   Less than 12 months

2.   12 months but less than 2 years

3.   2 years but less than 3 years

4.   3 years but less than 5 years

5.   5 years but less than 10 years

6. 10 years or more

Annex B.   Home deliveries and food shopping

Proposal: remove these questions

Asked in odd years only

Variable: FdFreq

And how often nowadays does the main food shopper for the household go to a shop to buy food or drink for the home?

Do not include going to buy lunch or a takeaway.

1. 3 or more times a week

2. Once or twice a week

3. Less than that but more than twice a month

4. Once or twice a month

5. Less than that but more than twice a year

6. Once or twice a year

7. Less than that or never

Variable: TravSh

How does the main food shopper usually travel when doing the main food shopping?

1. Underground, metro, light rail, tram
2. Train
3. Bus, minibus or coach
4. Motorcycle, scooter or moped
5. Car or van
6. Taxi/minicab
7. Bicycle
8. On foot
9. Does shopping online/shopping delivered
97. Other (please specify)

If selected other (TravSh=97)
Variable: XTravSh

Please specify other answer

If main food shopper usually travels on foot (TravSh=8)
Variable: TrShFo

What are the reasons the main food shopper walks when doing the food shopping?

1. It is quick
2. It is cheap / the cheapest way / free
3. It is the most convenient way
4. Enjoys walking
5. To keep fit / exercise
6. There is a choice of routes / can take routes which couldn't otherwise be taken
7. It's better for the environment / reduces CO_2 emissions
8. Flexibility / freedom / no waiting around
9. Don't own / have access to a car
10. No parking available
11. Can't cycle to destination
12. Public transport services don't meet needs
13. No particular reason
97. Other (please specify)

If other reason why usually travels by foot (If TrShFo=97)
Variable: TrShFoO
Please specify other reason

If main food shopper usually travels by bicycle (TravSh=7)
Variable: TrShBi
What are the reasons the main food shopper cycles when doing the food shopping?

1. It is quick
2. It is cheap / the cheapest way / free
3. It is the most convenient way
4. It is easy to park / lock up
5. Enjoys cycling
6. To keep fit / exercise
7. There is a choice of routes / can take routes which couldn't otherwise be taken
8. It's better for the environment / reduces CO_2 emissions
9. Flexibility / freedom / no waiting around
10. Don't own / have access to a car
11. No parking available
12. Can't walk to destination
13. Public transport services don't meet needs
14. No particular reason
97. Other (Please specify)

If other reason why usually travels by bicycle (If TrShBi=97)
Variable: TrShBiO
Please specify other reason

Annex C. Children's travel to school

Proposal: Alternate these questions

IF child aged 5-16 makes daily journey to and from school (SchDly=1) and doesn't travel to school on foot (TravSc=<>9)
Variable: YNWkSc
We are interested to know about the barriers to children walking to school more. Please look at this card which shows some of the reasons why children might not walk to school, either alone or accompanied, and tell me which apply to [child name]?

1. It takes too long
2. It's too far
3. Lack of footpaths
4. Poor street lighting
5. Not enough crossing points
6. Too much traffic/traffic too fast
7. Poor pavement conditions (damaged/uneven pavements, narrow pavements, pavement parking)
8. Too much pollution
9. Road safety concerns
10. Personal security concerns
11. Health reasons
12. The weather
13. No one to walk with
14. Prefer current mode of transportation
15. Already walk enough
16. Children are too young
17. Parents do not allow walking to school
18. Parents cannot accompany them
19. No interest in walking
97. Other reason (Please specify)

IF child doesn't walk to school for 'other reason' (YNWkSc=19 **Variable: XYNWkSc**
Please specify other answer.

If more than one reason preventing children walking to school (YNWKsc = >1)
Variable: YNWkScM
And, which one of these would you say was the **main reason** for [child name] not walking to school more?

IF child aged 5-16 makes daily journey to and from school (SchDly=1) and doesn't travel to school on foot (TravSc=<>9)
Variable: EncWkSc
We are interested to know about what would encourage children to walk to school. Please look at this card and tell me what would encourage [child name] to walk to school more?

1. Safer roads (e.g. with slower speeds, less traffic, more considerate driving)
2. Well-maintained pavements (even, clean, uncluttered, well-lit)
3. Better provision for health needs (e.g. benches, public toilets, ramps)
4. More safer crossing points
5. Provision of information on walking routes
6. A "walking bus": A system where recognised adults collect children at agreed points, and safely escort them to school on foot as a group
7. Less road noise
8. None of the above (SPONTANEOUS)
97. Other (Please specify)

IF 'other reason' would encourage children to walk to school (EncWkSc=97. Other (Please specify))
Variable: XEncWkSc
Please specify other answer.

If more than one reason encouraging children to walk more (EncWkSc = >1)
Variable: EncWkscM
And, which one of these would encourage [child name] **the most**?

If child is accompanied to school by an adult (AccAd = 1)
Variable: NotAlw1
What are the reasons [Name] usually travels to and from school with an adult?
1. Traffic danger
2. Child might get lost/doesn't know the way
3. Child might not arrive (on time)
4. Fear of assault/molestation by an adult
5. Fear of bullying by other children
6. School too far away
7. Convenient to accompany child
97. Other reason (specify)

IF there is another reason why child does not usually travel to and from school on their own (NotAlw1 = 97)
Variable: XnotAlw1
Please specify other reasons.

Annex D.   Company car pool

Proposal: Ask this question every 4 years

IF a household member is in paid employment (IchEmp = 1)
Variable: CarPool
Some companies have a car-pool from which employees take a car when they need one.
Does your household use cars from a company car-pool?
1. Yes
2. No

Annex E.   Health condition

Proposal: remove these questions

Asked in individual questionnaire

If respondent is aged 16 or over (DVAge>=16)

Variable: GenHeal

How is your health in general?

1. Very good

2. Good

3. Fair

4. Bad

5. Very bad

IF respondent does not use local buses at all nowadays (BusOut = 2)

Variable: BusPrb95

Is it because of a health condition or illness or because the bus service is poor or for some other reasons?

1. Health condition or illness

2. Poor bus service

3. Other (specify)

IF respondent does not use local buses at all nowadays for other reasons (BusPrb95=3)

Variable: XBusPb95

INTERVIEWER: Record other reason

Annex F.   Carer

Proposal: Ask these questions in odd years

Ask all
Variable: Carer
Do you do any of the things listed on this card for family members, friends, neighbours or others because they have long-term physical or mental ill-health or disability, or problems related to old age? Please do not count anything you do as part of your paid employment.
1. Yes
2. No

1. Keeping an eye out, 'being there': Being available if needed making your whereabouts know so you can be contacted if needed?
2. Social support and assistance: Sitting with chatting with/listening to/reading to, making/receiving telephone calls to talk to them. Encouraging them to do things for themselves
3.Accompanying on trips to go out. Shopping to hospital/GP/optician/dentist/chiropodist. To the park/church/restaurant
4. Home and garden: Making meals, going shopping for somone. Washing/ironing/changing sheets, Cleaning/housework, Gardening odd jobs/maintenance/lifting/carrying heavy objects.
5. Paperwork/official/financial: helping with paperwork, dealing with 'officals' (including by phone). Paying bills/rents/rates. Collecting pension/benefits.
6. Medical: collecting prescriptions giving medication changing dressings.
7. Moving about the home: giving help with getting up and down the stairs, moving from room to room. Getting in and out of bed.
8. Personal care: help with getting dressed feeding washing/bathing/using the toilet.

IF yes to Carer
Variable: CareTime
Thinking about all the things you do for anyone else, about how many hours a week do you spend looking after or helping them? Please include any time you spend travelling so that you can do these activities.
1. 0-4 hours a week
2. 5-9 hours a week
3 10-19 hours a week
4. 20-34 hours a week
5. 35-49 hours a week
6. 50-99 hours a week
7. 100 or more hours a week
8. varies – under 20 hours a week
9. varies – 20 or more hours a week

Annex G.   Barriers to walking and cycling

Proposal: Rotate these questions

Ask all
Variable: YNWlk
We are interested to know about the barriers to walking more in your local area. Please look at this card which shows some reasons people might have for not walking more and tell me which, if any, apply to you?

1. It takes too long
2. It's too far
3. Poor pavement conditions (damaged/uneven pavements, narrow pavements, pavement parking)
4. Lack of footpaths
5. Poor street lighting
6. Not enough crossing points
7. Too much traffic/traffic too fast
8. Too much pollution
9. Road safety concerns
10. Personal security concerns
11. Ill-health reasons/too old (lack of resting places/benches, lack of public toilets, too many steps)
12. Lack of facilities at destination to shower
13. The weather
14. No one to walk with
15. Walk enough already
16. No interest in walking
97. Other (Please specify)

If other reason for preventing people from walking more (YNotwalkA = 96. Other (Please specify))
Variable: XYNWlk
Interviewer, please record other reason(s) :

If more than one reason preventing people from walking more (YNWlk = >1)
Variable: YNWlkM
And, which one of these would you say was your **main reason** for not walking more?

ASK ALL
Variable: EncWk
We are interested to know what would encourage you to walk more in your local area. Please look at this card and tell me which, if any, apply to you?

1. Safer roads (e.g. slower driving speeds, less traffic, or more considerate driving)
2. Well-maintained pavements (even, clean, uncluttered, well-lit)
3. Better provision for health needs (e.g. benches, public toilets, access ramps)
4. More safer crossing points
5. Access to showers / changing facilities at destination

6. Provision of information on walking routes
7. Better maps and signposting
8. Less road noise
97. Other (Please specify)
9. None of the above (SPONTANEOUS)

If other reason would encourage people to walk more (EncWk=9)
Variable: XEncWk
Interviewer, please record other reason(s)

If more than one reason encouraging people to walk more (EncWalkA= >1)
Variable: EncWkM
And, which one of these would you say would encourage you **the most**?

Variable: YNtCy2
We are interested to know about the barriers to cycling more. Please look at this card which shows reasons for not cycling more and tell me which, if any, apply to you?

1. I cannot ride a bicycle
2. It takes too long
3. It's too far
4. Poor quality of cycle paths
5. Lack of cycle paths
6. Poor street lighting
7. Too much traffic/traffic too fast
8. Too much pollution
9. Road safety concerns
10. Personal security concerns
11. Lack of facilities at destination to shower
12. Lack of facilities to store the bicycle
13. Ill-health reasons
14. Too old
15. The weather
16. Bike broken/don't own a bike
17. I can ride a bike, but I'm not confident doing so
18. Cycling enough already
19. No interest in cycling
97. Other (please specify)

If other reason for preventing people from cycling more (YNotCycA = 96)
Variable: XYNtCy2
Interviewer, please record other reason(s) :

If more than one reason preventing people from cycling more (YNotCyc = >1)
Variable: YNtCy2M
And, which one of these would you say was your **main reason** for not cycling more?

Variable: EncCyc
We are interested to know what would encourage you to cycle more. Please look at this card and tell me which, if any, apply to you.

1. Safer roads (e.g. slower driving speeds, less traffic, or more considerate driving)
2. Off-road and segregated cycle paths
3. Safe cycle lanes
4. Promotion of local cycling routes
5. Secure storage / parking provision at home / work / stations / on-street
6. Access to showers / changing facilities at work
7. Well-maintained road surfaces for cycling
8. Better signposting of safer cycle routes
9. Training to help me ride a bike or increase my confidence
10. Cycle maintenance courses
11. Better cycle hire facilities
97. Other (Please specify)
12. None of the above (SPONTANEOUS)

If other to what would encourage people to cycle more (EncCyc=96. Other)
Variable: XEncCyc
Interviewer, please record other reason(s)

If more than one facilitator mentioned (EncCyc= >1)
Variable: EncCycM
And, which one of these would you say would encourage you to cycle the most?

Annex H.   Driving licences

Proposal: remove these questions

If respondent has a licence for a car, automatic car, car and motorcycle, or car with adaptations AND no longer drives
(DLType95=1, 2, 3 or 5 OR Carmot95=Response AND Drive95=4)
Variable: NoDrivN
Why do you not drive at the moment?
1. Family or friends can drive you/him/her when necessary
2. Other forms of transport available
3. Cost of insurance
4. Cost of buying a car
5. Other general motoring costs
6. Environmental reasons
7. Safety concerns / Nervous about driving
8. Physical difficulties/disabilities/health problems
9. Too old
10. No access to a car
11. Banned
12. Not interested in driving / don't like driving
13. Busy/congested roads
97. Other (Please specify)

If respondent does not drive for some other reason (NoDrivN = 96)
Variable: XNodriv

If respondent does not hold a full driving licence or only has a moped or motorcycle licence and is older than 59 and respondent did once have a licence
(DLFull=2 OrR DLTyp95=6) AND (DVage>59) AND (EvDLic95=1)
Variable: NolicN
Why do you/does name no longer hold a licence?
1. Family or friends can drive me when necessary
2. Other forms of transport available
3. Cost of insurance
4. Cost of buying a car
5. Other general motoring costs
6. Safety concerns/Nervous about driving
7. Physical difficulties/disabilities/health problems
8. Too old
9. No access to a car
10. Banned
11. Not interested in driving/don't like driving
12. Licence expired

13. Other (specify)

If other reason for no longer holding a licence (NoLicN = 13)
Variable: XNoLicN

IF respondent once held a full driving licence to drive a car or respondent no longer drives (EvDLic95 = 1 OR Drive95 = 4)
Variable: LastDr95
How old were you when you last drove?

Annex I.   Internet use

Proposal: remove these questions

ASK ALL
Variable: InDev
Which devices do you use to access the internet for personal use?

 1. Laptop computer
 2. Desktop computer
 3. Smart phone
 4. Tablet
 5. Games console
 6. Smart TV
97. Other (please specify)
 7. None of the above

If other device respondent uses to access the internet (If InDev=97)
Variable: InDevO
Please specify other reason

Annex J. Transport related barriers to work

Proposal: remove these questions

Ask in even years only
If respondent is aged 16-70 (DVAge16-70)
Variable: PrbJobN
In the past 12 months have you/has name turned down a job or decided not to apply for a job you were interested in due to problems with transport?
1. Yes - turned down a job
2. Yes - decided not to apply for a job
3. No

ASK IN EVEN YEARS ONLY
If turned down job or decided not to apply for a job because of transport problems (PrbJobN = 1 or 2)
Variable: PrbTyp1
What sort of problems with transport were these?
1. Too far
2. Car not available
3. Don't have a current driving licence/can't drive
4. Cost of petrol
5. Lack of parking facilities
6. Cost of parking
7. Traffic congestion/roadworks
8. Inadequate public transport
9. Cost of using public transport
10. Personal physical difficulties/disability
11. Personal safety concerns
97. Other (specify)

IF respondent had other problem with transport (PrbTyp1=97)
Variable: XPrbTyp1
Please specify other answer.

Annex K.   Travel to work

Proposal: Ask these questions every 4 years

If usually travel to work on foot (WkTrav=8)
Variable: WkTrFo
What are the reasons why you walk to work?
1. It is quick
2. It is the cheap / cheapest way / free
3. It is the most convenient way
4. I enjoy walking
5. To keep fit / exercise
6. There is a choice of routes / can take routes which I couldn't otherwise
7. It's better for the environment / reduces CO_2 emissions
8. Flexibility / freedom / no waiting around
9. I don't own / have access to a car
10. No parking where I need to go
11. I can't cycle where I need to go
12. Public transport services don't meet my needs
13. No particular reason
97. Other (please specify)

If other reason why usually travels on foot (If WkTrvFo=97)
Variable: WkTrFoO
Please specify other reason

If usually travels to work by bicycle (WkTrav=7)
Variable: WkTrBi
What are the reasons why you cycle to work?

1. It is quick
2. It is the cheap / cheapest way / free
3. It is the most convenient way
4. It is easy to park / lock up
5. I enjoy cycling
6. I use my bicycle for work
7. To keep fit / exercise
8. There is a choice of routes / can take routes which I couldn't otherwise
9. It's better for the environment / reduces CO_2 emissions
10. Flexibility / freedom / no waiting around
11. I don't own / have access to a car
12. No parking where I need to go
13. I can't walk where I need to go
14. Public transport services don't meet my needs
15. No particular reason
97. Other (please specify)

If other reason why usually travels by bicycle (If WkTravBi=97)
Variable: WkTrBiO
Please specify other reason

Annex L.   Working at home

Proposal: remove these questions

Ask in odd years only

IF respondent doesn't work from home but could or does work from home but not always

(Ofthome =1-6 or PosshOm=1-3)

Variable: YNotWkHN
Why do you not work at home (more often) in your present (main) job?
1. Work at home as much as I can given nature of work
2. Do not have a computer/internet connection/telephone at home
3. Do not have other necessary equipment at home
4. Employer / manager does not allow it
5. Employer/manager does not encourage it
6. Just prefer not to
7. No space to work at home
8. Children at home
9. Need to meet with colleagues
10. Like contact with colleagues at place of work
11. Need to meet with customers
97. Other reason (Please specify)

If other reason for not working at home (YNotWkHN=97)
Ask in ODD years only
Variable: XYNotWkHN
Please specify other reasons.

If works at home at least once or twice a year or works at home for part of day at least once or twice a year (OfTHome =1-6)
Variable: WkTech
When you work at home, do you/does [name] usually use any of these for work purposes?
IF YES, PROBE: Which do you/does name use?
1. Landline telephone
2. Smartphone
3. Other mobile phone
4. PC or laptop
5. Internet
6. Remote access to your employers/office network
7. None of these (SPONTANEOUS ONLY)

Annex M.   Ease/difficulty of travelling to work

Proposal: remove these questions

Ask in even years only

If respondent travels to work by car or motorbike (WkTrav = 4 OR 5)
Variable: CarW
I'm now going to ask a few questions about how easy or difficult you find it to travel to work, and why.
Do you usually experience any difficulties with travelling to or from work by [car/van] / [motorcycle/scooter/moped]?
IF YES,PROBE: What difficulties?
1.   No difficulties
2.   Too far
3.   Car not available
4.   Don't have a current driving licence/can't drive
5.   Cost of petrol
6.   Lack of parking facilities
7.   Cost of parking
8.   Traffic congestion/roadworks
9.   Inadequate public transport
10. Cost of using public transport
11. Personal physical health condition or illness
12. Personal safety concerns
97. Other (specify)

IF respondent experiences some other difficulty (CarW = 97)
Variable: XCarW
Please specify other answer.

If respondent has more than one difficulty (CarW > 1)
Variable: CarWM
And which **one** of these things creates most difficulty?
1.   No difficulties
2.   Too far
3.   Car not available
4.   Don't have a current driving licence/can't drive
5.   Cost of petrol
6.   Lack of parking facilities
7.   Cost of parking
8.   Traffic congestion/roadworks
9.   Inadequate public transport
10. Cost of using public transport
11. Personal health condition or illness
12. Personal safety concerns

97. Other (specify)

If respondent has some other difficulty (CarWM = 97)
Variable: XCarWM
Please specify other answer.

IF respondent does not travel to work in a private car or motorbike (WkTrav = 1, 2, 3, 6, 7, 8, 97)
Variable: OthW
Do you usually experience any difficulties with travelling to or from work by[underground/metro/light rail/tram] / [train] / [bus/minibus/coach] / [taxi/minicab] / [bicycle] / [foot]?
IF YES, PROBE: What difficulties?
1. No, no difficulties
2. Too far/long journey
3. Journey not possible by public transport
4. Unreliable public transport
5. Cost of using public transport/taxis
6. Poor information about public transport services
7. Poor connections
8. Finds public transport unpleasant
9. Personal health condition or illness
10. Concerns over personal safety
11. Traffic congestion/roadworks
12. Lack of/no cycle lanes
13. The weather
97. Other (specify)

IF respondent experiences some other difficulty (OthW = Other)
Variable: XOthW
Please specify other answer.

If respondent has more than one difficulty (OthW > 1)
Variable: OthWM
And which **one** of these things creates most difficulty?
1. No, no difficulties
2. Too far/long journey
3. Journey not possible by public transport
4. Unreliable public transport
5. Cost of using public transport/taxis
6. Poor information about public transport services
7. Poor connections
8. Finds public transport unpleasant
9. Personal disability
10. Concerns over personal safety
11. Traffic congestion/roadworks
12. Lack of/no cycle lanes
13. The weather
97. Other (specify)

IF respondent has some other difficulty (CarWM = Other)
Variable: XOthWM

Annex N.   Transport difficulties

Proposal: Change this section of the survey

Ask all – even years only
Variable: OthdifN
(Apart from anything you have already mentioned) do you / does [name] have any transport difficulties for any of these types of journey?
1. Travelling to the doctors surgery
2. Travelling to hospital
3. Visiting friends/relatives at their home
4. Travelling to other social activities, including taking children
5. Taking the children to school
6. Travelling to school/college/university
7. Travelling for any other reason (specify)
8. No difficulties with any of these

IF respondent has transport difficulties for some other journey purpose (OthDif = 7)
Variable: XOthDif
Please specify other answer

IF respondent has transport difficulties travelling to the doctors/hospital (OthDif = 1)
Variable: YDiff1
What difficulties do you experience when travelling to the doctors surgery?
1. Too far/long journey
2. Journey not possible by public transport
3. Unreliable public transport
4. Cost of using public transport/taxis
5. Poor information about public transport services
6. Poor connections
7. Finds public transport unpleasant
8. Don't have current driving licence/can't drive
9. Cost of petrol
10. Lack of parking facilities
11. Cost of parking
12. Personal disability
13. Concerns over personal safety
14. Traffic congestion/roadworks
97. Other

IF respondent has other transport difficulties with travelling to the doctors/hospital (YDiff1 = 97)
Variable: XYDiff1
Please specify other answer

If respondent has difficulties travelling to the hospital (OthDifN=2)
Variable: YDiffH
What difficulties do you have when travelling to hospital?
1. Too far/long journey
2. Journey not possible by public transport
3. Unreliable public transport
4. Cost of using public transport/taxis
5. Poor information about public transport services
6. Poor connections
7. Finds public transport unpleasant
8. Don't have current driving licence/can't drive
9. Cost of petrol
10. Lack of parking facilities
11. Cost of parking
12. Personal disability
13. Concerns over personal safety
14. Traffic congestion/roadworks
97. Other

If respondent has difficulties travelling to the hospital for other reasons (YDiffH=97)
Variable: XYDiffH
Please specify other answer

IF respondent has transport difficulties when visiting friends/relatives at their home (OthDifN =3)
Variable: YDiff2
What difficulties do you experience when visiting friends/relatives at their home?
1. Too far/long journey
2. Journey not possible by public transport
3. Unreliable public transport
4. Cost of using public transport/taxis
5. Poor information about public transport services
6. Poor connections
7. Finds public transport unpleasant
8. Don't have current driving licence/can't drive
9. Cost of petrol
10. Lack of parking facilities
11. Cost of parking
12. Personal disability
13. Concerns over personal safety
14. Traffic congestion/roadworks
97. Other

IF respondent has other transport difficulties when visiting friends/relatives at their home (YDiff2 = 97)
Variable: XYDiff2
Please specify other answer

IF respondent has transport difficulties when travelling to other social activities (OthDifN = 4)

Variable: YDiff3

What difficulties do you experience when travelling to other social activities?
1. Too far/long journey
2. Journey not possible by public transport
3. Unreliable public transport
4. Cost of using public transport/taxis
5. Poor information about public transport services
6. Poor connections
7. Finds public transport unpleasant
8. Don't have current driving licence/can't drive
9. Cost of petrol
10. Lack of parking facilities
11. Cost of parking
12. Personal disability
13. Concerns over personal safety
14. Traffic congestion/roadworks
97. Other

IF respondent has other transport difficulties when travelling to other social activities (YDiff3 = 97)

Variable: XYDiff3

Please specify other answer

IF respondent has transport difficulties when when taking the children to school/social activities etc (OthDifN = 5)

Variable: YDiff4

What difficulties do you experience when taking the children to school?
1. Too far/long journey
2. Journey not possible by public transport
3. Unreliable public transport
4. Cost of using public transport/taxis
5. Poor information about public transport services
6. Poor connections
7. Finds public transport unpleasant
8. Don't have current driving licence/can't drive
9. Cost of petrol
10. Lack of parking facilities
11. Cost of parking
12. Personal disability
13. Concerns over personal safety
14. Traffic congestion/roadworks
97. Other

IF respondent has other transport difficulties when taking the children to school (YDiff4 = 97)

Variable: XYDiff4

Please specify other answer

IF respondent has transport difficulties when travelling to school/college/university (OthDifN = 6)

YDiff5

What difficulties do you experience when travelling to school/college/university?

1. Too far/long journey
2. Journey not possible by public transport
3. Unreliable public transport
4. Cost of using public transport/taxis
5. Poor information about public transport services
6. Poor connections
7. Finds public transport unpleasant
8. Don't have current driving licence/can't drive
9. Cost of petrol
10. Lack of parking facilities
11. Cost of parking
12. Personal disability
13. Concerns over personal safety
14. Traffic congestion/roadworks
97. Other

IF respondent has other transport difficulties when travelling to school/college/university (YDiff5 = 97)

Variable: XYDiff5

Please specify other answer

IF respondent has transport difficulties when travelling for some other journey purpose (OthDifN = 7)

Variable: YDiff6

What difficulties do you experience when travelling: [other journey purpose]?

1. Too far/long journey
2. Journey not possible by public transport
3. Unreliable public transport
4. Cost of using public transport/taxis
5. Poor information about public transport services
6. Poor connections
7. Finds public transport unpleasant
8. Don't have current driving licence/can't drive
9. Cost of petrol
10. Lack of parking facilities
11. Cost of parking
12. Personal disability
13. Concerns over personal safety
14. Traffic congestion/roadworks
97. Other

IF respondent has other transport difficulties when travelling for some other journey purpose (YDiff6 = 97)

Variable: XYDiff6

Please specify other answer

Annex O.   Milometer

Proposal: remove these questions

Asked in vehicle questionnaire.

Variable: SecCyc
(May I just check) Is the milometer on its second cycle, in other words has it reached its maximum figure and been through zero again?
1.   Yes
2.   No

Variable: MiloRep

Has the milometer been replaced since the vehicle was new?

1. Yes

2. No

Annex P.   Road accidents

Proposal: Review this section of the survey

ROAD ACCIDENTS INVOLVING ADULTS

ASK ALL
Accident
In the last 3 years, that is since [Date], have you been in any type of road accident, no matter how minor?
Please include any accidents in which you were involved as a pedestrian, driver, passenger, cyclist or motorcyclist, even if no other party were involved.
Only include incidents that happened on a public road, including pavements and cycle lanes on the public road.
1.   Yes
2.   No

If respondent has been in accident (Accident=1)
Acc3Yr
And how many times have you been involved in a road accident, no matter how minor, in the last 3 years?
INTERVIEWER: IF THE RESPONDENT DOESN'T KNOW HOW MANY TIMES PRESS <Ctrl K>
:1..97

If respondent has been in accident and answered question about number of accidents in past 3 years (Accident=1 AND Acc3Yr=RESPONSE, DK)

Acc12Mn

And how many times have you been involved in a road accident within the last 12 months, that is since [Date]?

: 0..97

If respondent has been in accident (Accident=1)

Injury3

Thinking again about the last 3 years, that is since [Date], have you been in a road accident on a public road in which you were injured in some way?

Please include incidents where you were in a vehicle, on a bicycle or motorbike, or a pedestrian, even if no other party was involved.

1.   Yes
2.   No

If respondent has been injured in accident in the last 3 years AND has been in an accident in last 12 months (Injury3=1 AND Acc12Mn>0)

Acc3Inj

How many times have you been involved in a road accident in which you were injured in the last 3 years?

:1..97

If respondent has been injured in more an accident in the last 3 years or does not know how many accidents they have been injured in in the last 3 years (Acc3Inj>0 or Acc3Inj=DK)

Acc12Inj

And how many times, if any, have you been involved in a road accident in which you were injured in the last 12 months, that is since [Date]?

:0..97

If respondent has been in accident and being interviewed in person (Accident=1 AND IndQn=1)

AccInt2

I would now like to ask you some details about the (most recent) incident in which you were injured / accident you were involved in.

If respondent has been in accident and being interviewed in person (Accident=1 AND IndQn=1)

Incident

Can I just check, at the time of the incident, were you... READ OUT...

1.   ....a car occupant,
2.   a cyclist,
3.   a motor cyclist,
4.   a pedestrian,
5.   or on/in another vehicle (including van)?

If respondent has been injured in accident and being interviewed in person (Injury3=1 and IndQn=1)

Injury

What type of injuries did you have? You can choose as many as apply.

1.   Minor bruising or minor cuts
2.   Severe cuts
3.   Sprains

4.   Whiplash
5.   Fracture/broken bones
6.   Concussion
7.   Internal injuries
8.   Burns
9.   Crushing
10.   Slight shock
11.   Severe shock (required hospital treatment)
97. Other (Please specify)

If respondent sustained another injury (Injury = 97)
Xinjury

If respondent has been injured in accident and being interviewed in person (Injury3=1 and IndQn=1)
Medical
Can I just check, as a result of your injuries, did you receive any medical attention
at any time following the accident? You can choose as many as apply.
1.   No - no medical attention received
2.   Yes - first aid at roadside
3.   Yes - at GP surgery
4.   Yes - at a minor injuries/accidents unit
5.   Yes - at Accident and Emergency
6.   Yes - as an inpatient in hospital (at least one night spent on a hospital ward)
97. Yes - other (Please specify)

If other medical treatment received (Medical = 97)
XMedical

If respondent has been in accident and being interviewed in person (Accident=1 AND IndQn = 1)
OthVeh
Can I just check, (apart from the vehicle you were travelling in,) were any (other) vehicles or pedestrians also involved in the incident?
1.   No, no other vehicles/pedestrians were involved
2.   Yes, a car
3.   Yes, a bicycle
4.   Yes, a motor cycle
5.   Yes, a pedestrian
97. Yes, another type of vehicle

If respondent has been in accident and being interviewed in person (Accident=1 AND IndQn = 1)
Police
Did the police attend the scene of the accident?
1.   Yes - they attended because I called them
2.   Yes - they attended as a result of someone else calling them
3.   Yes - they were there when it happened/they drove past just after the accident occurred
4.   No

If police did not attend accident (Police=4 OR DK)

Report

Was the accident reported to the police at some point after the accident?

1.   Yes - I reported the accident
2.   Yes - someone else reported the accident
3.   No

ROAD ACCIDENTS INVOLVING CHILDREN

ASK ALL

ChildAcc1

We are also interested in knowing whether any of the younger people and children in the household have been involved in any accidents.

1.   Continue

2.   Respondent distressed - Skip section

If don't skip section (ChildAcc1=1)

ChildAcc2

Thinking about [Name 1st child], {Name 2nd child etc]

In the last 3 years, that is since [Date] , Has He/She/Any been in any type of road accident, no matter how minor?

Please include any accidents in which they were involved as a pedestrian, driver, passenger, cyclist or motorcyclist, even if no other party was involved.

Only include incidents that happened on a public road, including pavements and cycle lanes on the public road.

1.   Yes

2.   No

If a child has been involved in an accident in the last 3 years (ChildAcc2=1)

ChildWh1

Please can you tell me which child or children.

1.   Child 1 name

2.   Child 2 name

3.   Child 3 name

4.   Child 4 name

5.   Child 5 name

6.   Child 6 name

7.   Child 7 name

8.   Child 8 name

9.   Child 9 name

10.   Child 10 name

Asked for each child in an accident (ChildWh1=Response)

CAcc3Yr

And how many times has [CHILD'S NAME] been involved in a road accident, no matter how minor, in the last 3 years?

Asked for each child in an accident (ChildWh1=Response)

CAcc12Mn

And how many times has [CHILD'S NAME] been involved in a road accident within the last 12 months, that is since [DATE]?

Asked for each child in an accident (ChildWh1=Response)

CInjury3

Thinking again about the last 3 years, that is since [DATE], has [CHILD'S NAME] been in a road accident on a public road in which he/she was injured in some way?

1.   Yes
2.   No

Asked for each child in an accident (ChildWh1=Response)

CAcc3Inj

How many times has [CHILD'S NAME] been involved in a road accident in which he/she was injured in the last 3 years?

Asked of each child in injured in an accident in the last 3 years AND involved in an accident in the last 12 months (CAcc12Mn>0 AND CInjury3=1)

CAcc12Inj

And how many times, if any, has [CHILD'S NAME] been involved in a road accident in which he/she was injured in the last 12 months, that is since [DATE]