**November 2022**

**LBN Travel Surveys: Core Questions & Scoping Form**

This document sets out the core questions that the London Borough of Newham (LBN) expect to be included in Travel Surveys that are conducted as part of Travel Plan monitoring for new developments.

Please review each question as part of your survey scoping exercise, including any question that is applicable to your site users (as identified overleaf and beneath each question).

Questions G1a to G7 must be included in surveys by default (though respondents should only be asked to respond to these questions on a voluntary basis). This is to assist the Council with equalities monitoring and to identify common barriers to active and sustainable travel being experienced by different sections of our community. **All collected data must be analysed in an anonymous format and treated confidentially in line with the UK Data Protection Act (2018) and General Data Protection Regulation (GDPR) protocols.**

As well as an overall summary of results, questions marked with \***DA\*** require analysis of results by responses given to questions G1a to G7. Any significant findings (i.e. frequently reported barriers for a specific demographic group) should be detailed in your monitoring report. For example, what barriers to cycling are frequently being reported by women aged 25-34? **Analysed data must only be submitted to LBN in an anonymised format. Raw data must not be submitted to LBN and will not be accepted.**

Surveys should of course be tailored to your site and site users. As a result, additional questions that you think would be beneficial to ask users should also be included.

Please return this form to [TravelPlans@newham.gov.uk](mailto:TravelPlans@newham.gov.uk) prior to undertaking your travel surveys, identifying the questions you propose to include.

**Site and Survey Details**

|  |  |
| --- | --- |
| Site address |  |
| Site postcode |  |
| Consented Travel Plan ref. no. |  |
| Consented planning application ref. no. |  |
| Survey year (baseline, Year 1 etc) |  |
| Survey date from (dd/mm/yyyy) |  |
| Survey date until (dd/mm/yyyy) |  |
| Proposed questionnaire format\* |  |

*\* e.g. online, in-person/intercept, paper/postal, hybrid*

**Proposed Questions**

Please use the checkboxes below to identify the questions that you are proposing to include. Leave checkboxes blank for any questions you do not propose to include.

|  |  |  |
| --- | --- | --- |
| Question Code | Applicability | Included? |
| M1 | Residents, Staff |  |
| M2 | Residents |  |
| M3a | Visitors, Guests, Customers |  |
| M3b | Visitors, Guests, Customers |  |
| M4 | Staff, Visitors, Guests, Customers |  |
| WO1 | Residents, Staff |  |
| WO2 | Residents, Staff |  |
| WO3 | Residents, Staff |  |
| WO4 | Residents, Staff |  |
| B1 | Staff, Visitors, Guests, Customers |  |
| B2 | Residents |  |
| B3 | Staff, Visitors, Guests, Customers |  |
| B4 | Residents |  |
| B5 | Staff, Visitors, Guests, Customers |  |
| B6 | Residents |  |
| CC1 | Residents |  |
| CC2a | Residents |  |
| CC2b | Residents |  |
| CC2c | Residents |  |
| CS1 | Staff |  |
| E1 | Residents, Staff |  |
| E2 | Residents, Staff |  |
| E3 | Residents, Staff |  |
| E4 | All |  |
| G1a | All |  |
| G1b | All |  |
| G2 | All |  |
| G3 | All |  |
| G4a | All |  |
| G4b | All |  |
| G5 | All |  |
| G6 | All |  |
| G7 | All |  |

**MAIN TRAVEL MODE**

**M1. What is your usual main mode of travel to/from work? (only select the mode used for the longest leg of your journey)** *\* delete as appropriate*

Walk

Cycle

Underground/DLR

Train/Overground

Bus

Tram\*

Riverboat\*

P&R Bus\*

Car Share (Driver)

Car Share (Passenger)

Car Driver (Alone)

Taxi

Scooter/Motorcycle

Work from Home

Unemployed

Other (please state)

*Applicable to: Residents, Staff*

**M2. What mode(s) of travel do you usually use for local non-work related journeys? (select all that apply)** *\* delete as appropriate*

Walk

Cycle

Underground/DLR

Train/Overground

Bus

Tram\*

Riverboat\*

P&R Bus\*

Car Share (Driver)

Car Share (Passenger)

Car Driver (Alone)

Taxi

Scooter/Motorcycle

Other

*Applicable to: Residents*

**M3a. Which main mode of travel did you use to get here today? (for longest leg of journey)** *\* delete as appropriate*

Walk ☐

Cycle ☐

Underground/DLR ☐

Train/Overground ☐

Bus ☐

Tram\* ☐

Riverboat\* ☐

P&R Bus\* ☐

Car Share (Driver) ☐

Car Share (Passenger) ☐

Car Driver (Alone) ☐

Taxi ☐

Scooter/Motorcycle ☐

Other ☐

**M3b. Is this usually your main mode of travel?**

Yes

No

Other (please state)

*Applicable to: Visitors, Guests, Customers*

**M4. What is your postcode? (for mapping purposes, first part of postcode is fine)**

*Applicable to: Staff, Visitors, Guests, Customers*

**WORK ARRANGEMENTS**

**WO1. What time do you typically depart your home and workplace for work related journeys? (select all that apply)**

Before 7am

7am-8am

8am-9am

9am-10am

10am-4pm

4pm-5pm

5pm-6pm

6pm-7pm

7pm-8pm

8pm-9pm

After 9pm

N/A

*Applicable to: Residents, Staff*

**WO2. How often do you work from home?**

Permanently

3+ days per week

1-2 days per week

Bi-weekly

Monthly or less

Never

N/A

Other (please state)

*Applicable to: Residents, Staff*

**WO3. What is your typical journey time from home to your place of work?**

Less than 15 mins

15-30 mins

30-45 mins

45-60 mins

60mins+

*Applicable to: Residents, Staff*

**WO4. Approximately how far away is your place of work from your home?**

0-2km

2-5km

5-10km

10-20km

20-30km

30km+

*Applicable to: Residents, Staff*

**BARRIERS TO ACTIVE, SUSTAINABLE TRAVEL**

**B1. Which of the following prevents you from regularly walking the whole way to or from [work/the site]? (select all that apply) \*DA\***

Air quality

Care responsibilities\*

Disability/health condition

Distance/effort

Don’t want to

Need car for work/trip

Not confident enough

Personal safety

Poor walking routes

Road safety/traffic

Weather/terrain

Work from home

N/A (already do)

Other (please state)

\* e.g. childcare, school run, caregiver etc.

*Applicable to: Staff, Visitors, Guests, Customers*

**B2. If you did not select ‘Walk’ for questions M1 or M2, which of the following prevents you from doing so? (select all that apply) \*DA\***

(Same options as B1)

*Applicable to: Residents*

**B3. Which of the following prevents you from regularly cycling to or from [work/the site]? (select all that apply) \*DA\***

Air quality

Care responsibilities\*

Costs\*\*

Disability/health condition

Distance/effort

Don’t own a bike/cycle

Don’t want to

Fear of theft/vandalism

Friends/family don’t cycle

Lack of cycle hire

Lack of cycle parking

Need car for work/trip

Not confident enough

Personal safety

Poor cycle routes

Road safety/traffic

Weather/terrain

Work from home

N/A (already do)

Other (please state)

\* e.g. childcare, school run, caregiver etc.

\*\* e.g. of a bike/cycle, equipment, repairs etc.

*Applicable to: All*

**B4. If you did not select ‘Cycle’ for questions M1 or M2, which of the following prevents you from doing so? (select all that apply) \*DA\***

(Same options as B3)

*Applicable to: Residents*

**B5. Which of the following prevents you from regularly taking public transport to or from [work/the site]? (select all that apply) \*DA\***

Care responsibilities\*

Costs

Covid-19

Disability/health condition

Don’t want to

Infrequent/unreliable

Limited operating hours

Need car for work/trip

Personal safety

Road safety/traffic

Too far/indirect

Too busy

Travel time

Work from home

N/A (already do)

Other (please state)

\* e.g. childcare, school run, caregiver etc.

*Applicable to: All*

**B6. If you did not select a Public Transport mode for questions M1 or M2, which of the following prevents you from doing so? (select all that apply) \*DA\***

(Same options as B5)

*Applicable to: Residents*

**CAR CLUBS**

**CC1. When was your most recent car club trip?**

In the last week ☐

In the last month ☐

In the last 3 months ☐

3-6 months ago ☐

Over 6 months ago ☐

Have not made a car club trip ☐

Not sure ☐

*Applicable to: Residents*

**CC2a. Are you aware of your entitlement to a free car club membership and driver credit?\***

Yes ☐

No ☐

Other (Please state) ☐

**CC2b. [If response to CC2a. is ‘Yes’] Have you claimed this?\***

Yes ☐

No ☐

Other (Please state) ☐

**CC2c. [If response to CC2a. is ‘No’] Would you like further information about this?\***

Yes ☐

No ☐

Other (Please state) ☐

\*questions are only applicable if this has been included as an obligation, condition or Travel Plan measure

*Applicable to: Residents*

**CAR SHARING**

**CS1. If you currently travel to work by car, which of the following would encourage you to car share with a colleague? (select all that apply)**

Help finding sharers ☐

Improved car share platform ☐

Free taxi home if let down by sharer ☐

Priority parking ☐

Discounts/financial incentives ☐

Nothing ☐

N/A (already car share) ☐

Other (please state) ☐

*Applicable to: Staff*

**ENGAGEMENT**

**E1. Have you received a Travel Information Pack?\***

Yes

No [send info]

Not sure [send info]

\*question only applicable if this has been included as an obligation, condition or Travel Plan measure

*Applicable to: Residents, staff*

**E2. How informed do you feel on the on-site transport facilities and travel initiatives available to you?**

Well informed

Poorly informed

Uniformed

Uninterested

Other (please state)

*Applicable to: Residents, staff*

**E3. Would any of the following be of interest to you?**

Cycle training

Dr Bike session

Cycle group

Cycle to work scheme

Council cycle loan scheme

Improved/more regular travel info

Newham Street Tag

[Resident/Staff] Travel Forum

Walking group

Personalised travel planning advice

Other (please state)

[Add any other initiatives you can offer]

*Applicable to: Residents, staff*

**E4. Do you have any further comments?**

*Applicable to: All*

**GENERAL**

*[Suggested introductory text] The Council have asked us to include the following questions to identify and tackle any common barriers to active, sustainable travel (e.g. walking, cycling and public transport) being experienced by different sections of the community. All questions in this section are voluntary, and the information you provide will be held in the strictest confidence and used only for monitoring purposes. If you’d prefer not to give a response to any of these questions, please leave answers blank or select the ‘Prefer not to say’ option.*

**G1a. What is your sex?**

Male

Female

Other

Prefer not to say

**G1b. Does your gender identity match your sex as registered at birth?**

Yes

No

Prefer not to say

**G2. What age bracket do you fall within?**

0-15   
16-24   
25-34   
35-44   
45-54   
65-74

75+  
Prefer not to say

**G3. What is your ethnic group?**

Asian Black Mixed

Bangladeshi  African  Asian and White   
Chinese  Caribbean  Black African and White   
Indian  Other  Black Caribbean and White   
Pakistani  Other   
Other

White Other

English/Welsh/Scottish/Northern Irish/British  Arab   
Irish  Any other   
Gypsy or Irish Traveller  Prefer not to say   
Other

**G4a. Do you have any physical or mental health condition or illnesses lasting or expecting to last 12 months or more?**

Yes

No

Prefer not to say

**G4b. [If ‘Yes’ is given for G4a] Do any of your conditions or illnesses reduce your ability to travel?**

Yes

No

Prefer not to say

**G5. Which of the following best describes your sexual orientation?**

Heterosexual

Gay or Lesbian

Bisexual

Other

Prefer not to say

**G6. What is your religion or belief?**

No religion or belief

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

Other

Prefer not to say

**G7. Are you currently pregnant or have you been pregnant in the last year?**

Yes

No

Prefer not to say

*Questions G1 to G7 applicable to: All users*

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