transportationtomorrow
SURVEY 2016

THE TRANSPORTATION TOMORROW SURVEY – 2016

INTERVIEW MANUAL

1.0 INTRODUCTION

The Transportation Tomorrow Survey is a project directed by the Transportation Information Steering Committee. Committee membership includes representatives from the Ontario Ministry of Transportation, the Regional Municipalities of Durham, Halton, Peel and York, Cities of Toronto and Hamilton, GO Transit and the Toronto Transit Commission.

The survey is designed to collect information on the travel patterns of all members of the selected households eleven years of age and older. Although specific information will be collected for each household, the results will be combined in order to get a picture of overall travel patterns in each area. The data will be used to update the results of six previous surveys and to determine trends in travel behaviour since those times. The earlier Transportation Tomorrow Surveys were conducted in 1986, 1991, 1996, 2001, 2006 and 2011.

The survey will be conducted by telephone and internet, have a final sample of approximately 163,000 households and will be undertaken in the fall of 2016.

Studies have shown that there are strong spatial interactions between the Greater Toronto Hamilton Area (GTHA) and its surrounding regions. To study these interactions in detail, the Transportation Tomorrow Survey was expanded in 1996 to include the area surrounding the GTHA. The 2016 survey will also include these areas. The GTHA comprises the Regions of Durham, York, Peel, Halton, and the Cities of Toronto and Hamilton. The areas surrounding the GTHA are the Regional Municipalities of Niagara, the Counties of Peterborough, Simcoe, Victoria and Wellington, the Cities of Barrie, Orillia, Guelph and Peterborough, and the Town of Orangeville..

2.0 PURPOSE

The purpose of the survey is to establish a database of travel information that can be used by all of the agencies involved in the planning of future transportation facilities. By identifying who travels where, when and why, and by which method of transportation it is possible to evaluate the need for new roads, rapid transit facilities and bus routes.

3.0 APPROACH

The sample of households has been randomly selected from Canada Post's and other listings of households that make up the universe of total households. In previous TTS surveys the sample frame consisted of the telephone book but with the advent of cell phones and households without a telephone book listing it has been necessary to expand the universe. The 2016 TTS will draw upon three different sources of households. 1.) The usual phone listings that are connected to an address. These households will represent the lion's share of the 2016 TTS and will be contacted by the Toronto Survey Team. 2.) An address-only sample with no name or phone number attached and 3.) A phone-only sample which will be a mix of cell phone numbers and randomly generated phone numbers that do not have an address attached to them. The address only and phone only sample households will be surveyed out of the Ottawa call centre.

The households are selected to provide a representative cross section of all areas. Approximately 5% of all households in the survey area will be contacted. Unlisted numbers and business phones are excluded. A notification letter is sent to each address-attached household several days in advance of the expected day of the interview. The letter explains the purpose of the survey and tells the residents to expect the phone call. Experience has shown that prior notification eases people's concerns about supplying this type of information and results in a better response rate.

The 2016 TTS will include an internet self reporting component. Each advance-notice letter will contain a secure access code, which will allow the household to fill out the questionnaire on line. Once a household has initiated contact by way of this code the household is taken from the telephone queue so it will not show up on telephone interviewers' computers. However, there may be overlap to the address and phone sample from the address-only and phone-only sample and protocol will be advanced to deal with these rare occurrences. Web completions will be printed and a visual edit performed in the same fashion as telephone completions. Telephone call-backs and editing may be necessary.

See Status Code section (Page 5) Call Back Later for the protocol to deal with people who would prefer to complete the survey on-line and for people who have indicated that they already completed the survey on-line. **However it is important to note that the interview can be completed more quickly over the telephone and respondents should be politely encouraged to do so.** Respondents who still would like to do it on-line should be informed that they will be called again if they have not completed the survey within the next three days.

Telephone calls will be made Tuesday to Friday between 5:00 p.m. and 9:30 p.m. and during some Saturday shifts. Interviewers will **speak to an adult**, who normally lives in the household and who is familiar with the travel patterns of all members. Travel information will not be collected for children ten years of age and under. The information collected will be for all trips made in the 24-hour period between 4:00 a.m. the previous weekday and 3:59 a.m. on the day of the interview. It may be necessary to add a Monday shift to call about trips made on a previous weekday to secure sufficient completed interviews.

Online support (telephone and email) will be available for respondents who require assistance while filling out their questionnaires on line.

4.0 THE INTERVIEW

The interview is arranged to collect three categories of information: **household data** (type of housing, number of persons, etc.), **person data** (age, gender, employment status, etc.) and **trip data**.

A trip is a one-way movement to a specific destination for a given purpose and is defined by origin, destination, start time, trip purpose and method of travel.

4.1 Eligible Households

Interviewers must verify that the name and address of the household are correct and complete, making changes if necessary. A post office box or rural route number is <u>not</u> sufficient. If the phone number has been changed, try the new number and proceed with the interview if the address is still within the survey area. Business phone numbers are not eligible unless they are also a residence. And cottages are invalid unless they are also principal residences and inside the survey area. If the name has changed there is no need to ask the new name. Simply make a note in the F1 comment screen – NAME CHANGE – and continue with the interview provided the address is still inside our survey area.

4.2 Call Status Codes

Action by Interviewer

Line out of service	-	None
Line busy	-	None: computer program will bring the household up again later (approx. 1 hour).
No answer (8 rings)	-	None: computer program will bring the household up again later (approx. Next day + 1 hour).
Answering Machine	-	Because of the large number of answering machine encounters it has been necessary to "manage" the numbers of "messages left" at any

one household. The computer will remember when and how many answering machine messages have been left and prompt you to leave a message this time or not.

(Message Left)	-	Leave message for household to call in. If the household does not call us in 3 days, computer program will bring up the household again
(No Message Left)	-	For when you have encountered an answering machine but the computer has by-passed the message.
Invalid Household or phone	-	Use this code for business numbers. If a fax machine is encountered, code it as a no answer and leave a message in the comment screen. If you encounter a "no answer" that has three "fax machine" messages in the comment screen then code it as an "invalid household/phone". Cottages are invalid unless they are the principal residence and are inside the survey area. Nursing homes are invalid as well. Note we will conduct an interview with a household if they are at the cottage but their principal residence is in the survey area. Note all trips would be recorded to and from the cottage.
Respondent Refused	-	Use this code for households who refuse to participate. Be sure that you have made every effort to persuade them to continue and that you have addressed each of their concerns to the best of your ability. Learn to communicate the "purpose, importance, validity and assured privacy" of the survey. Refer to "Commonly asked questions" appended.
Call Back Later	-	Take care **not** to book multiple call-backs for the same time. Computer will prompt you for time and date and will return the household to you within a couple of minutes of the arranged time/date (it may come back a couple of minutes early in order to avoid missing it by interviewing another household). Interview may be partially completed so use the comment screen ('F1') for special call-back instructions including who to speak to and what information is to be collected. Remember that 'F6' will return you to the exact point at which the interview was left but it may not be the exact point for which information is to be collected.

Call Status Codes (cont'd)

Call Back Later Cont'd

> Note that this is where you will code households who say they will do the interview on line later. First try to convince the respondent to do it now over the phone (it is faster) but if they insist then code as call back for 3 days from current day and tell the respondent we will follow up at that time. Leave a comment in the comment screen.

> For households who say they have already done the interview – first confirm it is TTS they are talking about – then ask them by what method they did it – then ask them how far they got if it was on line e.g. demographic info only then tell them that you can finish it by telephone if they don't mind answering a few repeated questions – if they have entered trip info on line then code the household as a call back for 18:00 Dec 26, 2016. Again, a comment in the comment screen will be required.

NOTE: **There will be daytime staff available to conduct "day time call-backs" at the respondents' request.**

NOTE: **The sample management software will return households to the interviewer who scheduled the call-back provided they are logged in.**

Non-English Interview   -   Arrange call-back in a specific language. Pick language from drop down list and leave comment if unavailable. Always ask if anyone in the household speaks English in order to complete the interview.

Complete Needs Review   -   <u>For emergency use only,</u> when interviewer is unable to speak to supervisor to gain clarification regarding a particular circumstance or event in the interview. Always make every effort to resolve any questions regarding any particular interview that you determine "needs review" that evening. Only as a last resort is this category used. Always note the circumstances in the comment screen ('F1').

Complete   -   An interview is not complete until person and trip information has been collected for <u>all</u> eligible members of the household.

Edited Household   -   Use this status code to leave the previous (if any) status code intact. This code leaves the household status code untouched if it is checked out by mistake or edited without a phone call.

4.3 Interview Script

"**F4** – Start Interview" – interviewer dials the phone number and prompt appears -

"Was the______ household contacted?" (**Y**/**N**/**A**).

(**Y**es) → go to 1.

(**N**o) contact: →   Returns to status code screen (busy/no answer/out of service/invalid)

A → **A**nswering Machine - read Message 1:

Message 1:   *"Hello, my name is ___(full name)_____calling on behalf of your Provincial and Municipal governments for the Transportation Tomorrow Survey. We would like to include your household in this important survey. You can participate by calling toll free at 1-866-887-0059. Thank you.*

Contacted household:

1. *"Hello, my name is ____(full name)___calling on behalf of your Provincial and Municipal governments for the Transportation Tomorrow Survey. Is this the _______ household?"* (**Y**/**N**)
   (**N**o) → confirm telephone number →
        (a) Type NAME CHANGE in the F1 comment screen – go to 2
        (b) Re dial – go to 2.
   (**Y**es) → go to 2.

2. *"By now you should have received a letter from the Ontario Ministry of Transportation explaining the purpose of the survey and telling you to expect my call. Have you receive the letter? The purpose of the survey is to help your Provincial and Municipal Governments make improvements to roads and public transit in your area. To do that they need to collect information on existing household travel patterns. All the information you give us is strictly confidential. May I complete the survey with you now? Please note that this call may be recorded for quality control purposes." (**Y/N/R/9/D/K**)*

   (**Y**es) - Received mail and Agree to participate. → Message 3
   (**N**o – Did not receive mail but Agree to participate)   → Message 3
   (**R**) – Not sure if mail received but Agree to participate → Message 3

(**9**) - Received mail but Refused to participate - terminate
(**D**) – Did not receive mail and Refused to participate - terminate
(**K**) – Not sure if mail received and refused to participate - terminate

Message 2: *"Since you did not receive the letter I'll explain the purpose of the survey. It is to help your Provincial and Municipal governments make improvements to roads and public transit in your area. To do that they need to collect information on existing household travel patterns. All the information you give us is strictly confidential."*

Message 3: *"First, I would like to ask you some questions about your household…."*

HOUSEHOLD DATA SCREEN

1. *"….Are you still living at _____ ?"* (**Y/N/R**)
    (**N**o) → *"What is your new street address?"*
             "What municipality is that in?"
    (**Y**es) → go to 2
    (**R**efused/don't know) → terminates interview → invalid

2. *"Is that a **H**ouse, **T**ownhouse or an **A**partment?"* (**H/T/A/R**)

3. *"How many people, including yourself, live in your household?"* (**1-9**) and press [**Enter**].

4. *"How many vehicles does your household have available for personal use?"* (**0-9**) and press [**Enter**].

Ensure you are talking to an adult who is familiar with household travel.

PERSONAL DATA SCREEN

Message 4: *"Now, I would like to ask you some questions about - yourself…. → go to 1….(for subsequent people) - turning to the next person in the household, that would be your (Label)…. → go to 1.*

Interviewer: To record identification (Label) for people in the household, you may either type in a family description (e.g., wife, son, roommate, etc.) and/or press [**Enter**] to accept the computer defaults (e.g., RESPONDENT for 1st person, PERSON 2 for 2nd person, PERSON 3 for 3rd person, etc.) – info not used in final database.

1. *"How old are (is) you (he/she)?"* (**0-98**) and press [**Enter**].

Interviewer: (a) Code **0** for infant less than 1 year old.

(b) Note gender of person

2. *"Do you (he/she) have a driver's licence?"* (**Y/N**)

Interviewer: (a) Person must be 16 or older to hold a driver's licence.

3. *"Do you (he/she) have a transit pass? If so what kind?*
    (**N**o) → go to 4

    (Yes) → 3a. *"What kind ?"* (**M**etroPass / **G**O / **O**ther /
            Combination (more than one) / **P**resto /
            Refused/don't know)

4. *"Are you employed? Full-time or part-time?"* (**F/P/N/R**)

    (**N**o) → go to 5
    (Yes) → **F**ull time/**P**art time → go to 4a below

4a. *"What is your (his/her) occupation?"* (**G**eneral Office / **S**ervice and
        Sales / **M**anufacturing and Construction / **P**rofessional)

4b. *"What is the address or location of your (his/her) usual place of
        work?"*
Probes -   *"What is the street address?"*
           *"Can you give me a landmark or a building name as you
           would tell a cab driver?"*
           "What municipality is that in?"
Interviewer: (a) Always confirm Municipality when pulling a street name
                from list.

4c. *"Do you have free parking available where you (he/she) work?"*
    (**Y/N**)

5. *"Are you (he/she) a full-time or part-time student?"* (**F/P/N**)
        (**N**o) → go to 6
        (Yes) → **F**ull time/**P**art time → go to 5a below

5a. *"What is the name of the school?"*
        " In what municipality is that ?" "If University "what campus?"

Interviewer: (a) Person cannot be both full-time employee and full-time
                student. If so, however, code as part-time student.

6. *"The next person in the household, whom would that be?"* (Label)
    then back to 1. *" …and how old are they…….?"* …. Etc.

Computer takes you back to beginning of person screen for everyone in
the household, until it is the last person. Then message 5:
FIRST ORIGIN SCREEN

Message 5:   *"Now I would like to ask you about the trips that you (and the other members of your household) made yesterday. I'll start with your trips first."* → Go to 1.

Message 5a.   "*Now turning to the next person in the household, that would be* __(Label)__ *"* → Go to 1.

1.   *"Did your (his/her) first trip start from home yesterday?"* (**Y**/**N**)

(**Y**es) → go to 2a
(**N**o) → for started from home but trips were made then enter '**Y**' for "trips made" → go to 2b.

If no trips were made, enter '**N**' for "started from home" and '**N**' for "any trips" made and read message 5a and continue for next person.

If person has a usual place of work and made no trips then:

"You (he/she) did not go to work yesterday, were(was) you (he/she) working at home?" (**Y**/**N**) and continue for next person.

Note: If no trips were made by anyone in the household computer will take you to the end of the interview.

2a. *"Where did you (he/she) go first?"*

Interviewer: (a) Ensure that you are recording the **very first** trip the person made that day starting from 4a.m. For example, a shift worker's first trip may very well be from work to home.

IMPORTANT :   **For location data to be entered - Begin typing the street number or press 'F8' to specify another location type (H for home, W for work, M for monument etc. SEE CODES ON NEXT PAGE.**

2b. *"From where did your(his/her) first trip start?"*

"What municipality is that in?" → 2a.

Frequently encountered examples for "not starting from home" are a shift worker starting from work and someone starting from the airport (just flew in from outside the survey area yesterday).

TRIP SCREEN

1. *"Where did you (he/she) go first/from there?"*

(Begin typing address or press '**F8**' to specify another location type e.g. **W**ork, **H**ome, **U**sual school, **M**onument etc.)

    Interviewer: Probe respondent: "Did you make a stop (that was not incidental to the original trip purpose) on the way there?"   AND/OR "Did you go out during the day?"

                  1a. *"What was the address, municipality, etc.?"*

'**F8**' '**H**' →   go to 3.

'**F8**' '**W**' →   1b.*"Was that your (his/her) usual place of work?"*

                  (**N**o) -->*"What is the street address, municipality, etc.?"*

                  (**Y**es) --> go to 3

'**F8**' '**S**' →   School FOR NON-STUDENT (for purpose other than attending classes) → go to 2.

'**F8**' '**U**'→   Usual school FOR STUDENT (from person screen) → go to 3.

'**F8**' '**E**' →   Often people in the same household go to the same destinations throughout the day. The software has a feature called '**E**xisting' which 'pops up' a window of all the previously recorded work, school and first origin locations for everyone in the household. It remains more efficient however to use H, W, and S for the current person's home, work and school trips but saves considerable time when the person you're working on gives another person a ride to their school or work.

2. *"What was the purpose of the trip?"*
               (**W**ork / **S**chool / **H**ome / **M**arket or Shopping / **F**acilitate Passenger / **D**aycare / **O**ther)

Interviewer : Most people answer the question "Where did you/he/she go?" with the purpose of the trip. E.g. Work, home, school, shopping etc. and in these cases it is not always necessary to ask the purpose question. However, please confirm by saying something like "… *and you said that was for shopping, right*?"

3. *"At what time, to the nearest 5 minutes, did you (he/she) leave to go there?"*

Note: Times are recorded as a 3 or 4 digit number followed by the letter "**<u>a</u>**" (for a.m.), "**<u>p</u>**" (for p.m.) or "**<u>n</u>**" (for trips made between midnight and 3:59 a.m.). For example, 3 p.m. would be entered as **<u>300p</u>** then [**Enter**]. Valid time ranges are:

<u>400a</u> to **<u>1159a</u>**	- 4:00 a.m. to 11:59 a.m. the previous day
<u>1200p</u> to **<u>1159p</u>**	- 12:00 p.m. to 11:59 p.m. the previous day
<u>1200n</u> to **<u>359n</u>**	- 12:00 a.m. to 3:59 a.m. the interview day

It is important to record a start time for every trip. If you are unable to get an exact time make the best estimate possible, say 1030a for mid-morning. Just pressing the enter key for "Don't Know" will give you a default time of 4:00 a.m. for the 1st trip or automatically add on 5 minutes to the previous trip start time for subsequent trips.

Trips must be recorded in the proper time sequence. The computer will prompt you with an error message if they are not. Stress "What time did you **leave** (previous destination) to go there", making the connection to the previous trip to ensure complete information.

You can use the "**F11**" (Select a trip) – [**cursor/arrow to desired trip**] followed by [**Enter**] to review/edit a trip in order to rearrange trip sequences during or after an interview.

4. *"How did you (he/she) get there?"*
    (**D**rive / **P**assenger / **M**otorcycle / Ta**X**i / **W**alk / **B**icycle / **T**ransit / **S**choolbus / **O**ther / Paid Rideshare e.g. **U**ber)

    (1) If "**D**" for drive then *"How many persons were in the vehicle? (including the driver)."* (**1-98**) then Press [**Enter**]

    (2) If "**D**" for drive and logical (computer) then -
    " Did you/he/she use Highway 407 for any part of this trip?" (**Y/N/R**)

<u>NOTE: Vehicle Occupancy (number of persons in vehicle) is only asked when mode is drive as is the 407 question.</u>

Non-Transit   →   go to 5

TRANSIT SCREEN

4a. *"How did you (he/she) get to the bus/train stop?"*
(**D**river / **P**assenger / **M**otorcycle / Ta**X**i / **W**alk / **B**icycle /
School bus /**O**ther / Paid Rideshare e.g. **U**ber)

Interviewer – If transit routes were used on a previous trip for this person and there is a likelihood they were used in reverse order then '**F7**' Reverse routes and go to 4b otherwise go to 4c.

4b. Upon pressing '**F7**' computer takes you to "Other transit trips for this person" list -

Ask → *"Which trip?"* highlight appropriate trip then [**Enter**]
"Were the routes exactly the same?"

(**N**o) to exactly the same → edit data on Transit Screen

(**Y**es) to exactly the same → confirm then go to 5
.

4c. *"What was the first transit route you (he/she) took?"* (Route Name or Route Number)

(Note: If the route is subway, RT or GO Rail you will need to ask for the station at which the person boarded and the station at which the person got off)

4d. *"What was the next transit route you (he/she) took?"* (Route Name or Route Number) – '**A**' Another route (**A**, **N**)

Interviewer: Repeat 4d. until all transit routes have been recorded. After last route is recorded, pressing '**N**' No more routes takes you to 4e.

4e. *"After leaving the bus/train, how did you (he/she) get to the final destination?"* (**W**/**D**/**P**/etc.)

Important: '**A**' - Another route, records the second and third routes for the same trip. You must say '**N**' No more routes to conclude the transit trip at 4e above. If '**A**' Another route is selected in error, the route must then be deleted. '**Ins', 'Alt'+'Ins'** and '**Ctl'+'Del**' work the same for transit routes as they do trips. See section 6.3 trip data on page 24/25.

NOTE THE TRANSIT ROUTE KNOWN AS UP EXPRESS SHOULD BE ENTERED AS GO TRAIN – THE ON / OFF STATIONS WILL BE FOUND THERE.

TRIP SCREEN (cont'd)

5. *"Where did you (he/she) go from there?"*

      '**A**' → Another trip and record trips until no more trips.

Note that if '**A**' Another trip is added in error it must be deleted (See section 6.3 page 24/25). [**Esc**] and/or '**F5**' will not return you to ('**A**' Another trip) to change it to ('**N**' No more trips) as it is not a question.

      '**N**' --> No more trips
          If last trip = 'Home' → 5a.

a)   *"Can you think of any other trips you or the other members of your household made yesterday either during the day or in the evening that we may have missed?"*
              (**N**o) missed trips → go to 6
              (**Y**es) missed trips → go back and add trips.

      If last trip ≠ 'Home' --> 5b.

b)   *"Did you (he/she) not return home?"*
              (**N**o) → go to 5a. and then 6.
              (**Y**es) → go back to 5

      If person has a usual place of work which is not home and did not make a work trip that day → 5c.

c)   *"You (he/she) did not go to work yesterday (Friday), were you (he/she) working at home (**Y/N**)?"*

6. *"Now turning to (the next person)...Did (his/her) first trip start from home yesterday (Friday)?"*

      <u>Interviewer</u>:   Program will automatically return to the First Origin Screen until trip information is recorded for everyone in the household 11 years old and older.

7. "*May I ask which of the following categories corresponds to your total household's income last year (from all sources before income tax)?*
1.) under $15,000 2.) $15,000 to under 40,000 3.) $40,000 to under 60,00
4.) $60,000 to under 100,000 5.) $100,000 to under 125,000 6.) over $125,00
and 7.) Refused/Don't know.

      <u>Record the answer with a dollar sign and the appropriate category in the comment screen as $4, $6, $2 etc</u>

Message 6: ***"Thank you very much for your participation."***

8. <u>DDE Program</u>:   Record completion status

5.0 SPECIAL FUNCTION KEYS AND LOOK-UP TABLES

5.1 Special Function Keys

'**Esc**'   -   May be used to move back to the previous item in the same question or previous question (script does not change). Repeat to back up more than one item. Also used to exit look-up functions and edit functions.

'**F1**'   -   May be used at any time to bring up a comment screen. Previous comments will be displayed and new comments may be added. Use this key to enter explanations of any unusual items, particularly in relation to future call-backs. For example, who to ask for and what info is missing. The computer will assign your login and date to any comments you make. To get out of the comment screen simply press F1 once again.

'**F2**'   -   Activates the uppermost tool bar on the screen. Used to conclude an interview session (logout/quit) and begin a session (household search/get household). It can also be used to view "work history".

'**F3**'   -   Activates the EDIT option tool bar.

'**F4**'   -   Start Interview – begins an interview with a household and can be used to go back to beginning while saving whatever has been done.

'**F5**'   -   To move back one question at a time. Script changes appropriately.

'**F6**'   -   Used to resume the interview sequence after editing data elsewhere in the interview. Also takes you to the furthest point of a partially complete interview that is a call back from a previous session.

'**F7**'   -   Used to Copy a trip (Pg. 25) or reverse transit routes (Pg.12) for a specific trip.

'**F8**'   -   Used to enter a monument or intersection instead of a street address. Shortcut for previously recorded locations. See Pg 10 (Trip Screen).

'**F9**'   -   May be used to over-ride the automated look up function (data base).

'**F10**'   -   Activates the 'Choose a person' tool bar. Also used to browse the call history on the household screen and browse past comments on status code screen.

'**F11**'   -   Activates the 'Choose a trip' tool bar, also used to browse validation errors on status code screen.

'**F12**'   -   A "toggle" switch that expands the data-base look up function to include the Entire Survey Area and/or back to the Local Area. The local area is a shortened list based on address of the household.

5.2 Recording Location Data

Exact geographic locations are required for a number of items in the survey:

- Home address
- Usual place of work
- Usual place of school
- First origin
- Destination of each trip

It is most important that all geographic information be accurately recorded. For locations within the survey area an exact address is required, or sufficient information to be able to identify the street block. For locations outside the survey area, the community name is sufficient. If you are unsure, always get a specific address. An location may be recorded in one of 3 ways:

1) <u>Complete Address</u> - must include street number, full street name including type designation (road, street, avenue, etc.), direction (if applicable), and the town or city it is in. For example, 100 Bloor Street E, Toronto.

2) <u>Monument</u> - Monuments are names of buildings, structures and other places such as a landmark that can be readily identified by name alone. Communities outside the survey area are treated as monuments. To initiate a monument entry press the '**F8**' key at the street number field on the trip screen and choose '**<u>M</u>**'. Examples of valid monument names are:

- CN Tower, Toronto
- Exhibition Stadium or CNE, Toronto
- City Hall, Hamilton

The community (city or town) name must always be recorded. Places such as beer stores, post offices, banks and restaurants may be recorded as monuments. However, since there may be more than one with the same name (there are many McDonald's) it is necessary to obtain additional information. For example, CIBC **on** <u>(street name)</u> **at** <u>(street name)</u>. DO NOT USE STREET TYPES such as Ave/Blvd/St etc. when identifying a monument and never use punctuation in location fields. A beer store in a small town may be entered as Beer Store ONLY ONE if in fact there is only one beer store in the community – confirm.

Always probe for the closest cross streets, not the closest major streets. If the respondent is unsure then record the best information that you can. Use the comment screen if necessary.

3)   <u>**Intersection**</u> – '**F8**' '**I**' at street number field. Intersection locations are to be avoided unless you fail to get an address or a unique building description (monument). If a respondent gives you an intersection rather than a specific address, probe to see if they know the street address or name of the building. If not, enter the first street name and choose the street from the look up data-base (remembering to confirm the Municipality) then repeat for the second street of the intersection. Note that "major intersections" are not preferred. It is better to get a smaller cross street. Also, the computer will prompt you if the streets do not intersect.

     PLEASE BE AS ACCURATE AS POSSIBLE!

     A complete street address or proper monument name is always preferred. Street intersection should only be recorded as the last option. If the respondent says they went to Yonge and Bloor to shop then ask for a store name that they went into and record it as a monument.

5.3 Look-Up Tables

Your computer has been pre-programmed with lists (data base) of valid names for each of the following items:
- Streets
- Municipalities
- Schools
- Transit routes

Note: This data base <u>only</u> covers those streets, municipalities, schools and transit routes that are within the study area. See 'F12' under Section 5.1 Special Function keys.

While typing, pressing the [**Enter**] key displays a list of the names which match the letters which have been typed so far. The arrow keys may then be used to scroll the list up or down or to position the cursor. Pressing the [**Enter**] key again will select the entry highlighted by the cursor. Be sure to verify that the municipality/route operator/campus is correct before making a selection. The [**Esc**] key may be used to return to the data entry field without making a selection. This is useful when you want to change what you had already typed to refine the matched list.

When there is only one entry that matches the letters typed, the computer will immediately display it, that is, without having to press the [**Enter**] key. Verify that both the name and municipality are correct then use the [**Enter**] or [**Esc**] key to proceed as appropriate. Once again [**Enter**] to make a selection or [**Esc**] to return to the data entry field without making a selection. If the correct name is not in the list, you can press the '**F9**' key to override the matching function and continue to type in the full name. However, proper matches should be found most of the time.

If there is no entry in the built-in list that matches the keyed in letters, the computer will automatically display an empty look-up table in which you can continue typing the name. If this happens, you should verify that the name you have been given is spelled correctly. Using the [**Backspace**] key will cause the table to begin to fill up with potential matches. [**Esc**] will return you to the original data entry screen. Always remember to verify the municipality. There are many Queen Streets in many different municipalities. See "F12" on page 14.

6.0 VALID DATA CODES

6.1 Household Data

6.1.1 Home Address

It is essential that the home address information be complete and correct. If either (a) the household has moved to a new address with the same phone number, or (b) the information displayed is not complete, you must obtain complete address information including street number, street name and type (road, street, etc.) and the community name. Most households in the GTHA should possess a civic address. A rural route or post office box number is NOT a complete address; you must obtain the actual location of the residence.
Most rural areas in the survey area are now set up for 911 service. This means they will have street numbers and names (ELC, Emergency Location Codes). Probe for this information (located on drivers' licences and realty tax bills).
Lot and concession numbers may be used if there is no street address. Lot and concession addresses are entered as the "lot number" in the street number field and "Lot Concession 10" in the street name field. Make sure you confirm the township in which they live. Postal code is not required when you are recording a new home address.

6.1.2 Housing Type

House -   A dwelling unit with a separate outside entrance. Includes single, semi-detached and basement apartment in a house.

Townhouse - A dwelling unit with a separate outside entrance but as part of a multi-unit building or complex. Usually has a street and unit # in the address. Includes row-house, free-hold, and condo townhouse.

Apartment - Any unit with a common outside entrance. Usually has a unit/suite # in the address. Includes condominium apartments, duplexes, rooming houses and other multiple units.

NOTE: Condos are not housing types. In the case of "condo" as a response to the question then politely ask "Is your condo a house, townhouse or apartment?

6.1.3 Number of persons

Include - All persons who normally live in the housing unit including babies, children and grandparents. Include lodgers or live-in housekeepers if they share communal facilities (phone, etc.)

Exclude - Temporary guests (less than 1 month). Tenants and lodgers in a self-contained unit located elsewhere in the house. Persons who are living elsewhere for an extended period of time (more than 1 month) for school, work or other reasons.

It is possible to Insert and delete people while on the "Person info" screen. Care must be taken when deleting or inserting a person or people. The training sessions will inform you of the protocol.

6.1.4 Number of Vehicles

Include - Cars, station wagons, vans, small pick-up trucks, motorcycles, rental and business vehicles which are normally available for **personal use** by members of the household.

Exclude - Heavy trucks, motor-homes, school buses, bicycles and vehicles that are not licensed or are inoperable.

6.2 Person Data

Some items of personal data (age and gender) are required for all members of the household. Other items need only be collected for those persons 11 years of age or older. The software will give the appropriate prompts accordingly. The software will not issue an interview complete status code unless the number of people for which personal data has been collected is equal to the number of people stated as being in the household.

6.2.1 Person Identification (Label)

Household members can be identified by first name or family relationship (husband, wife, son, etc.). The computer assigns a sequential number to each person that will be displayed as part of the trip information for each trip made (e.g. Person 1, Trip 1; Person 1, Trip 2 etc.).

Note: Descriptive names are collected for your convenience in conducting the interview. The names will not be part of the final computer record or used in any way for analysis.

DO NOT ask for the name of the person you are talking to, unless there is a special reason (e.g. scheduling a call-back). If you are scheduling a call-back for specific missing information then it is helpful to obtain the person's name to whom you need to speak and leave a comment in the comment screen. If there is only one or two persons in the household, you may simply refer to "you" and the "other person". An interview can be conducted by referring to "the 12- year-old girl", etc.

6.2.2 Age

Ask for exact age; if the respondent hesitates or refuses, try to get an approximate age (within 5 or 10 years). Infants under one-year-old are recorded as 0 (zero). If a person says mid-forties, record it as 45. Similarly if they says early fifties record it as 52. If the respondent gives an age range then record the mid point.

Valid codes are 0 to 98 with anyone over 98 being coded as 98. The code '**R**' or '**99'** is used if no estimate of age can be obtained, that is, refused or not known.

6.2.3 Gender

Record '**M**' for male and '**F**' for female. DO NOT ask the respondent even if uncertain. Use your best judgement. However, it is appropriate to ask the respondent the gender of other members of the household. An example is "Turning to the next person in the household . Who would that be?" Answer: My roommate. Then "Would your roommate be male or female? Code '**R**' for refused/don't know. Usually the answer to the age question will give up the gender. Q: "How old is your roomate?" A: "he/she is 30".

6.2.4 Driver's Licence

Refers to the possession of a currently valid driver's licence. This includes any category of motor vehicle licence, including a temporary learner's permit. A licence which has not been renewed or which has been suspended for any reason is not a valid licence and should not be recorded. ('**Y**' – has licence, '**N**' – no licence, '**R**' – refused/don't know)

 For persons under 11 years of age

The computer program will automatically display a message "That is all the information we need for someone under the age of 11" You will need to press enter to move on to the next person or trip info as applicable.

6.2.5 Transit Pass

Refers to the possession of a currently valid transit pass. Transit passes are categorized by length of use, (daily, weekly, monthly etc.), but are coded by the issuing transit authority (TTC and GO Transit). Use the list of options which displays all transit passes in the survey area. In the case of the new transferable Metropass, if a person questions whether "use" of the pass constitutes "having" one, the answer is yes and would be coded **M** for Metropass.

> **M** - MetroPass
> **G** - GO Transit
> **P** - Presto Pass
> **O** - Other
> **C** - Combination (more than one)
> **N** - None
> **R** - Refused/don't know

6.2.6 Employment Status

> **F** - Employed full-time
> **P** - Employed part-time
> **N** - Not employed. (Includes homemakers, retired persons, unemployed, volunteer worker, persons on maternity or disability leave)

A person is employed if they receive a salary, or other remuneration, on a regular basis for the work they do. A person who runs his/her own business at home is employed. A student who works part-time on a regular basis is employed. 2 part time jobs does not equal full time empolyed.

A person is unemployed if they are looking for work but do not currently have a job. Where possible leave the definition of full-time or part-time to the respondent. If asked, use 30 hours a week as the approximate dividing line. If a person has more than one job they should base the determination on the one which they consider to be their main job.

6.2.7 Occupation

This question is only asked of people who are employed. Use your best judgement to fit the response into one of the four categories displayed on the screen. The categories are:

G - General Office. Persons who work in an office type environment but do not qualify for the Professional/Technical/Management category.

S - Sales and Service. People involved in the selling of goods or services at either the wholesale or retail level. Includes most people who work in stores, restaurants, banks, insurance

companies, repair centres, health clubs and entertainment facilities of all kinds. Exclude anyone employed in a purely administrative capacity (General Office).

M -   Manufacturing/Construction/Trades. Non office jobs that generally involve some degree of physical labour. Include factory and warehouse employees, construction workers and associated trades people (e.g.: Plumber, electrician). Include farming, agriculture, mining, forestry and food processing.

P -   Professional/Technical/Management. Jobs that require a specialized education (e.g.: a University degree in a particular field) or involve a substantial level of management responsibility. Do not include supervisory staff where "supervision" is their main function as opposed to the determination of "how" things should be done or the setting of policies. Jobs in this category are generally in an office environment but have a substantially higher income earning potential than the General Office category.

6.2.8 Employment location

This question is only asked of people who are employed. We require the actual location where the person works. **A street address is preferred.** The name of the employer, an office building or plant location may be entered as a monument provided the information is sufficient to accurately identify a unique location.

If a person has more than one job or works in several different locations ask for the one they spend the most time at. Enter 'No Usual Place of Work' if the person does not have one, such as might be the case with a taxi driver or trades people who go directly to different locations each day without first going to a terminal or an office.

Note that the Toronto School Board is an employer and not a location. In the case of Supply Teachers they would have "No usual place of work".

Options for entering the employment location are:

a) Street address:
    Enter address by typing in the street number and name
b) Monument:
    Press '**F8**' then '**M**' while in the street number field.
c) Work at home:
    Press '**F8**' then "**H**" while in the street number field.
d) No usual place:
    Press '**F8**' then "**N**" while in the street number field.

6.2.9 Free Parking at Usual Place of Work

This question is only asked of people who are employed and have a usual place of work and is asked even if they don't drive.

Options are:
   Y - Yes
   N - No
   R - Refused/Don't know

6.2.10 Student status

A student is any person enrolled either full-time or part-time at an academic institution. It also includes evening classes related to academic or vocational training, but not related to sports or recreation.

   F - Full-time
   P - Part-time
   N - Not a student

Note: A person cannot be recorded as both a full-time employee and a full-time student. The computer will prompt you to change one of the designations. Change the school status to part-time if the student also works full-time.

6.2.11 School Name

This question is only asked of students. Use the automated look-up procedure to check that the full name is correct and verify that the municipality is correct. If the school is a University or College with multiple locations, the software will display a list of buildings or campuses. Select the one where the person usually attends classes. Do not type the whole school name unless you are absolutely sure of the spelling. There are some cases when there will be no exact match to the automatic look-up if you have typed the name incorrectly or if you typed too much of the name. E.g., Forest Hill Public School is actually Forest Hill PS in the computer database. Also note the official name of the school may not be the name which people commonly use (Cornish Public School is actually R H Cornish Public School in Port Perry).

Note: You can abbreviate University of Toronto by typing 'U of T. But you can find all Universities in the survey area by typing "University" and pressing [Enter] as well. Again, the F12 function key switches you back and forth between Local Area and Entire Survey Area. And again, it will be necessary to ask "*which campus*" when applicable.

Also note that a person who is taking courses over the internet is deemed to be attending classes at **H**ome. **(H)** as type of school

6.3 Trip Data

Remember that only **trips made on the previous weekday** are to be recorded. Once the first trip has been recorded, a trip day is established and remains the trip day for which all the trips for that household must be collected. That trip day is displayed at the top of the computer screen in blue. The default trip day will be the previous weekday. No trip data is collected for persons less than 11 years of age.

A trip refers to a one-way movement between two places for a single purpose. The origin of each trip is assumed to be the destination of the previous trip. It is therefore important that all trip data be collected in the correct order.
Do not record stops along the way if they are incidental to the main trip purpose unless they involve a significant detour or time delay (more than 15 minutes). However, dropping off a passenger on the way to work is a separate trip since the purpose is to facilitate a passenger. In most cases it will be up to the respondent to determine what constitutes a trip. The interviewer should not change the information, once collected, unless there is a definite error; i.e., it is not critical if a minor stop-off does get recorded as a separate trip provided the interviewer does not make a habit of recording these incidental trips.

Walking trips are recorded if they are between home and work and home and school and work and home and school and home. Also if they form an essential link to another trip by a different mode or if they are "facilitate passenger" trips. E.g. Walking the 7 year old to school. If additional walk trips are recorded by accident, there is no need to delete them. They will be reviewed and, if necessary, taken out of the data base later.

In general, the trips recorded should be the ones made by all members of the household between the time they get up and the time they go to bed. They are recorded for the 24-hour period from 4 a.m. on the day prior to the interview to 3:59 a.m. on the day of the interview. If you discover near the end of the interview that a person works a night shift and returns home at 8 a.m., you might need to go back and change the person's first trip origin (see 6.3.1) to work and his/her first trip destination to home.

If an occupation requires that a person go to many different places in one day (e.g., travelling salesman, bus driver, taxi driver, courier) only two trip work trips need to be recorded. So, to first work trip destination then (even though it won't be right) from there to the last work destination. However, if subsequent trips are recorded by accident do not attempt to delete them. The next non work trip should be recorded from the last work destination. Do not assume that his next trip is home. Be sure that if the person "went to the gym" after work it is recorded as a separate trip.

However in the case of a cab driver who reports to a terminal to pick up his cab or delivery person who goes to a depot first, their first trip would be to the terminal/depot then the next trip would be to where ever he/she went after work. Again do not assume they just went home after work.

If a person reports to a shop/office first before then going to the day's work site as a construction worker might, then record all their work trips. Similarly, an office worker who goes to a couple of meetings away from the office would have a few work trips to record. Use approximately 5 work trips and their occupation as a soft threshold to distinguish between valid work trips and the commercial driver scenario above.

<u>After recording each trip the following options will be presented</u>:

'**A**' - Another trip

> Takes you to 'street number' field of the next trip. Record the next trip. It will be necessary to delete the trip added if done so in error. Also remember that when copying a trip one must first add another trip or it will overwrite the previous trip. The computer will prompt if you want to overwrite.

'**N**' - No more trips

> The computer will ask you to confirm that there are no more trips for that person. Additional confirmation will be prompted by the computer when the last trip for the person is not to home or when an employed person did not make any work trip (see Q.5b and Q.5c on the Trip Screen). After confirming that there are no more trips the computer moves on to prompt you for information on the next person in the household. If there are no more people, it will prompt you to politely terminate the interview and record a completion status code for the household.

NOTE: While recording trip information an insert, delete and copy trip template appears above the script. (see below)

Delete a trip - '**Ctrl**' '**Del**' - While holding down the control key press the delete key. Depending upon when you press these keys the computer brings up windows that ask if you want to delete the current trip (from within the trip), the last trip (from the 'Another trip' box), or all (any trip?) trips (if it is the only trip). If it is the only trip and you choose delete, the computer will take you to that persons' 'Any trips' box on the first origin screen so you can record that no trips were made. Again, the computer will prompt with "are you sure" you want to delete all the trips for that person. The computer always gives you the default option of cancelling the delete function if needed. Use the arrow keys (or type the underlined letter) to select the option required.

Note: When deleting a trip other than the current or last trip (as above), one must first press '**F11**' 'Select a trip', **cursor to the trip** (highlight it) and press [**Enter**] to choose that trip (make it current).

IMPORTANT - THE CURRENT TRIP AND THE CURRENT PERSON ARE HIGHLIGHTED IN GREEN TOWARDS THE TOP OF YOUR SCREEN

Warning - **You must press [Enter] after highlighting a trip in order to select it. Simply putting the cursor over the trip and trying to insert or delete will insert before and delete the current trip and not the highlighted one.**

Insert a trip   '**Ins**' – Insert key. This will insert a blank trip immediately prior to the most recent trip for the person you are working on. This can be done while in the middle of recording the current trip and the computer will take you back to where you were when you '**Ins**' inserted the trip when you are done. To insert a trip for another person in the household you must first 'F11' select that trip as above.

Insert a trip   '**Alt**' '**Ins**' – Holding the Alt key down while pressing the insert key. This is a short cut to add "another trip" onto the last trip recorded for a non-current person. In other words, select (make current) a person's last trip that you recorded, then while holding the 'Alt' key down and depressing the 'Ins' key a blank trip gets added.

Note: Do not hold the insert key down because it will insert more than one blank trip. If a blank trip is inserted in error it must be deleted.

Remember that a return outing, such as going out to shop and then back to work, counts as two trips (provided mode is not walk). Each of these trips must be inserted separately.

Inserting a single trip is applicable when a person remembers that they made a detour that qualifies as a separate trip.

Copy a trip   "**F7**" – after "**A**" adding another trip or inserting a blank trip you can copy a trip to that blank trip by pressing "**F7**", cursoring to the trip you want to copy, and pressing [**Enter**]. The computer, referring to the copied trip that you just added or inserted (current trip), will ask you if the copied (new) trip is exactly the same and your options are **N**O. Edit the trip (most common – because of mode = drive then "other person would be passenger) or **Y**ES, (exactly the same) go to next trip.

If not exactly the same, the destination, the trip purpose, start time, and the mode, will have to be "entered through" while making any applicable changes.

6.3.1 First Origin

In most cases this will be home or the usual place of work. If they start somewhere else, then obtain the location but do not ask for the reason they were there. It could be necessary to change the first origin from "home" to "work" in the case of a shift worker who reported his/her trips out of sequence. You must first **delete the current trip**, then **press F3** and cursor over to **"First Origin", press enter** and say **"NO"** to trips made which will prompt you to say yes to the option of **"delete first origin and all trips"** for this person before you can then say **"yes"** to trips made and "**no**" to started from home, before you can actually change the first origin. This method applies only to a single person household shit worker. The sequence for changing first origin for a multi-person household differs slightly and will be covered in training.

6.3.2 Destination Type

Exact Address   - Street number followed by street name and municipality.

If other than address – '**F8**' then enter one of the following code letters:

H - **H**ome

W - Usual place of **W**ork (The one entered as personal information)

U - **U**sual place of school (The one entered as personal information) – FOR A STUDENT ATTENDING CLASSES

S - **S**chool – for purpose other than attending classes

M - **M**onument – see section 5.2

I - **I**ntersection – see section 5.2

E - **E**xisting – Other members' work, school or first origin

6.3.3 Trip Destination

The computer will automatically enter this data if the destination type has already been entered as: Home, usual place of Work or School.

6.3.4 Trip Purpose

The trip purpose will be recorded automatically if the destination type was specified as Home, Work (usual) or Usual School. If copying a destination, the same trip purpose will be displayed but you will be asked to confirm it. Remember that if you copy a school trip but the purpose was to play basketball the purpose would be "o" other and not "s" school. Try not to repeat the purpose question if a person has already said that they "went shopping" or "went to the cinema" in response to the question "Where did you go next?" but always confirm by saying "…and you said you went shopping, right?". If a trip is made for more than one purpose record the main one or record each segment as a separate trip with a different purpose. Trip purpose options are:

W - "Work". Includes trips to work and other trips made in connection with a person's normal employment, such as to attend meetings or to pick up materials.

Note: Trips to volunteer work and to apply for work are coded as "O" - other.

S - "School". Trips made for the purpose of attending school, including elementary, secondary, post-secondary, community college, trade school or night school.

Do not include trips made to school other than by students. A teacher going to school to teach would be "W" for work. A parent attending a parent-teacher meeting would be "O" for other.

H - "Home". Any trip to home from anywhere regardless of previous trip purpose.

F - "Facilitate Passenger". Trips made to pick-up or drop-off a passenger where the primary purpose of the trip is to serve the passenger's needs. This would include taking a child to school and a trip to the Kiss 'n Ride lot to drop off a passenger on the way to work. See "D" - Day Care for a special variation on this code.

M - "Market" or "Shopping". Trips made for the purpose of purchasing consumer goods or retail services. Trips made to repair shops, barbers' shops, beauty salons and dry cleaners are shopping trips. A visit to a plaza to window shop is also a shopping trip.

O - "Other". Any trip which does not specifically belong in one of the other categories. It includes personal business, medical, social, restaurant, recreation and entertainment trips.

D - Day Care (Picking up or dropping off an infant at a day care centre). This is a special case of facilitating a passenger.

6.3.5 Start Time

Record the time at which the trip started. It can be recorded to the nearest minute but do not press the respondent if they give an approximate time. Generally, most trip start times will likely be specified to the nearest 5, 10 or 15 minutes. Times are recorded as a 3 or 4 digit number followed by the letter "a" (for a.m.), "p" (for p.m.) or "n" (for trips made between midnight and 3:59 a.m.). You do not have to add a leading zero (0) for hours between1 and 9. For example, 3 p.m. would be entered as 300p. Note that the survey covers a 24 hour period over 2 days - from 4:00 a.m. of the trip day (usually the pervious week day) to 3:59 a.m. the next day (usually the day of interview). Valid ranges of time are:

    400a to 1159a = 4:00 a.m. to 11:59 a.m. the previous day
    1200p to 1159p = 12:00 p.m. to 11:59 p.m. the previous day
    1200**n** to 359**n** = 12:00 a.m. to 3:59 a.m. the interview day

Remember that trips must be recorded in the proper time sequence. The computer will prompt you with an error message if they are not. If the respondent is reluctant to give specifics, try to get a range. Use the [Enter] key to record a refused or don't know response. The computer program will automatically add 5 minutes to the previously recorded trip's start time to maintain the time sequence requirement.

6.3.6 Method (or Mode) of travel

Modes are:

D - "Auto Driver". Refers to the driver of any motor vehicle other than a motorcycle, scooter or moped.

P - "Auto Passenger". Refers to a passenger in a vehicle. Exclude school buses, taxis and any form of public transportation.

28

X - "Taxi". A person riding in a taxi or limousine who pays a fare for the trip.

M - "Motorcycle". Includes motor-scooters and mopeds.

S - "School Bus".

T - "Transit" includes all regular bus services, subway, streetcars, trolleys, GO trains, inter city rail and buses, island ferry and special services such as Wheel Trans for handicapped persons and hotel shuttle buses. Excludes school bus, taxi and limousine services.

B - "Bicycle", including those with electric motors if they still have pedals.

W - "Walk". Walk trips should only be recorded if they are to or from a work or school location, or if they form an essential link between two trips by other modes. Include wheelchairs.

O - "Other". A mode which does not fit into any of the above categories. Use the comment screen to explain what it is. Includes skateboard, rollerblades, horse buggy, ambulance and electric wheelchair. Also airplane if the origin and destination are inside the survey area. If a person travels outside survey area or enters the survey area by air, record the airport used as their destination or first origin and enter the mode of travel used to get to/from the airport.

U - Paid Rideshare (e.g. Uber)

R - "Refused" or "Don't know"

If public transit is used for any part of the trip, it is a transit trip (code '**T**'). Full details of the routes used, including station names (on and off), as well as the method used to get to and from the first and last public transit routes are required. If more than one mode of transportation is used, not including public transportation (e.g., If someone is given a ride to the Kiss 'n Ride and then takes the subway the mode is "**T**" with the access mode being "**P**").

If someone is given a ride to a parking lot where they then drive their own car to their final destination then record it as two trips.

6.3.7 Transit Routes

If any part of a trip is made by public transit, it is necessary to obtain details of the transit routes used. As well, the method used to get from the start of the trip to the first transit route, and from the last route to the final destination (access and egress). If a route is subway, RT or GO rail line the software will prompt you to ask for the station at which the person got on and the station at which they got off. A transit route can be identified by its name or number (bus, subway, streetcar – the 514, 501 etc.) and the transit operator (York Transit , TTC, GO, Mississauga Transit, etc.). The computer has a list of all of the route names and numbers coupled with the operator. If two routes entered in sequence do not intersect, an error message will appear and you will be asked to verify the route names before proceeding further.

Note: Whenever GO Rail, TTC subway or LRT is mentioned we need to determine at which station they got on and off. If they transferred at Union Station from Go Transit to Subway it needs to be entered as two routes with four stations. i.e. – Route 1: Go Train, then on at Clarkson, off at Union then Route 2: Subway, and on at Union and off at Eglinton.

6.3.8 Worked From Home

This question is asked only of people who are employed (full or part-time) and have a usual place of work that is not home and have not reported any work related trips. Options are '**Y**es' for worked from home and '**N**o' for did not work at home.

Work at home includes situations in which the person uses telecommunication technology or takes work home on either a regular or occasional basis. It does not include people who stay home because they are sick even if they still do work or if the person is on vacation but calls in to his/her work place for a few minutes.

7.0 COMMONLY ASKED QUESTIONS

NOTE: Be efficient. After supplying your answer to a question simply carry on with the interview. Do not wait for approval of the answer. Ask the next question of the interview.

7.1 HOW DO I KNOW THIS SURVEY IS LEGITIMATE?

"The Ontario Ministry of Transportation mailed you a letter recently informing you of the conduct of the survey and telling you to expect our call. This letter has been signed by the Right Honourable Steven Del Duca, Minister of Transportation, Ontario.

"Every five years for the past thirty years, they have conducted this survey to gather information so that they may keep up with your ever-changing transportation requirements."

"As a part of their randomly selected representative sample of households it is extremely important that they obtain this information from your household."

"You may phone MTO INFO at 1-800-268-4686 or visit our website at www.tts2016.ca"

"I can have them mail you another letter if you wish."

BE SURE TO CONFIRM CORRECT MAILING ADDRESS INCLUDING POSTAL CODE and APARTMENT NUMBER IF APPLICABLE -- Note use this offer only as a last resort.

7.2 WHAT IS THIS SURVEY ABOUT?

"It is the gathering of information about people's travel patterns and being able to track the changes in those patterns over the years."

7.3 WHY ARE YOU DOING THIS SURVEY?

"This survey is to find out the travel patterns of households to ensure continued improvement of road and transit services."

7.4 WHAT AREA IS BEING SURVEYED?

"The survey area is the GTHA including the Regions of Halton, Peel, York, and Durham and the Cities of Toronto and Hamilton.

"And since 1996 we have added Peterborough County including the City of Peterborough, Victoria County, County of Brant, Simcoe County including Orillia, Orangeville, part of Wellington County, and the Regional Municipality of Niagara.

7.5   **HOW DID YOU GET MY NAME?**

"Names and telephone numbers were randomly selected from Canada Post and other directory listings. Your household was chosen and therefore will be part of a representative sample of Southern Ontario households."

7.6   **HOW LONG WILL THIS TAKE?**

"On average the interview lasts 5 to 10 minutes. But it depends on how many people there are in your household and how many trips they took yesterday. "

7.7   **WHO IS THIS STUDY BEING DONE FOR?**
        WHO IS PAYING FOR THIS RESEARCH?

"The survey is funded by your Regional Municipality, County or City and by the Ontario Ministry of Transportation, GO Transit and the Toronto Transit Commission."

7.8   **HOW CAN I BE SURE THAT THE INFORMATION WILL BE KEPT CONFIDENTIAL? / WILL MY NAME BE USED**?

"Authority for the collection of this information has been obtained from each of the Regional and Local governments participating in this survey and the confidentiality of this information is protected under the Freedom of Information and Protection of Privacy Act."

"No, your name will not be used. In fact your name will be stripped from the record and your answers will be combined with the answers of other households and presented as statistics."

7.9   **WHAT GOOD WILL THIS DO?**

"It will help transportation planners and government officials make informed decisions, rather than guesses, about what Southern Ontario needs in the way of improvements to road and transit services."

7.10   **I'M REALLY NOT THE RIGHT PERSON TO TALK TO. MY HUSBAND DOES ALL THE DRIVING AND HE'S NOT HOME RIGHT NOW.**

"I would still like to interview you. Please try to answer the questions to the best of your knowledge." (If no knowledge of husband's trips, arrange call-back time/date.)

7.11 **WE'RE RETIRED/DON'T TRAVEL ANYWHERE / DON'T GO OUT.**

"Since you don't travel very much, the interview will only take a couple of minutes."

"As part of a statically reliable random sampling of household in Southern Ontario it is important that we obtain information from households even if they do not travel much as they are an integral part of the overall make-up of the general population."

"It is still important that we record this information for people who don't make very many or any trips out of the house. In order to get accurate information on the overall travel needs of your area we need to report on people like you who make few trips."

(AFTER QUESTIONED ABOUT PERSONAL INFORMATION)

WHAT DOES THIS HAVE TO DO WITH A TRAVEL SURVEY?

"There is a direct relationship between this demographic information and the number and type of trips made. This information will help forecast transportation needs in the future as the age composition of your area changes."

(For age specifically)

"We are concerned about the transportation requirements of different age groups, therefore, we are trying to identify what these different requirements are."

7.13 **HOW WILL THIS SURVEY HELP ME?**

"The survey will provide information so that the limited resources available for transportation facilities and services can be used in the best way possible. Even if you are retired, the results of this survey will help you by providing information to decision-makers to provide the best transportation system for the least expenditure of public funds."

7.14 **HOW CAN YOU SPEND MONEY ON A SURVEY WHEN OUR GOVERNMENTS ARE SPENDING TOO MUCH?**

"A good transportation system is essential for the economic prosperity necessary to fund Government expenditures. This survey will provide information necessary for planning the most cost effective transportation system for your area."

7.15 **IS THIS SURVEY BEING UNDERTAKEN IN MORE THAN ENGLISH?**

"Yes. This is a controlled sample survey. Every effort is made to obtain a completed survey from the selected households. This includes asking the questions in the language spoken at the household if possible. The last time this survey was undertaken, in 2006, the most common non-English interviews were conducted in Cantonese, Italian, Portuguese, and French."

7.16 **HAS THIS SURVEY BEEN UNDERTAKEN BEFORE?**

"Yes. This is a continuation of similar surveys undertaken in 1986, 1991,1996, 2001, 2006 and 2011. By asking similar questions at regular time intervals, time series data can be obtained that is useful in projecting trends or estimating changes for the future and helps keep up with ever-changing needs of people who use transportation systems."

7.17 **DO I HAVE TO DO THIS?**

"This is an important Government survey and your answers are needed."

If after the interviewer has attempted to satisfy the above concerns and the respondent is still wary of confidentiality or authenticity, refer to supervisor.

7.18 **SPECIFICALLY ABOUT THE HOUSEHOLD INCOME QUESTION.**

This information is useful for transportation planning purposes. To gain a better understand the travel behaviour of different kinds of households. It also helps us understand how closely the survey participants represent the region's population as a whole.