

## **APPENDIX A: 2011 SURVEY QUESTIONNAIRE**

## 2011 Origin-Destination Survey Questionnaire

### Introduction

*Status of telephone number obtained from survey software:*

1: Not called yet
2: Called earlier; appointment scheduled
3: Called earlier; mailing requested by respondent

“Hello, my name is \_\_\_\_\_ from R.A. Malatest and I am calling on behalf of the City of Ottawa / the Ministère des Transports du Québec. As reported in the media, we are conducting a major study of household trip patterns in the metropolitan region of Ottawa-Gatineau. I would like to ask you some questions about the trips made by the members of your household yesterday. I need to talk to the person, 16 or older, who is most familiar with your household’s trips made yesterday. Are you that person?”

*If person not available, try to make appointment.*

*Call status:*

1: Successful connection	8: Refusal
2: Appointment scheduled	9: Non residential
3: Voice message	10: Outside survey area
4: Respondent not available	11: Out of service
5: Postal mail requested	13: Call successfully completed
6: Electronic mail requested	14: Rejected household
7: Unable to continue (available anytime during interview)	

*If refusal, offer to send information about the purpose of the study.*

*If refusal maintained: “Thank you for your time. Have a pleasant day / evening.”*

Q4 Have you received the information brochure in the mail describing this study?  
[IF NOT] Have you seen or heard about it through the newspaper, radio or television?

1: By mail	4: Other (word of mouth, ads, etc.)
2: Through electronic media	5: Not seen or heard
3: Through newspaper	

*Read to all:*

“As noted in the media, the purpose of this study is to record person trip patterns in order to better plan the transportation networks of the metropolitan region of Ottawa-Gatineau. I can assure you that all personal information will be kept strictly confidential.”

Q5 Do you agree to take part in the study?

1: Agree
2: Call later / appointment
3: Refuse

### Household Information

Q6 First off, allow me to verify some information. I have dialled (*nnn-nnn-nnnn*), haven't I?  
*If not, apologize and hang up.*

I also need to verify your address: (*street number*), (*street name*), (*municipality*).  
*If corrected address is not within the survey area: "Your home address is not part of our survey area. I will stop the interview here and thank you for your time. Have a pleasant day / evening."*

Q6A What type of dwelling is that?

1: Single-detached house	5: Apartment or Condo (owner)
2: Semi-detached house	6: Other (e.g. caravan, cottage, etc.)
3: Row / townhouse	7: Decline to answer / don't know
4: Apartment or Condo (tenant)	

Q7 How many people currently live in your household, including yourself?  
*Children in joint custody to be included if living in household on the day of the survey. Include roommates and housemates; exclude anyone living in a separate apartment within the building. Do not include visitors, even if they are staying for an extended period of time.*

1: 1	15: 15 or more
2: 2	16: Decline to answer / don't know
3: ...	

*If decline to answer: "Unfortunately, I cannot proceed with the interview without an answer to this question. Your participation is very important, and all personal information you provide will be kept strictly confidential. Rather than terminating the call here, would you reconsider answering this question?" If still decline to answer: "Thank you for your time. Have a pleasant day / evening."*

Q8 How many vehicles, including cars, light trucks and small vans, are available to the people living in your household, including yourself?  
*Include vehicles provided by employers which household members use to go to work or for personal use. Exclude motorcycle/scooters and RVs.*

0: 0	3: ...
1: 1	15: 15 or more
2: 2	16: Decline to answer / don't know

### Household Member Information

I am now going to ask you some information about yourself.

Q10 Could you please tell me your age // how old he / she is?

0: less than 1 year old	98: 98 years old
1: 1 year	99: 99 and over
2: .....	100: Decline to answer

If decline to answer:

Q10A Could you tell me which age group you (he / she) belong(s) to?  
Read the age ranges, starting at a relevant one:

1: 0-4 years	
2: 5-9	
3: 10-14	11: 50-54
4: 15-19	12: 55-59
5: 20-24	13: 60-64
6: 25-29	14: 65-69
7: 30-34	15: 70-74
8: 35-39	16: 75-79
9: 40-44	17: 80 and over
10: 45-49	18: Decline to answer

Q11 Are you (is he / she) male or female?

1: Male
2: Female
3: Decline to answer

Q12 Do you (does he / she) have a valid automobile driver's licence?

1: Yes
2: No
3: Decline to answer / don't know
4: Not applicable (under 16 years of age)

Q12A Do you (does he / she) currently have a valid public transit pass?  
[IF YES] What type?

1: Regular	6: Other
2: Express	7: No
3: Express Rural / Interzone	8: Decline to answer / don't know
4: U-Pass / Cam-Puce	9: Not applicable (under 5 years old)
5: Senior	

Q13 What is your (his / her) main occupation status?

*For workers: full-time (30 hours / week or more) or part-time (less than 30 hours / week).*

1: Full-time worker	6: Homemaker
2: Part-time worker	7: Other
3: Student	8: Decline to answer
4: Retiree	9: Not applicable (under 5 years old)
5: Unemployed	

If worker or retiree or unemployed or homemaker:

Q13A Are you (is he / she) also a part-time student?

1: Yes
2: No
3: Decline to answer / don't know

*If student or retiree or homemaker:*

Q13AA Are you (is he / she) also a part-time worker?

1: Yes
2: No
3: Decline to answer / don't know

*If worker:*

Q13B What is the nature of your (his / her) main occupation?

1: Management	6: Art, Culture, Recreation and Sport
2: Business, Finance and Administrative	7: Sales and Service
3: Natural and Applied Science and Related occupation	8: Trades, Transport and Equipment Operators and Related occupations
4: Health	9: Primary Industry
5: Social Science, Education, Government Service and Religion	10: Processing, Manufacturing and Public Utilities

*If worker or student:*

Q13C Could you tell me where is your (his / her) usual place of work? / Could you tell me the name of the school?

1: Home	5: Address
2: On the road / no fixed place of work	6: Intersection
3: Municipality (if outside survey area)	8: Decline to answer / don't know
4: Generator	

Q14 Did you (he / she) make at least one trip at any time yesterday?

1: Yes
2: No
3: Not applicable (under 5 years old)
4: Decline to answer

*If were asking about respondent and there are other persons in household:*

Q15 I am now going to ask you about the other persons in your household. Could you give me an initial or some other designation, for the (person number) person?

*A simple code like M1, M2, M3 or F1, F2, F3 from oldest to youngest would do fine.*

*Go to next person, back at Q10*

*OR if were asking about the last person: "Is there another person in your household?"*

*If yes: add additional person to file and go back to Q10.*

*If no one in the household made any trip yesterday:*

*"Thank you for your time and have a pleasant day / evening"*

### Trip Information

“I am now going to ask you about the trips you made yesterday, that is any trip during the 24-hour period between 4:00 AM yesterday and 4:00 AM this morning, whether for work, school, shopping or any other purpose. It is important to report all trips, even for a short distance, on foot for instance, or stopovers on the way to somewhere else.”

*If it is the respondent's / household member's first trip:*

Q21 At what time did you (he / she) leave to make your (his / her) first trip?

*If respondent decline to give "exact" time:*

Q21A Could you tell me approximate Hour you (he / she) made this trip?

Enter minutes as "99"
9999: Decline to answer / don't know

*Starting with the respondent's / household member's second trip:*

Q21B At what time did you (he / she) leave your (his / her) previous destination to make your (his / her) next trip?

*If respondent declines to give "exact" time:*

Q21C Same as Q21A

Q22 What was the purpose of this trip?

*Read list as required; only one response to be recorded.*

1: Getting to Work (usual place of work)	8: Visiting friends / family
2: Work-related (other than usual place of work) / business meeting	9: Health and personal care
3: Working on the road / itinerant work place / no fixed address	10: Driving someone
4: School	11: Picking someone up
5: Shopping and household maintenance (grocery, shoe store, auto repair, etc.)	12: Returning home
6: Restaurant	13: Other
7: Recreation	14: Decline to answer / don't know

*If returning home, software records "home" at Q23 and goes to Q25.*

*If it is respondent's / household member's first trip:*

Q22A What was the starting point of this trip? *If needed: "Could you tell me the name of the place, address or street intersection?"*

1: Home	5: Address
2: Usual place of work / school	6: Intersection
3: Municipality (if outside survey area)	8: Decline to answer / don't know
4: Generator	

Q23 What was the destination of this trip? *If needed: "Could you tell me the name of the place, address or street intersection? Same codes as Q22A.*

*Ask only for trips made by the respondent and when respondent give "exact" time to Q21 and Q21B. Don't ask for trips made by household member.*

Q24 At what time did you (he / she) reach that destination?  
*If respondent declines to give "exact" time:  
Q24A Same as Q21A. Verify that arrival time is greater than the departure time.*

Q25 How did you (he / she) get there? *Start with the first mode, up to a maximum of 5 modes.*

<u>Private modes</u>	<u>External modes</u>
1: Car – Driver	10: Intercity or chartered bus
2: Car – Passenger	11: VIA Rail Train
3: Taxi	12: Airplane
4: Motorcycle or scooter	<u>Other modes</u>
5: Bicycle	13: Walk (entire trip)
<u>Collective modes</u>	14: Ferry
6: Urban transit (OC Transpo, STO, O-Train)	15: Other
7: School bus (e.g. yellow bus)	16: Decline to answer / don't know
8: Other bus and minibus	
9: Paratransit	

*If answer is urban transit:*

Q25A How did you (he / she) get to the bus stop (or the O-Train station)?  
0: Walk (default access)  
*If not: choose a standard mode from Q25.*

*If answer to Q25 is urban transit:*

Q25B What bus route(s) did you (he / she) take? *Start with first bus route; make respondent specify each route up to a maximum of 5 routes. If walk distance to first bus route is greater than 1 kilometre: "Did you actually walk the distance between your origin and route (XX)?" Make corrections as required.*

*If asked Q25B:*

Q25C Did you (he / she) take another bus route to get to your destination?  
*If yes, return to Q25B (The software checks the feasibility of the transfer and displays a warning message if validation is needed.)*

*If for two consecutive modes, the respondent / household member went from one group of modes to another (e.g. private to collective or car-driver to car-passenger at Q25) or vice versa:*

Q25D Where did you (he / she) switch transportation modes? *If needed: "Could you tell me the transfer point, name of the place (generator), address or street intersection?"*

3: Municipality (if outside survey area)	6: Intersection
4: Generator	8: Decline to answer / don't know
5: Address	

Q26 Did you (he / she) use another mode of transportation to get to your destination?  
*If yes, record new mode at Q25.*  
*If no, verify: "So you had arrived at your destination?" If no, return to Q25.*

*If answer to Q25 is car-passenger:*

Q27 Was the vehicle's driver:

1: A member of your household	3: Other
2: A work or study colleague	4: Decline to answer / don't know

*If answer to Q25 is car-driver (ask only for trips made by the respondent and don't ask for trips made by household member):*

Q27A How many people, including yourself, were in the car you were driving?

1: 1	9: 9 or more
2: 2	0: Decline to answer / don't know

*If trip purpose is "getting to work at the usual place of work" (code 1 at Q22) and mode is "car-driver" (code 1 at Q25):*

Q27B How much did you (he / she) spend for parking at this destination?

1: Free (public or private, off-street or on-street parking)	3: Pay parking:
2: Provided by employer	a. Amount: \$_____
	b. Term: _____ (D, W, M, Y) <i>(by: day, week, month or year)</i>
	4: Decline to answer / don't know

Q28 Did you (he / she) make another trip after that yesterday?

*If yes, record next trip at Q21B.*

*If no, the software makes sure that the return home trip has not been omitted "Did you return home yesterday?" before going to Q29 and then to the next person of the household.*

*If worker (code 1 or 2 at Q13) and usual place of work is not home (not code 1 at Q13C) and did not travel for work (no code 1 at Q22 during the day) yesterday:*

Q29 Did you (he / she) telecommute yesterday, instead of making a trip to your (his / her) usual place of work?

1: Yes
2: No
3: Decline to answer / don't know



*If we were asking about respondent and there are other persons in household 5 or older who made at least one trip at any time yesterday:*

“Now I would like to ask you about the trips that (*initial*) made yesterday.”

*Go to next person’s trips, back at Q21*

*OR if we were asking about the last person in household 5 or older who have made any trip:*

**Household Income**

Q30 Finally, could you indicate the range which corresponds to your household’s total income last year (*from all sources, before income taxes*)?

1: \$0 to \$29,999	6: \$150,000 to \$179,999
2: \$30,000 to \$59,999	7: \$180,000 to \$209,999
3: \$60,000 to \$89,999	8: \$210,000 and above
4: \$90,000 to \$119,999	9: Decline to answer / don’t know
5: \$120,000 to \$149,999	

“Thank you for your cooperation and have a pleasant day / evening.”