

Household Travel Survey 2024
Survey Questionnaire - Online / Phone Interview Scripts

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Questionnaire numbering is non-sequential and refers to numbering within the original template.

Grey shading indicates scripts for the telephone interview version that differ from the online version.

Orange text indicates a key variable name in the final data file that is associated with a given question. Names are from a template, but may be adjusted in the final data deliverable to match City of Burnaby preferences.

How survey is identified (name, where it is, who is it for)

These should be generally consistent whenever mentioned in the survey and in communications materials

Full Survey name: 2024 Burnaby Household Travel Survey

Agency survey: the City of Burnaby

Scope of the survey: Residents of the City of Burnaby. Trips to/from/within the City of Burnaby and the surrounding area.

Survey Contact information

Survey Portal URL: burnabytravelsurvey.ca

Survey toll-free help line: 1-833-224-7237

Survey email: info@burnabytravelsurvey.ca

City contact(s) for respondents:

City of Burnaby Engineering Department, Transportation
604-294-7944
travelsurvey@burnaby.ca

Client Privacy Contact
communications@burnaby.ca

Incentives: one of two \$200 cash prizes or one of 45 \$25 e-gift certificates

Project / client logo(s): provided separately

Project / client colours: provided separately

**2024 Burnaby Household Travel Survey
Online Survey / Telephone Interview Script**

1. INTRODUCTION – ONLINE HOUSEHOLD TRAVEL SURVEY

[City of Burnaby][City of Burnaby LOGO]

Secure Access Code: _____ Begin Survey

Welcome to the 2024 Burnaby Household Travel Survey.

The City of Burnaby is undertaking a Household Travel Survey to learn more about the travel patterns of residents. The goal of the survey is to understand where people are going and how they get there by collecting information on the trips made by each member of your household.

Survey invitation letters have been sent to randomly selected households.

The information you provide will be used to make informed decisions on future planning for roads, public transit, cycling and pedestrian infrastructure, and other transportation related projects.

In appreciation of your time, you'll be entered for a chance to win **one of two \$200 cash prizes or one of 45 \$25 e-gift certificates** upon the completion of this survey.

How long does it take to complete the survey? Approximately 10-20 minutes depending on the size of your household and number of trips. It is extremely important all your data is entered completely and accurately. You can also complete the survey by telephone with one of our professional interviewers by calling us toll-free at **1-833-224-7237**.

What kinds of questions are asked? The first two sections of the survey contain questions about your household and the people living in your household. The final section asks questions about the trips taken by each member of your household that is 5 years of age or older on a particular weekday (your Travel Day).

Will my privacy be protected? Yes. Your survey responses will be combined with others' responses before they are analyzed. Your contact information will be permanently deleted once the survey is concluded. Click here to view our [Privacy Statement](#).

How was I selected for the survey? Your household was selected at random from households across the city of Burnaby. Only a limited number of invitations are sent out, so the few minutes you take to participate will have a big impact. The survey is voluntary, but to truly represent the travel behaviour of all types of residents in your neighbourhood, we hope that you will choose to participate.

Who is being surveyed? We will be surveying randomly selected households across the city of Burnaby. Only a limited number of invitations are sent out, so your participation is very important.

Who is conducting the survey? The City of Burnaby has contracted independent research firm R.A. Malatest & Associates Ltd. to conduct the survey.

What day of the week should I report on? We are interested in your travel on the most recent previous weekday. It is important that you provide a snapshot of what you actually did on that day, even if it was not a typical day, and even if you did not make any trips.

Who do I contact for more information or for help?

- If you would prefer to complete the survey by telephone, please call 1-833-224-7237 (toll free).
- You may also call the number above for assistance with the online survey, or email us at info@burnabytravelsurvey.ca.
- If you wish to validate the authenticity of this survey you may contact the City of Burnaby at 604-294-7944 or visit the City of Burnaby [Page](#).
- For more information about this survey, please visit burnabytravelsurvey.ca.

Please note that your answers to the survey are saved each time you click on the Previous or Continue Buttons.

A1. **The survey should be completed by a person in your household 16 years of age or older who is familiar with your household's weekday travel. Are you that person?**

1. Yes
2. No

A1X. [if A1=No]

This survey must be completed by someone 16 years of age or older who is familiar with your household's weekday travel.

The survey may only be completed by someone under the age of 16 if consent is provided by their parent or legal guardian.

Please have a parent or legal guardian review and answer the following question before proceeding:

The goal of the **Burnaby Household Travel Survey** is to understand where people are going and how they get there by collecting information on the trips made by each member of your household. The information you provide will be used to make informed decisions on future planning for roads, public transit, cycling and pedestrian infrastructure, and other transportation facilities. All the information you provide is strictly confidential.

1. I am a parent or legal guardian of a person in this household who is under the age of 16 and I consent to this young person filling out the **Burnaby Household Travel Survey** on behalf of the household
2. No, I do not consent to having a younger household member fill out the survey

[If consent is not given, please click 'Previous' to go back to the introduction and ask an older member of the household to complete the survey.]

[If answer is No, do not allow respondent to proceed. Provide the following error message]

Please either obtain consent or ask an older member of the household to complete the survey.

If you are 16 years of age or older, click the Previous button to change your answer.

If you are under the age of 16, please have an older person in your household fill out the survey.

A1Z. [Ask ALL] Notice and Consent to Participate

The 2024 Burnaby Household Travel Survey is being conducted by the City of Burnaby. This survey will provide critical information for making future decisions about the City of Burnaby transportation system.

An independent, Canadian research firm, R.A. Malatest & Associates Ltd., has been contracted to administer the survey. The City of Burnaby and R.A. Malatest & Associates Ltd. are dedicated to protecting the privacy of participants.

This survey is voluntary and the personal information you provide will be kept confidential and will only be used for the purpose of conducting this survey. Click here to view our [Privacy Statement](#).

Select "I Agree" to confirm that you have read the above statement and agree to participate in the survey.

1. I agree
2. I do not agree [end survey]

Questions about this survey and use of your personal information may be directed to:
City of Burnaby Engineering Department, Transportation
email: communications@burnaby.ca

2. INTRODUCTION – TELEPHONE INTERVIEW

[This introduction is for phone interviews. The Persuaders section includes script interviewers can read to answer common questions from respondents]

Hello, my name is _____, and I am calling on behalf of the City of Burnaby to follow up on an invitation we recently sent you to participate in the Burnaby Household Travel Survey.

The data collected in this study will help inform decisions to improve transportation infrastructure and services across the city. In this survey, we will ask you some questions about the trips made by members of your household yesterday.

(INTERVIEWER: If respondent sounds young, verify over the age of 16. If no, ask to talk to appropriate person and restart intro or ensure that the parent provides consent for the younger person to complete the survey on behalf of the household, or schedule a call back)

USE FOLLOWING SCRIPTS AS NECESSARY:

- This survey is about the transportation choices people make. The survey results will be used to help plan improvements to roads, transit infrastructure, and pedestrian and cycling facilities across the city.
- Your household has been randomly selected to participate in this study. This is the first time this major transportation research study is being conducted by the City of Burnaby. It will serve as a baseline against which future changes in travel patterns will be measured. The survey is voluntary, but to truly represent the travel behaviour of residents in your area, it is important that you participate in the study.
- The survey takes about 10-20 minutes depending on the size of your household and your answers.
- The survey contains questions about your household and the people in your household. It also asks about the trips people in your household make.
- Even if you did not make any trips yesterday, it is important that we record that information as well. The survey will be shorter for you.
- I work for R.A. Malatest & Associates Ltd, a professional research firm. The City of Burnaby has contracted our firm to conduct this survey on their behalf.
- If you wish to validate the authenticity of this survey you may contact the City of Burnaby Engineering Department, Transportation at **604-294-7944** or visit the City of Burnaby [webpage](#).
- I can send you an email with information about the study, and a link to the website for this study.
- In appreciation of your time, you'll be entered for a chance to win one of two \$200 cash prizes or one of 45 \$25 e-gift certificates upon the completion of this survey. The prize draw is administered by R.A. Malatest & Associates Ltd. and will be drawn once the survey administration period is completed.

A1. **Please note that this call may be recorded for quality control purposes. I need to talk to a person, 16 or older, who is most familiar with your household's trips made yesterday. Are you that person?**

1. Yes (confirmed correct person)
2. No

A1X. [if A1=No]

This survey must be completed by someone 16 years of age or older who is familiar with your household's weekday travel. May I speak to someone in your household who is over the age of sixteen and who is familiar with your household's travel?

INTERVIEWER: Click Previous to change the answer on previous page and proceed.

A2. [ONLY ASKED OF TELEPHONE INTERVIEW RESPONDENTS. ASSUME ONLINE RESPONDENTS HAVE RECEIVED THE LETTER IN THE MAIL IN ORDER TO GET ACCESS CODE TO LOG ON]

Have you received the letter in the mail describing this study?

1. Yes
2. No
3. Don't know

INTERVIEWER: IF RESPONDENT DID NOT RECEIVE LETTER AND WISHES FOR MORE INFORMATION BEFORE PROCEEDING:

I can send you an email with information about the study, and a link to the website for this study.

A3. The 2024 Burnaby Household Travel Survey is being conducted by the City of Burnaby. As part of the survey, you will be asked questions about the trips made by each member of your household and information about your household (such as the type of building you live in, number of vehicles you have access to, and age of each household member). The information will be used for transportation planning purposes only.

If you have questions about this survey and use of your personal information, I can provide you with contact information for the project contact at the City of Burnaby.

IF ASKED: I can provide you with an email address to contact,
communications@burnaby.ca, or you can call City of Burnaby Engineering Department, Transportation at 604-294-7944

A1Z. This survey is voluntary, and I can assure you all personal information will be kept confidential and will only be used for the purpose of this survey. (Interviewer: click here for the [Privacy Statement](#) if more info is required).

Do you agree to take part in the study?

- 1: Agree

- 2: Call later / appointment
- 3: Refuse

3. SURVEY PRIVACY STATEMENT

[available anywhere there is a link to the [Privacy Statement](#)]

The Burnaby Household Travel Survey team is dedicated to protecting the privacy of its participants.

Collection of information for the survey is being undertaken in accordance with B.C.'s *Freedom of Information and Protection of Privacy Act (FOIPPA)*. The confidentiality of any information collected is protected under the provisions of the Act.

Any information obtained from each household is processed, stored, and used in a form that does not permit any particular household to be identified. Names, addresses, and phone numbers are deleted from the data file at the conclusion of the survey's data collection phase.

Canadian-based research firm R.A. Malatest & Associates Ltd. is conducting the survey data collection under the direction of the City of Burnaby with the highest standards of the protection of privacy and confidentiality. Click here for a link to the firm's Privacy Policy [URL: <http://www.malatest.com/Privacy.htm>] [LAUNCH IN SEPARATE WINDOW].

For more information, please contact 1-833-224-7237 (toll free) or email info@burnabytravelsurvey.ca.

To contact the City of Burnaby regarding privacy questions or concerns, please contact communications@burnaby.ca

For more information about this research study please visit burnabytravelsurvey.ca.

4. HOUSEHOLD INFORMATION

[B1A Web] Please provide a phone number and email that we can reach you at if we need to clarify your responses.

PHONE: Can you please provide a phone number and email address in case one of our staff need to reach you?

Name: [NAME] [optional]

Phone Number: [PHONE NUMBER] [optional] Extension: _____ [optional]

Email: _____ [optional]

Your contact information will be kept confidential and will not be shared with anyone. We will contact you only in the event we need to verify your responses. After 12 months, we will delete any contact information you provide on this page.

All fields on this page are optional; you may select Continue to proceed if you do not wish to provide your contact information.

B2. [If address exists in sample file AND street address flag=1 (i.e., address is not a mailing address like a rural route or PO Box)]

The home address we have for you is listed below. Please verify the address and edit the fields below if necessary. This information is required to identify the location of your trips.

We are interested in the physical address of your home, not your mailing address or unit number. Please review the following address and correct it if necessary.

STREET ADDRESS

CITY / TOWN

POSTAL CODE

Please confirm the address is correct, or edit the fields displayed and select confirm to proceed.

1. Yes, I confirm this address is correct

99. Decline to answer / don't know

B2X. [IF DECLINE TO ANSWER IN B2]

Unfortunately, the survey cannot proceed without an answer to this question. Your participation is very important, and all personal information you provide will be kept strictly confidential. Click here to view our [Privacy Statement](#).

If you are uncomfortable providing us your exact street address and you live in an urban area, you may provide your postal code. If you live in a rural area, please provide your street address, or at least the closest cross-streets.

PHONE: **Rather than terminating the survey, would you reconsider answering this question?**

1. Yes, I will provide my street address [if agree, go back to previous question]
3. I would prefer to report a nearby location by finding my postal code or the closest cross-streets with Google Map [if selected, go back to map address capture page]
2. I will not give my address or a nearby location [If still refuse:] Unfortunately, we cannot continue the survey without this information. Thank you for your time. Have a pleasant day / evening.

HomeLat, HomeLong, etc.

HOME_LOCATION

B2Y. Where do you live?

Please use the buttons below the map to either confirm that the location is correct or to search for the correct location. [Map the address provided using Google Maps]

[If no address in sample or if address flag indicates a mailing address such as PO Box and address page was skipped]: **Please provide the address of your place of residence. This information is required to identify the location of your trips. Please do not provide a rural route or a PO Box.**

[If confirmed address on previous page:] [display confirmed address above Google Map]
WEB: **Does the map correctly show where your home address is located? If not, click "Search again" to search for your correct address? If not, please move the marker to where it is located, or use the Search box to search for your correct address.**

PHONE: CONFIRM WITH RESPONDENT WHAT THE MAP SHOWS: E.g., I am looking at the location on Google Maps. It looks like your home is near the intersection of [STREET] and [STREET]. Is that correct?

OUTSIDE_STUDY_AREA_TERM

[If address location mapped appears to be out of bounds of the study area. Bounds of the study area are the city of Burnaby]

Your household address appears to be outside of the study area (the City of Burnaby).

Please check the location of the marker on the map. If the marker is not precisely where your home is physically located, move the marker, or search again. If the location of the marker is correct, then you live outside of the survey area and we cannot proceed any further in the survey, but we thank you for your participation!

Please contact us at 1-833-224-7237 or info@burnabytravelsurvey.ca if there has been an error or to confirm if your household should participate in this study, or select previous if you have mapped your household address incorrectly.

PHONE: I will stop the interview here and thank you for your time. Have a good day / evening.

DwellingType

B3. What type of dwelling do you live in?

1. single-detached house, laneway house, or detached garden suite
2. semi-detached house or duplex
3. house with a secondary suite
4. townhouse / row house
6. apartment or condo in a building with 1 to 4 floors
7. apartment or condo in a building with 5 or more floors
8. mobile home or movable dwelling (manufactured home)
77. other, please specify: _____

Mouseovers:

Single-detached house: A single dwelling not attached to any other dwelling or structure (except its own garage or shed). Has open space on all sides and has no dwellings either above it or below it. Includes mobile homes if they are permanently attached to a foundation. Includes laneway houses and garden suites that are separate buildings not attached to other dwellings.

Semi-detached house or duplex: Two dwellings attached side by side, back-to-back, or one above the other. Include basement apartments in houses with only two dwelling units.

House with a secondary suite: Choose this option if you live in a house with a secondary suite (including if you live in the primary suite or the secondary suite in that house), and you are not sure whether it should be classified as a semi-detached house or duplex or an apartment in a building with 1 to 4 floors.

Townhouse / row house: Three or more dwellings joined side by side or occasionally back to front, such as a townhouse or garden home, but not having other dwellings either above or below. Include triplexes or quadruplexes only if all dwelling units are on the same level.

Apartment or condo in a building with 1 to 4 floors: A dwelling unit attached to other residential dwelling units, commercial units, or other non-residential space in a building that has fewer than five storeys. Includes basement apartments in houses with three or more dwelling units. Include triplexes or quadruplexes if there are dwelling units on different levels (some units are above or below). If condo townhouse, please select 'Townhouse'.

SecondarySuite

B3B. [if dwelling type = 3 house with a secondary suite]

Is the secondary suite in a building with 3 or more apartments or dwelling units?

1. Yes
2. No

[this question exists to help us determine whether or not to classify it as an apartment]

RentOwn

B3C. Do you rent or own your place of residence?

1. Rent
2. Own
99. Decline to answer

HaveVehicles, NumVehicles, NumVehPetrol, NumVehHybrid, etc.

B7. **How many licensed motor vehicles (including cars, SUVs, light trucks, vans and motorcycles) of each fuel type are available to the members of your household, including yourself?**

INTERVIEWER: prompt as necessary. You can ask how many vehicles are available to members of your household, then ask how many are of each fuel type.

Include all personal and business vehicles. Include vehicles provided by employers and which household members use to go to work or for personal use.

Exclude vehicles that are not currently insured to be on the road. Exclude bicycles, ATVs, UTVs, and RVs. Exclude car share vehicles.

77. None (no vehicles)

Regular gasoline (not a hybrid) ____ [allow entry of numbers from **0 to 19**]

Hybrid ____

Plug-in hybrid ____

Electric-only ____

Diesel ____

Biodiesel ____

Gas motorcycle ____

Other / unsure of fuel type*: ____

99. Don't know

* Other / unsure of type, please describe: _____

Total vehicles: ____ [DISPLAY RUNNING TOTAL AS RESPONDENT MAKES ENTRIES]

NumVehConfirm

B7X [if response to # of vehicles anything other than 77 none (no vehicles) and 99 don't know]
The sum of your entries on the previous question is **[RECALL TOTAL VEHICLES]**.

Is **[RECALL TOTAL VEHICLES]** the correct total number of licensed motor vehicles available to members of your household?

1. Yes
2. No

NumVehAlt

B7Y [if B7=99 don't know or if B7X=2 total vehicles not correct]

[if B7=99 don't know:] If you do not know the number of vehicles of each fuel type, can you tell us how many licensed motor vehicles are available to members of your household in total?

[if B7X=2 total vehicles not correct:] You said **[RECALL TOTAL VEHICLES]** is not the correct total number of vehicles.

What is the correct total number of licensed motor vehicles available to members of your household?

Include all personal and business vehicles. Include vehicles provided by employers and which household members use to go to work or for personal use.

Exclude vehicles that are not currently insured to be on the road. Exclude bicycles, ATVs, UTVs, and RVs. Exclude car share vehicles.

___ [allow entry of numbers from 1 to 15]

99: Decline to answer / don't know

NumHouseholders

B4. **How many people are currently living in your household, including yourself?**

Include all persons who normally live in the household unit, including babies, children, grandparents. Include children in joint custody if living in your household on your **Travel Day [MONTH DAY YEAR]**. Include roommates, live-in housekeepers and lodgers who share communal facilities.

Exclude anyone living in a separate apartment or suite within the building. Exclude persons living elsewhere for more than 1 month (e.g., son or daughter living away at school). Exclude temporary guests living here for less than 1 month.

___ **Total # persons in household [Allow entry from 1 to 15]**

(confirm with respondent)

99. Decline / don't know [go to B5]

B5. [IF DECLINE TO ANSWER IN B4]

Unfortunately, the survey cannot proceed without an answer to this question. Your participation is very important, and all personal information you provide will be kept strictly confidential. Click here to view our [Privacy Statement](#).

PHONE: Rather than terminating the survey, would you reconsider providing this information?

WEB: Click the Previous button to go back and provide a response, or click End Survey to quit

[if agree, go back to previous question]

[If still refuse, record as refusal:]Thank you for your time. Have a pleasant day / evening

5. DEMOGRAPHICS INTRO

The next section is about your household's demographics. You will be asked to provide some information about yourself and the other members of your household.

Your responses are entirely confidential. Your personal information will be protected and will not be shared with anyone for any other purpose outside of this survey. Click here to view our [Privacy Statement](#). [\[link to Privacy Statement\]](#)

If anyone is missing, click the + sign to add another person to the list.

Please fill in the following table with a way of identifying each person. This will make it easier to refer to them in questions later in the survey. You could use a name, nickname, initials, or family relationship ('spouse', 'son #2', 'child 12 years old', etc.). These names or nicknames will be removed from the final data file to preserve your household's anonymity.

Household Member #1 ID: You

[Add fields for other HH members according to # in B4)

[Option for respondent to add more HH members]

+ Add new person

Upon selecting 'Continue,' the information provided thus far will be saved and processed.

[IF ONE PERSON HOUSEHOLD OR B4B=2 NO]

The next section is about your household's demographics.

Please click on the 'begin demographics' link to answer your demographic questions.

If the number of people in the household is not correct, use the Previous button to go back to the question about the number of people in the household.

Upon selecting 'Continue,' the information provided thus far will be saved and processed.

Person #1 ID	Begin Demographics
--------------	------------------------------------

[once all demographics complete:] To edit your demographic information, please click on the Edit Demographics link in the above table. Once your demographic questions are complete, you can enter your trips.

[IF MORE THAN ONE PERSON]

Please click on the links beside each household member to answer the demographic questions.

If the number of people in the household is not correct, use the Previous button to go back to the question about the number of people in the household.

Upon selecting 'Continue,' the information provided thus far will be saved and processed.

Household Member	Age	Gender	Status	
You	-	-	Complete	Edit
[recall Person #2 ID]	-	-	Begin Demographics	
[recall Person #3 ID]	-	-	Begin Demographics	
Etc.				

1 record complete out of 3

Click 'Begin Demographics' to start entering demographics for each person.

[Once completed for all household members, display the following instructions:]

The demographics section of the survey is now complete. You can use the Edit links to update/edit your previously entered responses, or click Continue to start entering information about your trips.

Before proceeding, please ensure that all information provided is accurate.

Upon selecting 'Continue,' the information provided up to this point will be saved and processed.

6. DEMOGRAPHICS – GENDER, AGE, LICENCE, ETC.
Age

C2. **What is [your/PERSON's] age?**

____[0-98]

98. older than 98 years of age

99. decline to answer

[If PERSON # >=2:] If younger than 1 year of age, please enter 0.

Gender

C1. **What is [your/PERSON's] gender?**

Refers to current gender which may be different from sex assigned at birth and may be different from what is indicated on legal documents.

[INTERVIEWER: do not ask unless necessary – record only]

1. Male

2. Female

3. Non-binary

77. Prefer to self-describe: _____

99. Prefer not to say

AgeRangeResponse

C2A. [If decline to answer:] **What age group do [you/PERSON] belong to?**

(INTERVIEWER: Read the age ranges, starting at a relevant one)

- 1: 0-4 years
- 2: 5-9
- 3: 10-15
- 4: 16-19
- 5: 20-24
- 6: 25-29
- 7: 30-34
- 8: 35-39
- 9: 40-44
- 10: 45-49
- 11: 50-54
- 12: 55-59
- 13: 60-64
- 14: 65-69
- 15: 70-74
- 16: 75-79
- 17: 80-84
- 18: 85-89
- 19: 90-94
- 20: over 95 years of age
- 99: decline to answer

[NOTE: Age categories are in five-year age ranges except to differentiate above or below age of driver's licence, and with survey trip capture cut-off age of 5+. Including this follow up question if C2 was refused allows us to at least capture an age range. Within that range, the age will be randomly assigned within certain limits (e.g., if 16-19, random assignment of age will also be guided by whether enrolled in school and type of school enrolled in).]

AgeCategory

C2B. [if 99 to C2A]

**Unfortunately, the survey cannot proceed without an answer to this question.
Demographic information such as age is crucial to transportation research.**

Your participation is very important, and all personal information you provide will be kept strictly confidential. Click here to view our [Privacy Statement](#).

PHONE: Rather than terminating the survey, would you reconsider answering this question?

If you are uncomfortable providing us [your / PERSON's] exact age, please select from the ranges below to continue the survey.

INTERVIEWER: Go back to previous question if precise range given or select from broad ranges below

1. 0 – 4 years (infant or toddler, trips will not be captured)
2. 5 – 15 years (child or youth not eligible for driver's license)
3. 16-19 years (youth eligible for driver's licence)
4. 20-29 years
5. 30-49 years
6. 50-64 years
7. 65+ years of age
99. Decline to answer

[If still refuse:] Unfortunately, the survey cannot proceed without this information. Thank you for your time. Have a pleasant day / evening.

[WEB: Close your browser window to end the survey]

C2C. [if (PERSON #1<16 IN C2 or PERSON#1=C2A **age range<4 (under 16)**or PERSON#1=C2B **age category <3 (under 16)**)

[Cul-de-sac page with only Previous and End Survey buttons]

[if # of people in household=1]: **You indicated that only one person lives in your household, and that you are [AGE years or AGE RANGE] old.**

[All]: **This survey must be completed by someone 16 years of age or older who is familiar with your household's weekday travel.**

[if # of people in household=1]: **If you are 16 years of age or older, click the Previous button to change your answer.**

[if # of people in household>1]: **If you are 16 years of age or older, click the Previous button to change your answer. Please fill in the information for Person #1 identified as "You" with your own information.**

If you are under the age of 16, please have a member of your household who is 16 years of age or older fill out the survey.

DriversLicense

C3. [if age ≥ 16 , or C2A ≥ 4 or C2B ≥ 3]

[Do you/Does PERSON] have a valid driver's licence?

[mouseover for valid driver's licence: This includes any category of motor vehicle license, including a temporary learner's permit. Answer 'No' if the licence has expired and has not been renewed or if it has been suspended.]

1. Yes
2. No
99. Decline / don't know

TransitPass

C3B. [if 5+ years of age (C2 ≥ 5 or C2A ≥ 2 or C2B ≥ 2)]

[Do you/does PERSON] have a monthly or annual transit pass ?

A transit pass is a product that allows unlimited travel for a month or a year. Do not take tickets, cash fares, or weekly passes into account.

1. Yes
2. No
99. Decline / don't know

PersonCycleFreq

C3C. [if 5+ years of age (C2 ≥ 5 or C2A ≥ 2 or C2B ≥ 2)]

About how often have [you/PERSON] used a bicycle in the past month?

1. At least 5 times per week
2. 2-4 times per week
3. Once per week to once per month
4. Less than once per month
5. [I do/PERSON does] not ride a bicycle at all
6. [I am/PERSON is] physically unable to ride a bicycle
99. Prefer not to answer

OccStatus, WorkFt, WorkPT, StudentFt, StudentPT, Etc.

C4. [If age 5+]

Which of the following apply to [you/PERSON]? Select all that apply.

PHONE:

[If 15+years:] INTERVIEWER: ASK ABOUT BOTH EMPLOYMENT STATUS AND STUDENT STATUS

[Are you/Is PERSON] currently working (i.e., an employee or self-employed)? Is that full-time or part-time?

[Do you/does PERSON] currently attend school or another educational institution? (K-12 or post-secondary) Is that full-time or part-time?

1. Work full-time (30 or more hours per week), including self-employment [only display if age 12+]
2. Work part-time (less than 30 hours per week), including self-employment [only display if age 12+]
3. Student full-time

- 4. Student part-time
- 5. Unemployed (available for and actively seeking work) [display only if age 15+]
- 51. Not employed and not looking for work (disability, unpaid volunteer, parental leave)
[display only if age 15+]
- 6. Retired [only display if age 40 +]
- 7. Stay-at-home parent or caregiver [only display if age 16+]
- 77. Other, specify: _____

[PROGRAMMING NOTE: cannot select 'unemployed' or 'not employed and not looking for work' if work full-time or part-time]

SchoolProbe

[If age between 5 and 16 and C4 response did not include either student full-time or student part-time. PROGRAMMER: This is a warning, so allow the respondent to proceed.]

Earlier you indicated that [PERSON] is under the age of 17 ([RECALL Age OR AgeRange]) and you did not indicate they are a student.

If they are a student, please select student full-time or student part-time.

If they are not a student, please indicate so in the 'Other specify' text field if you have not already done so.

Use the Next button to proceed to the next question.

7. DEMOGRAPHICS – SCHOOL DETAILS

FTWorkFTSchool

C4X. [if respondent indicated both f/t student and f/t worker, provide confirmation message:]

From your answers, it appears that [you attend/PERSON attends] school full-time and also [work/works] full-time (more than 30 hours per week at [your/PERSON's] main job).

Is this correct?

- 1. Yes, attend **school full-time** and **work full-time** (more than 30 hours/week)
- 2. No, attend **school part-time** and **work full-time** (more than 30 hours/week)
- 3. No, attend **school full-time** and **work part-time** (less than 30 hours/week)
- 99. Unsure

SchoolType

C4A. [IF C4 = 2 OR 3 student full time or student part-time]

What kind of school [do you/does PERSON] attend?

- 1. Elementary school
- 2. Middle school or junior high
- 3. High school

- 5. College or university [display if age \geq 16]
- 6. Adult basic education or other adult non-postsecondary [display if age \geq 18]
- 77. Other, specify: _____
- 99. Decline / don't know

SchoolName

C4B. [if student]

What is the name of [your/PERSON'S] school?

(you can choose from suggestions that appear as you type, or, if none of the suggestions applies, you can type the name exactly as you know it)

School Name: _____ [Auto-suggest as you type]

8. Home schooled [PROGRAMMER: do not display home schooled option if schooltype = 5 college/uni or 6 adult basic ed]

[List of K-12 schools in study area provided by client, supplemented with public post-secondary, and larger private post-secondary]

[Include street address and municipality in description of school location]

SchoolAttend

C4B1. [if C4B not home schooled and C4A school type greater than high school]

Which best applies to how [you/PERSON] [attend/attends] class:

PHONE: [Do you/does PERSON] travel to school to attend classes, are [your/PERSON's] classes online only, or a mixture of both?

- 1. Travel to school to attend classes in person
- 2. Attend school online, home-based or virtual learning **only**
- 3. Mix of in-person and online classes

SchoolAddress, SchoolLat, SchoolLong, etc.

C4D. [if student, but can skip location capture only if C4A School Name = home schooled or if C4BB SchoolAttend = 2 online/distance education only]

[If not in list] **What is the location of the school?**

[If in list in C4B or C4B1, map location:] **Does this location appear to be correct?** (If it is not correct, please drag the marker on the map, double-click, or use the search bar to find the correct location)

LOCATION CAPTURE [SCHOOL CO-ORDINATES]

8. DEMOGRAPHICS – WORK DETAILS**OccType**

C6A. [if employed, C4 = 1(f/t) or 2(p/t) or 9(self-employed)]

What is the nature of [your/PERSON's] main occupation?

PHONE: If necessary, read category headings but do not read further detail unless needed

We are interested in the type of occupation, not the industry. For example, if you are an Accountant you would choose “Professionals in business, finance, and natural and applied science”, regardless of whether you work in education, health, or another industry sector.

- 1: Senior management
- 2: Business, finance, and administration occupations
- 3: Natural and applied sciences and related occupations
- 4: Health services
- 5: Education, law, social services, community services, and government services
- 6: Performing and facilitating art, culture, recreation, and sport
- 7: Sales and service provision
- 8: Trades, transport (other than commercial driver), equipment operators, and related occupations
- 66: Commercial driver (such as a courier, delivery, truck, taxi, uber, or bus driver)
- 9: Occupations in natural resources, agriculture, and related production
- 10: Occupations in manufacturing and utilities
- 77: Other/unsure, please specify: _____
- 99: Prefer not to say

Mouseovers:

- 1 Senior Management Occupations
Senior government legislators and managers, financial and administrative services managers, health, education and social services managers, construction and transportation managers, etc.
- 2 Business, Finance & Administration Occupations
HR and business services professionals, financial auditors and accountants, office and administrative support, legal and medical administrative assistants, payroll and banking clerks, postal workers, shipping and receiving, inventory, dispatchers, survey interviewers and statistical clerks, etc.
- 3 Natural & Applied Sciences Occupations
physicists, chemists, civil, mechanical, electrical, chemical, industrial and other professional engineers, geoscientists, architects, land surveyors, computer and information systems professionals, technical professions, etc.
- 4 Health Services Occupations
registered nurses, physicians, dentists, veterinarians, optometrists, chiropractors, pharmacists, nutritionists, therapy and assessment professionals, paramedics, medical technologists and technicians, etc.

- 5 Education, Law, Social Services, Community Services & Government Services
secondary and elementary school teachers, university and college instructors,
judges, lawyers, policy and program researchers, social and community service
workers, police officers, firefighters, correctional officers, by-law enforcement, etc.
- 6 Performing & Facilitating Art, Culture, Recreation & Sport
librarians, authors, journalists, creative arts, photographers, graphic arts
technicians, occupations in motion pictures, broadcasting and the performing arts,
athletes, recreation and sport instructors, graphic designers, interior designers, etc.
- 7 Sales & Service Provision
retail sales, food and beverage services, travel agents, tour guides, cashiers, cooks,
janitors, building superintendents, retail and wholesale buyers, etc.
- 8 Trades, Transport (other than commercial drivers), & Equipment Operators
contractors, industrial, electrical and construction trades workers, machinists, iron
workers, welders, machine operators, electricians, cable technicians, plumbers,
carpenters, roofers, painters, cabinet makers, millwrights, automotive technicians,
crane operators, drillers in surface mining, quarrying and construction, trades
helpers and labourers etc.
- 66 Commercial driver (such as a courier, delivery, truck, taxi, uber, or bus driver)
[no mouseover required]
- 9 Occupations in Natural Resources, Agriculture & Related Production
oil and gas well drillers, servicers, testers and related workers, logging and forestry
workers and supervisors, fishing, farming, landscaping, trappers and hunters,
harvesting, mine workers and supervisors, etc.
- 10 Occupations in Manufacturing & Utilities
processing and manufacturing supervisors and workers, motor vehicle assembly,
electronics and electrical products manufacturing, petroleum, gas and chemical
process operators, utilities equipment operators and controllers, chemical plant
machine operators, plastics and rubber processing machine operators and workers,
pulp and paper production, wood processing, mechanical, electrical and electronics
assemblers, furniture assembly and finishing, mineral and metal processing, etc.

Workplace

C6B. [if employed]

Do [you/PERSON] have a usual place of work outside the home?

This is the worksite that [you/PERSON] normally commute[s] to, even if [you/PERSON] sometimes work from home.

Please only select 'work exclusively from home' as your response if you do not work at any other locations. If there is an office, business or other work location outside the home that is available for you to work at, please select 'workplace away from home' and use Google maps on the next page to map your work location.

- 6. Workplace away from home that [you/PERSON] travels to regularly or occasionally as part of a hybrid scheme (use Google Map on the next page to map your usual workplace)

3. No fixed workplace address / no usual place of work / work on the road / work site changes daily

1. Work exclusively from home (and do not have a workplace [you/PERSON] would usually travel to)

Mouseover on “workplace away from home”: A permanent workplace location outside the home that you travel to for work, whether you go there frequently or only occasionally.

Mouseover on “No fixed workplace address”: If you regularly work outside the home but do not travel to the same worksite every day, please select “No fixed workplace address”. Do not use this option if you work from home all of the time. Do not use this option if you have a fixed workplace address, terminal, or base outside the home that you start or end your day at.

What is the address or location of your usual place of work (main job)?

(This is the address of the worksite that you normally commute to, whether regularly or occasionally)

To search for an address, start typing in the searchbox, or double-click on the map.

MOUSEOVER ON “regularly or occasionally”: Even if you are currently working from home some weekdays, identify the worksite you would normally commute to.

WorkTelecommute, WorkCommute

If [you/PERSON] traveled to work and telecommuted on the same day, you can select the same day of the week for both questions.

C6C. [if work at a usual workplace outside the home or if have no fixed workplace address (i.e., exclude those who work exclusively from home)]

In the last week, on which days did [you/PERSON] work from home/telecommute rather than travel to [your/PERSON’s] usual workplace? Select all that apply

1. Monday

2. Tuesday

3. Wednesday

4. Thursday

5. Friday

6. Saturday

7. Sunday

77. Did not work from home at all in the last week [PROGRAMMER: mutually exclusive to 1 through 5]

88. Don’t know

C6D. [if work at a usual workplace outside the home or if have no fixed workplace address (i.e., exclude those who work exclusively from home)]

In the last week, on which days did [you/PERSON] travel to work or travel for work-related purposes? Select all that apply

1. Monday
2. Tuesday
3. Wednesday
4. Thursday
5. Friday
6. Saturday
7. Sunday
77. Did not travel to work or for work purposes in the last week [PROGRAMMER: mutually exclusive to 1 through 5]
88. Don't know

WorkUsualMode

C6U. [if work at a usual workplace outside the home OR have no fixed workplace address (i.e., exclude those who work exclusively from home)]

What is [your/PERSON's] usual mode of transportation at this time of year for trips to or from work? Select one only.

If you usually use more than one mode (such as auto and transit on the same trip), please select the one used for most of the travel distance. If you alternate between modes on different days, pick the one you use most often.

[see mode list from mode question in trips section]

WorkParking

C6P. [if usual mode to work = auto driver AND (work at a usual workplace outside the home OR have no fixed workplace address (i.e., exclude those who work exclusively from home))]

Is parking available at [your/PERSON's] workplace? If so, what type:

[if workplace = no fixed workplace:] Please answer with respect to [your/PERSON's] most recent work site.

1. Free parking provided by [your/PERSON's] employer
2. Free parking not provided by [your/PERSON's] employer
3. Pay parking
4. Varies [only display if workplace = no fixed workplace]
77. Other, specify: _____
99. Don't know

C6P2. [if C6P between 2 and 77]

Is this parking on-site at [your/PERSON's] workplace, on-street, or in an off-street private or public parking lot or garage separate from the workplace?

1. On-site at [your/PERSON's] workplace
2. On-street
3. Off-street at private or public lot or garage
77. Other, specify: _____
99. Don't know

WorkBikeParking

C6Q. [if usual mode to work = bicycle AND (work at a usual workplace outside the home OR have no fixed workplace address (i.e., exclude those who work exclusively from home))

When [you bike/PERSON bikes] to work, where do [you/PERSON] usually park or lock up [your/PERSON's] bicycle?

1. Parking meter or signpost
2. Tree
3. Outdoor bicycle rack
4. Indoor bicycle rack
5. Secure bicycle room/locker
6. Indoor space at work (e.g., office)
7. TransLink Bike Parkade or Locker at a SkyTrain station or bus exchange
77. Other, specify: _____
99. Don't know

[Cycle through above questions for as many people in household as were indicated. Some questions may not be applicable for children under the age of 5 for whom we will not ask about trips]

9. TRIPS INTRODUCTION

D1. [Begin with primary respondent, section is tailored as appropriately for subsequent respondents]

This section consists of questions about the trips taken by the members of your household **during a single weekday** (your Travel Day).

In order to ensure the most accurate recollection of your travel, please use [yesterday/TRAVELDAY] as your Travel Day.

Please report any trips made during the 24-hour period between 4:00 AM [TRAVEL DAY] and 3:59 a.m. [TRAVEL DAY +1], whether for work, school, shopping or any other purpose.

This section will have a series of questions for each separate trip. [if any member of the household is under the age of 5, i.e., C2<5 or C2A=1 or C2B=1:] We will only ask for trip details for children 5 years of age or older.

[CYCLE THROUGH TRIPS SECTION FOR ALL HOUSEHOLDERS >= age 5]

What is a trip? A trip is a one-way journey from one location to a destination for a single purpose. A trip may include more than one mode of travel, such as car and transit.

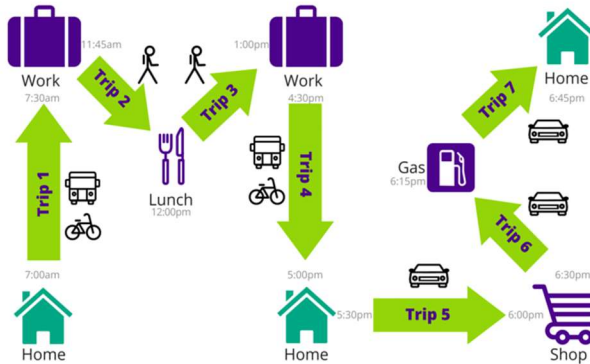
How to report trips

- It is important to report **all trips**, even for a short distance, on foot for instance.
- If you stopped off on your way to somewhere else, such as to drop off a child at school or pick up a coffee, then that journey would have two trips. The return portion of a journey is also considered a separate trip.
- Report all trips, whether made by walking, car, truck, bicycle, transit or any other mode of travel.
- The return portion of a journey is considered a separate trip.
- Report any picking up or dropping off of a passenger as a separate trip. For example, if you drop someone off at their school on your way to work, report the school you dropped them off at, with a purpose of 'drop off a passenger'; The next trip you report will be from their school to your workplace, with a purpose of 'work'.
- [if person is employed:] Report your trips for business meetings and work-related purposes.
- For trips requiring air travel, please treat the trip to or from the airport as a separate trip from the trip on the airplane.

Do not report

- Do not report walking the dog with no destination. (However, report the trip if you walk the dog to a specific destination, such as a park.)

- Do not report going for a jog in the neighbourhood with no destination. (However, if you jog to work, please report jogging to work as a trip to work).
- Do not report moving around between classes on campus or within the same building complex.



How precise do locations need to be? We will ask you where you travelled to. Please try to describe locations as precisely as possible, to the accuracy of street address. Use the Google Map provided to search for a specific business or place, or double click on the map to set a 'pushpin' marker. You can drag the marker to the exact location. If possible, try to avoid placing markers at intersections – drag them to the actual destination you travelled to.
[if person is employed:]

If [you are/PERSON is] a commercial driver (bus driver, taxi driver, courier, traveling salesman):

You do not have to tell us about the all the work trips [you/PERSON] made for commercial deliveries, or while driving a taxi or bus. But please report the following:

- Your first trip to where you started your work day (terminal, office) or your first delivery or stopping point if you started your delivery/work schedule directly from home.
- Your final work-related stopping point if it is different from the one above.
- A return trip to your home or other non-work-related location at the end of your work day.
- All personal trips by any mode of travel.

(INTERVIEWER: If the person was out of town yesterday, we can capture their travel if it passed through or ended up in the Burnaby area).

[CYCLE THROUGH TRIP SECTION FOR PRIMARY RESPONDENT]

[NEXT, CYCLE THROUGH INTRODUCTION AND TRIP FOR EACH HOUSEHOLD MEMBER]

10. TRIP CAPTURE – START OF TRAVEL DAY**QSTART_HOME**

E1. Did [your/PERSON] first trip start from home [Travel Day]?

(If SchoolType=college or university: **Do report trips to or from school campuses or any trips made off-campus. Do not report trips moving around between classes on the same campus or within the same building complex.**)

1. Yes, my first trip started from home
7. No, my first trip started somewhere else
2. I did not take any trips [Travel Day]

WhyNoTrips

E1X. [If E1=2 (no trips):]

Why did [you/PERSON] not leave home or make any trips [yesterday/TRAVEL DAY]?

1. Out of town for entire day
2. Sick/ill or care for other sick/ill household member
3. Not scheduled for school classes or activities [ONLY SHOW IF STUDENT]
4. Not scheduled for work or on extended leave from work (paternity/maternity, short-term disability) [ONLY SHOW IF EMPLOYED]
5. Worked from home, and did not leave home for any reason [ONLY SHOW IF EMPLOYED]
6. Attended class remotely from home, and did not leave home for any reason [ONLY SHOW IF STUDENT]
7. No need to leave home
8. Could not leave home, no transportation available
77. Other (specify): _____
100. **Actually, [I/PERSON] did leave home to go to work or school or to make at least one other kind of trip [GO BACK TO E1]**

WhyNoWork1

E1X1. [if employed (whether pt or ft) AND (E1X IN 2, 3, 6, 7, 8, 9, 77), regardless of whether work from home or not]

You did not report [going to work / that [PERSON] went to work] [yesterday/on TRAVEL DAY].

Were [you/PERSON] working at home?

1. Yes, [I/PERSON] worked from home/telecommuted
2. Away on business / working on the road / attended a meeting or worked at a location other than the usual place of work
3. Did not work (not scheduled to work, or off work for some other reason)
100. **Actually [I/PERSON] worked and did take work-related trips**
77. Other, specify: _____

E1X2. [if E1X1=100 actually did make work trips]]

Please report [your/PERSON's] trips to and from work, or for work-related purposes, whether [you/PERSON] walked or used another mode of travel.

[PROCEED TO E4]

WhyNoSchool1

E1X3. [if a student AND (E1X=2,4,5,7,8,77), regardless of whether home-schooled or not]

You did not report [going to school / that PERSON went to school]. Did [you/PERSON] attend school [yesterday/on TRAVELDAY]?

5. [I/PERSON] started the travel day at school, and did not make any other trips to school

1. Attended school from home (home schooled, distance learning)

2. No, did not have any scheduled classes, stayed home sick, or did not attend school for another reason

3. No, away on a field trip or other travel

100. Yes, [I/PERSON] did travel to school

77. Other, specify: _____

E1X4. [if E1X3=100 Yes, did go to school]

Please report [your/PERSON's] trips to and from school, or for school related purposes, whether [you/PERSON] walked or used another mode of travel.

[PROCEED TO E4]

OriginLat, OriginLon, etc.

E4. **Did [your/PERSON's] first trip start from home?**

1. Yes, [my/PERSON's] first trip started from home

2. No, [my/PERSON's] first trip started somewhere else

OriginNotHomeReason

E4A. [If E4 <> home]

You mentioned that [your/person's] first trip of the day started at a location other than your home. Is it that [you were/PERSON was]...?

1. Working a night shift (past 4 am, the start of the travel day)

2. Staying overnight at another household within the Metro Vancouver area? (friend's, relative's, parent's, etc.)

3. Away from home on business, vacation, or other personal travel outside Burnaby?

77. Another reason, please specify: _____

E4B. [if E4A=3, 4 (away on business or vacation travel)]

You mentioned that [you/PERSON] started the travel day away from home because [you were/PERSON was] away on business or vacation travel. Did you travel back to the Burnaby between 3:59 a.m. [yesterday/TRAVEL DAY] and 4:00 a.m. [today/TRAVELDAY +1]?

1. Yes

2. No

[Programmer: Include pop-up modal window on click city of Burnaby region, with map of the study area]

E4X. [If E4B=no]

You said that [you were/PERSON was] away the entire day due to business or vacation. Since [you/PERSON] did not return to the survey area, you do not have to enter trips for this day.

If [you/PERSON] did return, please click the Previous button below to change your answer to Yes, and then please report on your travel for the day.

[PROGRAMMING NOTE: if E4B=no, conclude trip capture and log person as “No trips” in (should be reflected in person table in household overview)]

E4C. [If E4=another location and (E4B=yes or E4A=1,2,or 77)]

What was the starting point of your first trip [yesterday/TRAVEL DAY]?

LOCATION CAPTURE [ORIGIN CO-ORDINATES]

[PROGRAMMER: if first trip and E1=1 Yes started from home, then automatically populate first trip origin with home location and skip this question. For subsequent trips, trip origin is by default the destination of the previous trip.]

11. TRIP CAPTURE – LOCATION, TIME, PURPOSE, MODES

DestLat, DestLong, etc.

E5. [if trip=1 and started from home:] **Where did [you/PERSON] go first?**

[if trip=1 and started from other than home:] **Where did [you/PERSON] go from there?**

[if trip>1:] **Where did you go next?**

(Note: For trips requiring air, train, or intercity bus travel to another region outside the city of Burnaby: please treat the trip to the airport, train station, or bus depot as a separate trip from the trip on the airplane, train, or intercity bus.)

[If workplace is a usual fixed workplace outside the home and last trip was to usual work:]

LOCATION CAPTURE [DESTINATION CO-ORDINATES / TAZ]

[WORK LOCATIONS AND SCHOOL LOCATIONS FOR ALL HOUSEHOLD MEMBERS ARE INCLUDED IN LIST OF KNOWN LOCATIONS]

PHONE: If needed: “Could you tell me the name of the place, address or street intersection?”

Depart

E2. **At what time did [you/PERSON] leave on this trip?**

Please enter a time between 3:59 a.m. the previous day [TRAVELDAY] and 4:00 a.m. [TRAVELDAY+1]

Time: [Dropdown with hours and AM/PM] Minutes: _____ [0-59]

Please provide your best guess if you cannot give the exact time.

TIME VALIDATION

E2B. [If this trip's depart time < depart time of previous trip, then display warning]

The time you entered for this trip (DEPART TIME FOR CURRENT TRIP) is prior to the time you entered in your previous trip (DEPART TIME FOR PREVIOUS TRIP). Please select "Previous" to go back and correct the time of this trip, or select "Continue" to leave this trip time out of sequence with your previous trip.

Purpose

[if destination selected above = home, assume purpose is RETURN HOME and do not ask this question]

E3. **What was the main purpose of this trip?**

10. Going to work (usual place of work)
11. Business meeting or work-related (other than usual place of work)
*[mouseover: Trips to attend meetings, and for other work-related purposes.
If job hunting or volunteering, please select 'Other'.]*
12. Working on the road / itinerant workplace / no fixed work address
20. Attend Post-Secondary School (university, college, private post-secondary)
30. Attend School (K-12 grade school)
*[mouseover: Trips made for the purpose of attending school.
If driving someone to/from school, select 'Pick up a passenger' or 'drop off a passenger'.
If parent attending parent-teacher meeting, select 'Other'.
If work at the school, select Work.]*
40. Picking up a package or online purchase (from a store or pick-up locker)
*[mouseover: Picking up a package or groceries ordered online or over the phone from a store (but not doing other shopping there) or picking up a package from Canada Post, a UPS/Fedex outlet, an Amazon Locker, Penguin PickUp, or other pickup location away from home to which the goods were delivered.
Do not include take out orders from restaurants. Select "Restaurant bar or coffee" if you picked up a takeout order.
Select "Shopping" if you did other in-person shopping on the same visit when picking up the package from the store.]*
41. Shopping or household maintenance (groceries, gas station, bank, mechanic, lawyer, vet, etc.)
43. Health and personal care
[mouseover: Doctor, dentist, chiropractor, massage therapist, barber, hairdresser, aesthetician, etc. If the traveller's trip is to take someone else to their health and personal care appointment, choose "drop someone off"]
43. Health and personal care
[mouseover: Doctor, dentist, chiropractor, massage therapist, barber, hairdresser, aesthetician, etc. If the traveller's trip is to take someone else to their health and personal care appointment, choose "drop someone off"]
44. Restaurant, bar or coffee (including take-out or drive-through)
45. Social (visiting friends, family, religious gathering)
46. Recreation, sports, leisure, arts, or other recreational activities

- 51. Pick someone up (e.g., pick up child at school or daycare, pick up someone at work, etc)
 - 52. Drop someone off (e.g., drop off child at school or daycare, drop off someone at work, etc)
 - 80. RETURN HOME ([recall address]) [DO NOT DISPLAY IF (LOCATION SELECTED IS 'USUAL WORK') OR IF ((ORIGIN IS HOME AND DESTINATION IS NOT HOME)) OR IF (ORIGIN IS WORK AND USUAL WORK = HOME)]
 - 77. Other, please specify: _____
- E5B. [Include probes to clarify if trip purpose = RETURN HOME but did not select home as destination]
- E5C. [Include probes to clarify if trip purpose <> RETURN HOME but select destination=home]

Mode1, Mode2, Mode3, Mode4, Mode5**E7. How did [you/PERSON] get there? Please select up to 5 modes, in order of use.**

INTERVIEWER: If Transit bus in first mode, probe: how did you get to the bus stop?
If only one mode, prompt: did you use another mode of transportation?
If answer of "carpooling": was that as a passenger or as a driver?
What was your first mode of transportation?

- 1. Auto driver
- 21. Car Share Driver (Modo, Evo, etc)
- 2. Auto passenger
- 22. Car Share Passenger (Modo, Evo, etc)
- 3. Transit
- 31. Sky Train
- 32. SeaBus
- 33. West Coast Express
- 5. School bus
- 41. Handy Dart
- 42. Work/campus shuttle bus
- 6. Bicycle (conventional bicycle)
- 61. E-bike (power-assisted bicycle with pedals)
- 64. E-scooter or other electric micromobility device (e-skateboard, hoverboard, e-unicycle/mono-wheel, throttle e-bike that does not require pedalling)
- 7. Walked (including jogging)
- 71. Assisted mobility device (wheelchair, mobility scooter)
- 72. Skateboard, kick scooter, longboard, roller blades, unicycle, or other human-powered device
- 8. Motorcycle or motor-scooter
- 9. Taxi or limousine
- 10. Paid ride hail / non-traditional taxi (via Uber, Lyft, or other paid rideshare app)
- 45. Ferry
- 46. Airplane
- 77. Other, please specify: _____

[mouseover on other, please specify: If your mode of travel is not on this list, use this category to record the other mode of travel.

[note: response numbering is not in sequence as it matches how modes are already numbered in the underlying programming template]

12. TRIP CAPTURE – TRANSIT

TransitAccessModeCheck

E7A. [if first mode recorded was 3. transit bus or other transit mode between 31 and 35]

How did [you/PERSON] get to the bus stop or transit station?

19. Bus stop or transit station was right in front of my origin (the starting point of the trip: [previous destination])

[+ Same list of modes as above excluding public transit]

TransitEgressModeCheck

E7B. [If last of the modes recorded was 3. transit bus or other transit mode between 31 and 35. (last mode could be in any of Mode 1-5)]

How did [you/PERSON] get from the bus stop or transit station] to your final destination ([destination of this trip])? Or did transit drop you off right in front of your destination?

19. Bus stop or transit station was right at my destination ([recall current destination])

[+ Same list of modes as above excluding public transit mode 3 or between 31 and 35]

BusRoutes

E7C. [If answer to E7 is public transit other than regular school bus, i.e., mode 3 or 31 to 35]

Which transit routes did [you/PERSON] take on this trip? (from [ORIGIN] to [DESTINATION]).

Please list all routes taken. List each route or SkyTrain line in the order that [you/PERSON] took them.

Bus/Skytrain Route 1: ____

Bus/Skytrain Route 2: ____

Bus/Skytrain Route 3: ____

Bus/Skytrain Route 4: ____

Bus/Skytrain Route 5: ____

ParkandRide

E7P. [If (transit access mode = auto driver or mode1 = auto driver) AND any of other modes is a transit (i.e. mode 3. transit bus or other transit mode between 31 and 35)]

Where did [you/PERSON] park before getting on transit?

1. At or beside a transit station. Please select the station: [list of transit stations]

2. Somewhere else. Please specify where you parked (name of shopping centre, landmark, intersection, or specific address): _____

99. Don't know

13. TRIP CAPTURE – AUTO DRIVER OR PASSENGER**DriverNoLicence**

- E19A. [if (E7 mode or E7A or E7B = auto driver OR motorcycle) AND not licensed to drive]
[if auto driver:] **You reported that [you were/PERSON was] an automobile driver for this trip; however, you previously indicated that [you do/PERSON does] not have a driver's license. Which of the following best applies...?**
[if motorcycle:] **You reported that [you were/PERSON was] traveled by motorcycle on this trip; however, you previously indicated that [you do/PERSON does] not have a driver's license. Which of the following best applies...?**
1. [YOU actually have/Person actually has] a driver's license
 2. [YOU were/Person was] a [if motorcycle: motorcycle] passenger, not the driver
 77. Other, please specify: _____

DriverNoHhVehicles

- E19B. [If (E7 mode or E7A or E7B = auto driver OR motorcycle) AND no vehicles available to the household (B6=0)]
You reported that [YOU were/PERSON was] an automobile driver for this trip; however, you previously indicated that your household has no vehicles available for your use. Which of the following applies...?
1. I drove a work vehicle, rental, or borrowed vehicle
 2. I drove a car share vehicle
 3. My household actually has vehicles. Please specify how many: _____
 6. No, [I/PERSON] was a actually a passenger, not the driver

VehicleOccupants

- E10. [if E7 mode or E7A or E7B = automobile driver OR auto passenger (look at answers of all of main mode question and of access and egress mode questions)
How many people were in the car, including [yourself/PERSON]?
Include the driver and all passengers.
1. 1
 2. 2
 3. 3
 4. 4
 5. 5
 6. 6
 7. 7 or more people
 99. Don't know

14. TRIP CAPTURE – OTHER STOPS

[Note: answers in this section will be used to split original trip record reported into multiple trip records, but will not be included in the final dataset.]

OtherStop

E50. [ask this question if Age>14 and {(Origin=Home and Destination=any householder's work or school) OR (Origin= any householder's work or school and Destination=Home)}. Intent is to capture missed incidental trips during commute trips without forcing respondent to go back and correct previous info.]

In [your/PERSON's] trip from [ORIGIN] to [DESTINATION], did [you/PERSON] make any other stops along the way? (stopped for gas, went through drive-through, picked someone up, or dropped someone off)

1. Yes
2. No

OtherStopLat, OtherStopLong, etc.

E50B. [If E50=Yes]

Where did [you/PERSON] stop?

LOCATION CAPTURE

OtherStopPurpose

E50C. [If E50=Yes]

Why did [you/PERSON] stop there?

[Repeat list of trip purposes]

OtherStopPickup

E50D. [If E50=Yes and E50C = picked someone up and Mode=Driver]

How many people did [you/PERSON] pick up there?

OtherStopDropoff

E50E. [If E50=Yes and E50C = dropped someone off and Mode=Driver]

How many people did [you/PERSON] drop off there?

OtherStopArrive

E50F. **What time did [you/PERSON] arrive at [location in E50B]?**

Please enter a time between 3:59 a.m. the previous day [TRAVELDAY] and 4:00 a.m. [TRAVELDAY+1]

Time: [Dropdown with hours and AM/PM] Minutes: _____ [0-59]

OtherStopDepart

E50F. **What time did [you/PERSON] leave [location in E50B] to go to [E5 DESTINATION]?**

Please enter a time between 3:59 a.m. the previous day [TRAVELDAY] and 4:00 a.m. [TRAVELDAY+1]

Time: [Dropdown with hours and AM/PM] Minutes: _____ [0-59]

15. TRIP CAPTURE – OTHER INFORMATION

TripNotes

E11N.

PHONE: INTERVIEWER: If there is anything unusual about a trip (e.g., round trip from home to home) or the individual trip chains, or if useful information, please make notes here, otherwise proceed to next question without delay. Use only when necessary.

WEB: Is there any additional information you would like to provide about this trip (e.g. clarification of location, purpose, etc.)?

For assistance, please contact 1-833-224-7237 or email us at info@burnabytravelsurvey.ca.

OtherTrip

E12. **Prompt: Did [you/PERSON] make another trip after that?**

1. Yes
2. No

16. TRIP CAPTURE – END OF TRAVEL DAY

NotReturnHome

E13. [if E12 = No AND (destination <> home OR trip purpose <> home)]
**From your answers, it appears [you/PERSON] did not return home.
Just to confirm, [were you/was PERSON] at this final destination, [RECALL
DESTINATION], until at least past 4:00 a.m. [today/TRAVEL DAY+1] (the end of the travel day)?**

1. Did not return home, was at this final destination until past 4:00 a.m.
2. Returned home, more trips to record (including the trip to return home) [RETURN TO E12 AND CORRECT ANSWER]
3. Returned home, but already entered the return home trip earlier in the survey

NotReturnHomeReason

E14. [if E13 = 1. Did not return home]

Why did [you/PERSON] not return home before the end of the day?

(We are only asking as a check to ensure that we captured [your/PERSON's] entire travel)

1. Worked a night shift past 4:00 a.m.
2. Stayed overnight at another household (whether friend, relative, parent)
3. Away from home on business travel
4. Away from home for vacation travel

77. Other, please specify: _____

[Note: When respondent is directed to record an additional trip record for their return home trip (after answering 'returned home' to E13, response pattern of no to E12 any more trips, then yes to did you return home, E13): Display customized text about recording your return home trip:]

On the next page please record another trip record to note the mode and time of your return trip home when asked 'where did you go next'. When you have finished entering all of your trips for the day, please select 'no' when asked if you took another trip.

[Note: the same conditions / warning text above is displayed when student but no trip to school recorded or for worker with no work trip recorded, with slight variation of text for 'trip to work' 'trip to school' and 'return trip home']

WhyNoWork2

E16. [if employed full time, part time, and self-employed AND did not make a work or work-related trip AND no trip destination of 'usual workplace' (E5<>main work location) AND E12=777 (No more trips)].

From the trips described, it does not appear that [you/PERSON] made any work-related trips.

Did [you/PERSON] work between 4:00 a.m. Thursday and 3:59 a.m. Friday?

1. Yes, [I/PERSON] worked from home/telecommuted
2. Away on business / working on the road / attended a meeting or worked at a location other than the usual place of work
3. Did not work (not scheduled to work, or off work for some other reason)
5. [I/PERSON] started the travel day at work (i.e, worked an overnight or graveyard shift), and did not make any other trips to work
100. Actually, [I/PERSON] worked and did take work-related trips
77. Other, specify: _____

E17A. [if E16=100 Yes actually did work]

Please add your trips to and from work on the Trips Overview page, whether you walked or used another mode of travel.

Please also record any other trips by modes other than walking that you may have missed. *Link to Trips Overview page*

WhyNoSchool

E16A. [if a full-time student AND did not make a school-related trip AND no trip destination of 'school' (E5<>person's own school) AND E12=777 (No more trips)]

You did not report [going to school / that PERSON went to school]. Did [you/PERSON] attend school [yesterday/on TRAVELDAY]?

100. Yes, [I/PERSON] did travel to school
1. Attended school from home (home schooled, distance learning)
2. No, did not have any scheduled classes, stayed home sick, or did not attend school for another reason

3. No, away on a field trip or other travel
5. [I/PERSON] started the travel day at school, and did not make any other trips to school
[PROGRAMMER: only display if age >=17]
77. Other, specify: _____

E17B. [if went to school E16A=100 Yes and usual school location other than 'home']
Please add your trips to and from school, on the Trips Overview page, whether you walked or used another mode of travel. [Link to Trips Overview Page](#)
Please also record any other trips by modes other than walking that you may have missed.

[CYCLE THROUGH TRIPS FOR EACH PERSON]

[Error message when people try to continue from this page when they haven't finished entering trips for all HH members]:

Unfortunately, you may not proceed forward until the trip diary section has been completed. Click the "begin entering trips" or "edit" links in the table below to complete the trip entries for your household.

- E20. Your household trips can be reviewed and edited on this page before exiting the trip section of the survey. You can also add additional trips here that you may have missed. Can you think of any other trips you or other members of your household made [yesterday/TRAVEL DAY] either during the day or in the evening that we may have missed?
If so, click on Add Trips or use the Edit trip links to edit a trip you've already entered.
If you are done entering trips, click on Go to Household Summary where you can continue through the final questions of the survey once you've finished your trip entries for your household.

17. FINAL HOUSEHOLD AND PERSON QUESTIONS

Income

- B9A. **Thank you for reporting your travel information. We just have a few final questions for you.**

WEB: Which of the following ranges corresponds to your household's total income last year?

Please consider all sources of income before income taxes.

PHONE: May I ask which of the following ranges corresponds to your household's total income last year? (Consider all sources of income, before income taxes)? (INTERVIEWER: read answers until confirmation)

1. \$0 to \$24,999
2. \$25,000 to \$49,999
3. \$50,000 to \$74,999

4. \$75,000 to \$99,999
5. \$100,000 to \$149,999
6. \$150,000 and above
99. Decline / don't know

[Displayed online, or available to the interviewer if necessary:]

Why do we ask this question? [This question will help us understand whether we have surveyed a representative sample of the entire population. It will help us better understand the different transportation needs and travel patterns of all residents of our city, including how easy or difficult it is for households of different income levels to travel around our city. This question, like other questions on the survey, is entirely voluntary. Your answers will remain entirely confidential.]

CarShare

B25A. Does anyone in your household use a carshare service (Modo, Evo, etc.)?

1. Yes
2. No
99. Decline / don't know

PersonCarShareFreq

B25. [if B25A=1]

How often does each driver in your household use a carshare service (Modo, Evo, etc.)?

	Daily	At least once per week	At least once per month	At least once a year	Never use carshare
PERSON1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PERSON2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
etc...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[only list persons in household who have a driver's licence]

HhBornInCanada

B30A. Was everyone in your household born in Canada?

1. Yes
2. No
99. Decline / don't know

[Displayed online, or available to the interviewer if necessary:]

Why do we ask this question? This question will help us understand whether we have surveyed a representative sample of the entire population. It will help us better understand the different transportation needs and travel patterns of all residents of our region, including how easy or

difficult it is for recent immigrants to travel around our region. This question, like other questions on the survey, is entirely voluntary.

Immigration

[If 'everyone born in Canada' = no]

B30B. For each person in your household who has immigrated to Canada, when did they immigrate?

	Person 1	Person 2	Person 3	..etc.
Not applicable - Born in Canada /Canadian citizen at birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigrated within the last 2 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigrated 2 to 5 years ago (2019-2022)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigrated 5 to 10 years ago (2014-2018)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigrated 10 to 20 years ago (2004-2013)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immigrated more than 20 years ago (2004 and earlier)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not applicable - Not a permanent resident or citizen of Canada (student visa, visitor, other status)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prefer not to say / don't know	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Displayed online, or available to the interviewer if necessary:]

Why do we ask this question? [This question will help us understand whether we have surveyed a representative sample of the entire population. It will help us better understand the different transportation needs and travel patterns of all residents of our city, including how easy or difficult it is for recent immigrants to travel around. This question, like other questions on the survey, is entirely voluntary.]

SurveyNotes

B10A. Did you have any difficulty reporting your trip information? Or do you have any comments about the information you provided on your survey?

2. No

INTERVIEWER: Do not ask the respondent if they have any final comments to make. Do not record any information here unless it pertains to potential issues in the trip data collected (e.g., you think you made an error in capturing trips, or the system did not perform as expected).

FutureResearch

B11. Would you be willing to be contacted to participate in future transportation-related research?

Your contact information will only be used to contact you for future transportation-related research conducted by the City of Burnaby. Your answers to the 2024 Burnaby Household Travel Survey may be used to select groups of participants for future research (for example, some research might target only bicycle users, transit users, or people living in a neighbourhood).

Your contact information will never be sold or shared with any other agency or used for any other purpose other than to invite you to participate in Burnaby-based transportation research in the future. Click here to see our [Privacy Statement](#).

1. Yes
2. No

18. PRIZE DRAW**PrizeDraw**

F1. Participants are eligible to enter a prize draw. Would you like to enter into the draw? Details of the prize draw can be found at <https://burnabytravelsurvey.ca/prize.php>

INTERVIEWER: If more information requested:

Prizes include: **one of two \$200 cash prizes or one of 45 \$25 e-gift certificates**

The prize draw is administered by R.A. Malatest & Associates Ltd. and will be drawn once the survey administration period is completed.

1. Yes
2. No

FutureContactName, FutureContactPhone, FutureContactEmail

F2. [If yes to prize draw F1 or Yes to future research B11]

PHONE:

[if F1=Yes and B11<>Yes:] May I confirm your name and phone number or email address, so that we can contact you to let you know if you have won?**[if F1<>Yes and B11=Yes:] You said you would be interested in participating in future transportation-related research conducted by the City of Burnaby. May I confirm your contact information ?****[if F1=Yes and B11=Yes:] May I confirm your contact information so that we can contact you if you win a prize or to let you know about future transportation-related research in Burnaby?****[if F1=Yes and B11<>Yes:] Your name and phone number will be kept confidential and will be used only to contact you in the event your name is selected in the prize draw.****[if F1<>Yes and B11=Yes:] Your name and phone number will be kept confidential and will be used only to contact you to let you know of future transportation research in Burnaby.****[if F1=Yes and B11=Yes:] Your name and phone number will be kept confidential and will be used only to contact you in the event your name is selected in the prize draw or to let you know of future transportation research in Burnaby.**

WEB:

[if F1=Yes and B11<>Yes] Please confirm your contact information, so that the survey administrator can contact you at this phone number in the event your name is selected in the prize draw.**[if F1<>Yes and B11=Yes] You said you would be interested in participating in future transportation-related research conducted by the City of Burnaby. Please confirm your contact information.****[if F1=Yes and B11=Yes] Please confirm your contact information, so that the survey administrator can contact you at this phone number in the event your name is selected in the prize draw, or to let you know about future research in Burnaby.**

This personal information will not be used for any other purpose, nor will it be shared with anyone else.

Name: _____ [prepopulate with first name, if respondent provided their name earlier]

Phone: _____ [prepopulated with household phone number. Allow edits in case respondent wants to be contacted at another number]

Email: _____ [prepopulate with household email, allow edits]

19. CONCLUSION

Please click on the Submit button to submit your survey answers and conclude the survey.
After you click Submit, you will no longer be able to edit your answers.

That concludes the survey.
Thank you very much for your participation!

Your survey answers have been saved. Click here to see our [Privacy Statement](#).

If you wish to change any of your answers, or if you have any concerns about the survey, please contact **info@burnabytravelsurvey.ca** or **1-833-224-7237**

**PHONE ONLY: That concludes the survey. Thank you very much for your cooperation.
Have a pleasant day/evening.**

For more information about the survey, please visit: burnabytravelsurvey.ca