

Online Travel Survey Template: Transitioning back to the office



Transport
for NSW

Travel Data to support your COVIDSafe Travel Action Plan

Understanding the travel patterns of your staff before and during the COVID19 crisis will help your business lock in the benefits you have seen, develop new initiatives as restrictions begin to ease and transition into your new normal.

- It is important to collect specific data to get a robust understanding of how your employees were travelling to your site before/during the COVID 19 crisis.
- This data will support the development of your business's COVID Safe Travel Choices Travel Action Plan to create safe, sustainable staff travel behaviour.
- It is recommended that a follow up survey is delivered about 12 weeks after the transition back to the office started to gain insights into new staff travel patterns and to monitor progress on initiatives so that you can review your Travel Action Plan as needed and potentially, inform a more comprehensive Travel Plan.

Your COVID Safe Travel Choices team can help!

Resources and other useful tools on our website at: <https://www.mysydney.nsw.gov.au/covidsafetravelchoices>

On-line survey guidance

On-line self-completion travel surveys are a popular method to collect information as they gather quantifiable and comparable data about how employees travel and their barriers to change. They are relatively easy and inexpensive to design, distribute, complete and analyse using online packages such as Survey Monkey and SurveyGizmo. A sample on-line travel survey is provided below. There are bonus questions that help provide background and categorise on why certain answers were given to help identify strategies and support required.

Note: This survey is primarily applicable for office-based staff. It may need to be modified to suit employees working shifts. Not all questions may be applicable to your organisation or employees.

Welcome

You could win a *<insert incentive eg. go into the prize draw to win a \$100 Opal Card, \$100 store vouchers, etc>* by completing this survey.

Your survey results help us understand how people will travel to our offices as restrictions ease. By understanding how you travelled for work before and during the Coronavirus outbreak and what your plans are for travel and work we can develop a COVID Safe Travel Choices Travel Action Plan which will support you to travel safely to work.

This survey takes about 5 minutes to complete.

<Organisation name> recognises the importance of protecting your privacy and your rights in relation to your personal information. You can access *<Organisation Name>* privacy policy here *<LINK>*.

Optional:

You'll find the results and the COVIDSafe Travel Action Plan on our intranet site soon

We are collaborating with TfNSW COVID Safe Travel Choices and your anonymous survey responses will be shared with them (For more information about COVIDSafe Travel Choices click [here](#)).

Any questions about the survey, you can contact your organisation's Travel Action Plan Coordinator at *<email address>*

Thanks for your support. Help us Save Lives?

Before Coronavirus outbreak: Journey to and from the office		
1. Which postcode is your home based in?	2. Which postcode is your office based in?	
3. Thinking back before the Coronavirus outbreak, how many days did you work in a typical working week?		
<input type="checkbox"/> One (1)	<input type="checkbox"/> Four (4)	
<input type="checkbox"/> Two (2)	<input type="checkbox"/> Five (5)	
<input type="checkbox"/> Three (3)	<input type="checkbox"/> More than five days	
4. Thinking back before the Coronavirus outbreak, in a typical working week , how many days did you travel to the office?		
<input type="checkbox"/> None	<input type="checkbox"/> Three (3)	<input type="checkbox"/> More than five days
<input type="checkbox"/> One (1)	<input type="checkbox"/> Four (4)	
<input type="checkbox"/> Two (2)	<input type="checkbox"/> Five (5)	
5. Thinking back before the Coronavirus outbreak, what time did you usually arrive at the office?		
<input type="checkbox"/> Before 6:00	<input type="checkbox"/> 7:15 – 7:29	<input type="checkbox"/> 8:45 – 8:59
<input type="checkbox"/> 6:00 – 6:14	<input type="checkbox"/> 7:30 – 7:44	<input type="checkbox"/> 9:00 – 9:14
<input type="checkbox"/> 6:15 – 6:29	<input type="checkbox"/> 7:45 – 7:59	<input type="checkbox"/> 9:15 – 9:29
<input type="checkbox"/> 6:30 – 6:44	<input type="checkbox"/> 8:00 – 8:14	<input type="checkbox"/> 9:30 – 9:44
<input type="checkbox"/> 6:45 – 6:59	<input type="checkbox"/> 8:15 – 8:29	<input type="checkbox"/> 9:45 – 9:59
<input type="checkbox"/> 7:00 – 7:14	<input type="checkbox"/> 8:30 – 8:44	<input type="checkbox"/> 10:00 or later

6. Thinking back before the Coronavirus outbreak, how long was your typical journey from the home to the office (door to door?)		
<input type="checkbox"/> Less than 15 minutes	<input type="checkbox"/> 31 - 45 minutes	<input type="checkbox"/> 61 - 75 minutes
<input type="checkbox"/> 15- 30 minutes	<input type="checkbox"/> 46 – 60 minutes	<input type="checkbox"/> More than 76 minutes
7. Thinking back before the Coronavirus outbreak, what time did you usually leave the office?		
<input type="checkbox"/> Before 15:00	<input type="checkbox"/> 16:15 – 16:29	<input type="checkbox"/> 17:45 – 17:59
<input type="checkbox"/> 15:00 – 15:14	<input type="checkbox"/> 16:30 – 16:44	<input type="checkbox"/> 18:00 – 18:14
<input type="checkbox"/> 15:15 – 15:29	<input type="checkbox"/> 16:45 – 16:59	<input type="checkbox"/> 18:15 – 18:29
<input type="checkbox"/> 15:30 – 15:44	<input type="checkbox"/> 17:00 – 17:14	<input type="checkbox"/> 18:30 – 18:44
<input type="checkbox"/> 15:45 – 15:59	<input type="checkbox"/> 17:15 – 17:29	<input type="checkbox"/> 18:45 – 18:59
<input type="checkbox"/> 16:00 – 16:14	<input type="checkbox"/> 17:30 – 17:44	<input type="checkbox"/> 19:00 or later
8. Thinking back before the Coronavirus outbreak, what was your main mode of travel for your journey to the office? <i>Please choose the mode you use for the greatest distance?</i>		
<input type="checkbox"/> Walk	<input type="checkbox"/> Ferry	<input type="checkbox"/> On Demand
<input type="checkbox"/> Cycle	<input type="checkbox"/> Car, on my own	<input type="checkbox"/> Rideshare (eg Uber)
<input type="checkbox"/> Bus	<input type="checkbox"/> Car, as a passenger (informal carpool)	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Train	<input type="checkbox"/> Formal Carpool, as driver or passenger	
<input type="checkbox"/> Metro	<input type="checkbox"/> Motorbike or moped	
<input type="checkbox"/> Light rail	<input type="checkbox"/> Taxi	

Personal Commitments: Journey to and from the office

9. Do you have regular commitments which influence how you travel to and or from work?

Yes No

10. If Yes, which of the following commitments influence how you travel to or from the office? *Please select all options that apply*

<input type="checkbox"/> Childcare	<input type="checkbox"/> Gym or other physical activity
<input type="checkbox"/> Other carer (eg. aged care)	<input type="checkbox"/> Education (excluding school drop off/pick up)
<input type="checkbox"/> School drop off / pick up	<input type="checkbox"/> Other (<i>please specify</i>)
<input type="checkbox"/> Secondary employment	

Work during COVID19 Crisis

11. In a typical working **week**, how many days do you work at the moment?

<input type="checkbox"/> None	<input type="checkbox"/> Three (3)	<input type="checkbox"/> More than five days
<input type="checkbox"/> One (1)	<input type="checkbox"/> Four (4)	

12. In a typical working **week**, how many days do you work from home at the moment?

<input type="checkbox"/> I worked in the office during the Coronavirus outbreak	<input type="checkbox"/> One (1)	<input type="checkbox"/> Three (3)	<input type="checkbox"/> Five (5)
<input type="checkbox"/> Ad hoc (my role required me to be in the office most of the time)	<input type="checkbox"/> Two (2)	<input type="checkbox"/> Four (4)	<input type="checkbox"/> More than five days

BONUS QUESTION

12a: When you are working from home, what is **positive** for you? *Please select all options that apply*

<input type="checkbox"/> Working Practices	<input type="checkbox"/> Family	<input type="checkbox"/> Communication
<input type="checkbox"/> Flexibility	<input type="checkbox"/> Health and well being	<input type="checkbox"/> Other
<input type="checkbox"/> Productivity	<input type="checkbox"/> Social	

12b: When you are working from home, what is the **negative** for you? *Please select all options that apply*

<input type="checkbox"/> Working Practices	<input type="checkbox"/> Family	<input type="checkbox"/> Communication
<input type="checkbox"/> Flexibility	<input type="checkbox"/> Health and well being	<input type="checkbox"/> Other
<input type="checkbox"/> Productivity	<input type="checkbox"/> Social	

Transitioning out of COVID19 restrictions: Plans for the journey to and from the office

13. Thinking forward to when you go back into the office, how likely are you able to work from home for all or part of the day?

<input type="checkbox"/> Never: my role requires me to be in the office	<input type="checkbox"/> Often: I plan on working from home 3-4 days a week
<input type="checkbox"/> Seldom: Ad hoc only, my role requires me to be in the office most of the time	<input type="checkbox"/> Always: I plan on working from home all the working days for the next 12 weeks
<input type="checkbox"/> Sometimes: I plan on working from home 1-2 days a week	<input type="checkbox"/> Don't know at this stage

14. Thinking forward to when you go back into the office, how likely that can you be flexible in regard to your start and finish time?

<input type="checkbox"/> Never: my role requires me to be in the office at a specific time (eg. shift work)	<input type="checkbox"/> Often: I can be flexible most of the time, I need 3 days' notice to plan for it
<input type="checkbox"/> Seldom: I have personal commitments which limit my ability to be flexible	<input type="checkbox"/> Always: I can be very flexible when I start and finish in the office every day
<input type="checkbox"/> Sometimes: I can be flexible but I need to know the week before	<input type="checkbox"/> Don't know at this stage

15. Planning ahead, what do you think your main mode of travel for your journey to the office will be once you are asked to go back to the office? <i>Please choose the mode you use for the greatest distance?</i>		
<input type="checkbox"/> Walk	<input type="checkbox"/> Ferry	<input type="checkbox"/> On Demand
<input type="checkbox"/> Cycle	<input type="checkbox"/> Car, on my own	<input type="checkbox"/> Rideshare (eg Uber)
<input type="checkbox"/> Bus	<input type="checkbox"/> Car, as a passenger (informal carpool)	<input type="checkbox"/> Other (please specify)
<input type="checkbox"/> Train	<input type="checkbox"/> Formal Carpool, as driver or passenger	
<input type="checkbox"/> Metro	<input type="checkbox"/> Motorbike or moped	
<input type="checkbox"/> Light rail	<input type="checkbox"/> Taxi	
15a: If you selected a different mode that you used before the Coronavirus outbreak; can you give a reason why? <i>Please select all that apply.</i>		
<input type="checkbox"/> The new mode has health safety benefits	<input type="checkbox"/> The new mode will save time	<input type="checkbox"/> The previous mode now does not have capacity when I plan to travel
<input type="checkbox"/> The new mode has fitness benefits	<input type="checkbox"/> The new mode will mean I can work flexibly	<input type="checkbox"/> Other (Please specify)
<input type="checkbox"/> The new mode will be cheaper	<input type="checkbox"/> The previous mode is no longer available to me	
Transitioning to your New Normal support for returning to the office		
16. What kind of support do you think would help you return to the office? <i><Business to add fields where it is considering supporting staff, to test staff appetite, examples of options below></i>		
<input type="checkbox"/> Walking and cycling information	<input type="checkbox"/> Digital technology – remove need to travel	<input type="checkbox"/> Courses – for example cycling or working practices
<input type="checkbox"/> Regular updates on the transport network	<input type="checkbox"/> Hard technology – eg. lighter laptop for travelling	<input type="checkbox"/> Other (Please specify)
Be a winner!		
17. Thank you for completing this survey. Please register to enter the prize draw – there is <insert prize> up for grabs. Please enter your contact information:		
Name		
Email		

Reference date: 1 June 2020