

## Frequently asked questions

### TRAVL

#### Understanding Trip Rates and Reports

##### What is the difference between main and final mode?

Main mode is the mode of transport used for the majority of the journey, factored by distance.

Final mode is the trip end mode, i.e. the mode of transport used within the last 5-minutes of arriving at a survey site and the first 5-minutes on leaving a survey site.

##### What numbers are the trip rates based on?

All trip rates are based on final mode numbers i.e. journeys that are within a 5-minutes of the site i.e. the trip end.

##### What is the difference between the car user classifications/definitions?

In the *daily reports*, 'Car Driver (alone)' represents the number of single occupancy vehicles (SOV) only. 'Car Driver (with passengers)' represents the number of vehicles that have drivers and passengers in i.e. car sharing.

'Car Passengers' represents people who have either travelled in a car with others or who were dropped off at the site (and do not necessarily have a vehicle trip associated with them).

This enables a user to distinguish between SOV trips and car sharing trips, which can be useful for travel planning purposes.

**To calculate the total number/trip rate of vehicles generated by a site, the 'Car Driver (alone)' and 'Car Driver (with passengers)' classifications need to be added together. If a user also requires vehicle occupancy, 'Car Passenger' also needs to be added to the above.**

Surveys undertaken pre-2007 only classify car users into 'All Car Drivers and Car Passengers', without segregating between vehicles that are single occupancy or contain passengers. If a user combines both pre- and post-2007 dated surveys in their site survey selection to generate trip rate reports, they will see the classifications of 'All Car Drivers and Car Passengers' as well as 'Car Driver (alone)' and 'Car Driver (with passengers)'. **For the user to calculate the total number/trip rate of vehicles generated by their sites, all three Car Driver categories should be added together.**

For the *half hourly trip rate report*, 'Car Driver' represents the number of vehicles, regardless of whether they are single occupancy or have passengers. To generate the vehicle occupancy trip rate, the 'Car Passenger' is also added, so 'Car Driver' + 'Car Passenger' = car occupants.

##### In the Average Trip Rate by Mode and Time report, why is 'All Modes' not the sum of the individual modes?

When the user selects multiple sites, they may find that the total 'All Modes' table in the *Average Trip Rate By Mode and Time* report does not equal the sum of all the individual modes of travel in the tables underneath.

It is important the user does not double count when adding all individual modes of travel together. If the user sums the 'Car Driver' (vehicle numbers) and 'Car Passenger' (number of vehicle passengers) together with 'Car Driver and Passengers' (which is the total vehicle occupants i.e. driver and passenger) there will be an element of double counting.

If multiple sites are selected, the average trip rate in every half hour period is based on an average of all sites selected, not just those that have trips in that time period. In some instances at either end of the day, the average trip rate may be based on fewer sites, as some of the sites selected had shorter opening hours/survey hours. This is more common to sites within land use categories of retail, restaurant, leisure and education. The column labelled 'Number of Sites' shows the total number of sites considered in each time band.

### **Are the trip rates one-way or two-way? How does this differ between reports?**

All daily trip rates are one-way (to the site) with the following exceptions, which are two-way:

#### *Daily Trip Rate by Journey Purpose*

This report shows trips, trip rates and predicted trips by interview type for both arrival and departure trips for the site. For these sites, a summary of journey purpose information for the whole site can be found under 'Extra Site Details'. This is a historic issue with the data collection, as journey purpose was not analysed for each individual trip prior to 2007.

#### *Daily Trips by Mode*

This report shows the number of vehicle trips and number of passengers in and out of the site by mode of transport.

#### *Average Trip Rate by Mode and Time (half hourly trip rates)*

This report shows trip rates in and out a site for the selected site(s), together with a total (in and out combined) trip rate.

### **Why do some reports show Walk/Public Transport (PT) as one category and some show Walk, Underground, Bus, Rail individually?**

#### *Trip Count and Trip Rate by Mode and Time Report*

If a user selects multiple sites that are dated both pre- and post 2007, the *Trip Count and Trip Rate by Mode and Time* report is likely to show both 'Walk/PT' combined as well as walk and public transport modes individually. Historically (pre 2007) all TRAVL surveys collated final mode walk and public transport data together, whereas since 2007, to improve the data provided to TRAVL users, all walk and public transport data is split by the relevant mode.

If a user selects multiple surveys both pre- and post 2007 and requires a trip rate for public transport and walk, they would need to sum together the trip rates for 'Walk/PT', as well as the individual walk and public transport modes. It is only possible to establish a trip rate for bus, rail etc by selecting post-2007 survey sites.

#### *Daily Reports*

For all the daily reports, regardless of the survey year, the trip rates by walk and PT modes are provided individually for both main mode and final mode trips.

### **Why do some surveys have no trip rates?**

The TRAVL database now contains iTRACE compatible Travel Plan surveys. If a user wishes to capture trip rate data from sites, they must first select 'Trip Rates' in the filter options area of the software. This will remove any iTRACE survey sites that do not contain trip rate data.

### **Do the different modes of transport refer to the number of vehicles or number of passengers (person trips)?**

- The term 'Drivers' refers to car/small van drivers only, it does not take delivery vehicles or taxi drivers into account;
- 'Passengers' refers to car passengers only. Passengers can be people in the cars that arrive/leave the site or are passengers that have been dropped off within 5 minutes of the site;
- 'Motorbikes' refers to the number of motorbikes;
- 'Bikes' or 'Bicycles' refers to the number of bicycles;
- 'Taxi users' refers to the number of passengers in taxis arriving and leaving the site rather than the number of taxi vehicles arriving and leaving, and the driver is excluded;
- 'Coach Passengers' refers to the number of passengers on a coach rather than the number of coaches; and
- 'Walk/PT' combines all public transport and walk trips together. For new surveys (2007 onwards) trip rates are analysed separately for walk and individual public transport modes. However, the information here summarises the total for walk and public transport together.

### **Why is there not an hourly breakdown for main mode trips?**

It would not be accurate to generate main mode trips by half hour time periods, in the same way that final mode trips are generated, as main mode trips are based on survey interview responses, rather than trip end counts. If main mode trips were split by time band, then large assumptions would need to be made, which could potentially lead to inaccurate data being calculated.

### **In the Parking Report, what does 'Parking Total' refer to?**

This is the number of parking spaces on site i.e. the on-site parking capacity.

### **Why are parking numbers higher than the number of vehicles accessing the site?**

The numbers in this report represent vehicles that park on-site, as well as those that park off-site, distinguishing each parking act by location. The numbers take account of both main and final mode vehicle trips.

## **Installing/Downloading the Software**

### **I can't access the Helpdesk – the Username and Password I have doesn't work!**

We change the username and passwords with each new release of TRAVL. The primary contact at your organisation or borough will have the latest log-in details; please contact that person for details (or contact MVA Consultancy if you are not sure who has these details). For licensing reasons, we can only distribute the log-in details to the primary contact.

**I can't download the software because my computer does not have administrator rights, or I am not permitted to download software files.**

You will either need to discuss this with your IT department or we can supply the software on a CD.

**Can I install TRAVL on more than one machine?**

For private organisations, each primary, secondary and additional licence permits you to install TRAVL on ONE machine only. Therefore, if you only have a primary licence, you can only install TRAVL on one machine in one office location. If you have a primary and secondary licence, you can install TRAVL on one machine at two different offices. Each additional licence allows you to install it on one additional machine at the primary location (or secondary location, if applicable). There is a different arrangement for Boroughs; please contact us if you are unclear.

**How do I install a TRAVL upgrade?**

Simply download the upgrade files, unzip them (right click and extract, entering the password supplied), and copy and paste the files into the TRAVL directory (usually C:\Program Files\TRAVL). These will overwrite the old files. Full details on installing the software can be found in the TRAVL User Guide.

**Planning-related surveys and iTRACE integration**

**I am a consultant working with a site which requires a TRAVL survey. What is the process for this?**

Please contact MVA Consultancy in the first instance to inform us of upcoming surveys. The surveys must be undertaken by one of our approved survey suppliers (listed on the TRAVL website) and using the TRAVL methodology (also available on our website). We undertake the data entry and analysis for a fixed fee of £500 + VAT per survey (subject to change) and provide the output reports.

If the survey does not meet our standards or response rate requirements (at least 30% of site users must be interviewed) we reserve the right to refuse to process the survey. Please contact us to talk through any elements of the survey methodology you are unsure of.

Approximate costs for different types of survey are available on our website via the 'Approved Suppliers' page.

**How does TRAVL integrate with iTRACE?**

TRAVL and iTRACE are compatible. The interview element of the TRAVL survey can be input into iTRACE. If a site requires an iTRACE survey only, please speak to the Local Authority Travel Plan Officer to arrange this. If it requires a TRAVL/iTRACE survey, please follow the process above and call us to discuss input into iTRACE.

**Who can I contact with further queries?**

Please email [travl@mvaconsultancy.com](mailto:travl@mvaconsultancy.com) or phone 01483 728051 and ask to speak to a member of the TRAVL team. Individual email addresses and contact numbers of the TRAVL team at MVA Consultancy can also be found at [www.travl.org.uk](http://www.travl.org.uk)