



**Q5a** Is this your **Outward journey** (ie usually setting out from home) or your **Return journey?** (ie usually going back to home)

Outward.....  1      Return .....  2

**Q5b** Do you usually make both your **Outward and Return journeys by Metro?**

Yes.....  1 continue at Q6a  
No - Outward only made by Metro.....  2 continue at Q6a  
No - Return only made by Metro.....  3 skip to Q7a

**Q6a** Thinking about your **Outward journey** how do you normally travel to the Metro stop where you begin your **Outward journey?**

Car driver.....  1 continue at Q6b  
Car passenger.....  2 continue at Q6b  
Walk.....  3 skip to Q6c  
Bus.....  4 skip to Q6c  
Cycle.....  5 skip to Q6c  
Train.....  6 skip to Q6c  
Other, please specify  skip to Q6c

**ASK CAR USERS ONLY**

**Q6b** Is the car usually parked on a Metro stop car park (if there is one), are you dropped off, or do you park on the street near to the stop?

Usually parked on Metro car park.....  1      Dropped off .....  3  
Parked on Street.....  2  
Other (please write in)

**ASK ALL**

**Q6c** How long does it usually take you to travel to this stop?

Less than 2 minutes.....  1      11-15 minutes.....  4  
2-4 minutes.....  2      16-20 minutes.....  5  
5-10 minutes.....  3      Over 20 minutes.....  6

**Q6d** And if the Metro is running to time, how long do you usually wait at this stop?

Less than 2 minutes.....  1      11-15 minutes.....  4  
2-4 minutes.....  2      16-20 minutes.....  5  
5-10 minutes.....  3      Over 20 minutes.....  6

**Q6e** Thinking about just your **Outward journey**, do you usually travel during **peak hours**, **off peak hours** or a **mixture of both?** (explain if necessary that Peak= Mon-Fri start of service until 9.30am. Off peak= any other times)

Peak.....  1      Off peak.....  2      Both.....  3

**If respondent usually makes a Return journey by Metro (ie codes 1 or 3 at Q5b) continue, if not (code 2 at Q5b) skip to Q8**

**Q7a** Thinking about your Return journey how do you normally travel to the Metro stop where you begin your return journey?

Walk .....	<input type="checkbox"/> 1	Car passenger.....	<input type="checkbox"/> 4
Bus.....	<input type="checkbox"/> 2	Cycle .....	<input type="checkbox"/> 5
Car driver .....	<input type="checkbox"/> 3	Train .....	<input type="checkbox"/> 6
Other, please specify	<input type="text"/>		

**Q7b** Thinking about just your Return journey, do you usually travel during peak hours, off peak hours or a mixture of both? (explain if necessary that Peak= Mon-Fri start of service until 9.30am . Off peak= any other times)

Peak.....  1      Off peak.....  2      Both.....  3

**ASK ALL**

**Q8** Do you travel by local bus or rail for any part of your journey to your final destination?

Yes - local bus .....  1      Yes - local rail .....  2      No .....  3

**Q9** What type of ticket do you usually use for your journeys by Metro?

Single .....	<input type="checkbox"/> 01	go to Q10	Regional Travelcard with Metro Add On .....	<input type="checkbox"/> 07	continue
Return .....	<input type="checkbox"/> 02	go to Q10	Regional Off Peak Travelcard with Metro Add On.....	<input type="checkbox"/> 08	continue
Bus/Metro Day ticket.....	<input type="checkbox"/> 03	go to Q10	nnetwork .....	<input type="checkbox"/> 09	continue
nnetwork Daytripper.....	<input type="checkbox"/> 04	go to Q10	nnetwork Off Peak .....	<input type="checkbox"/> 10	continue
nMetro card .....	<input type="checkbox"/> 05	continue	nnetwork Student.....	<input type="checkbox"/> 11	continue
nbus with Metro Add On .....	<input type="checkbox"/> 06	continue	Centro Concessionary Pass...	<input type="checkbox"/> 12	continue
Other, please specify	<input type="text"/>				

**Q9a** Where or how do you usually purchase your season ticket/travel pass? (can multi code)

Newsagents .....	<input type="checkbox"/> 1	Travel centre/travel shop.....	<input type="checkbox"/> 4
Through work/works scheme/company travel scheme .....	<input type="checkbox"/> 2	By post.....	<input type="checkbox"/> 5
Through school/college.....	<input type="checkbox"/> 3	Direct debit.....	<input type="checkbox"/> 6
Other (please write in)			<input type="checkbox"/> 7
<input type="text"/>			

**ASK ALL**

**Q10** What is the main reason for you choosing to make this journey by Metro rather than any other method of transport ?

No car/don't drive .....	<input type="checkbox"/> 1	Metro is quicker than other methods.....	<input type="checkbox"/> 6
Car not available/being used by other member of household.....	<input type="checkbox"/> 2	Metro is cheaper than other methods .....	<input type="checkbox"/> 7
No choice/only method available .....	<input type="checkbox"/> 3	Don't like driving/don't have to worry about driving.....	<input type="checkbox"/> 8
Have a travel pass .....	<input type="checkbox"/> 4	Don't have to worry about/pay costs of parking .....	<input type="checkbox"/> 9
Metro service is frequent.....	<input type="checkbox"/> 5		
Other, please specify	<input type="text"/>		

**Q11a For how long have you been travelling by Metro?**

- Less than 6 months.....  1 skip to Q12
- 6 months up to 1 year .....  2 skip to Q12
- Over 1 year up to 2 years.....  3 continue at Q11b
- Over 2 years up to 5 years.....  4 continue at Q11b
- Over 5 years .....  5 continue at Q11b

**Q11b Are you making more, less or about the same number of Metro journeys as 12 months ago?**

- More.....  1
- Less.....  2
- Same.....  3

**Q11c Overall, do you think the Metro service is better, worse or the same as 12 months ago?**

- Better.....  1
- Worse.....  2
- Same.....  3

**ASK ALL**

**Q12 If you needed information about Midland Metro, e.g. times, fares etc, where would you obtain that information? (can multi-code, do not read out)**

- Phone Traveline/0871 200 2233- .....  01
- Phone Metro depot .....  02
- Internet-www.networkwestmidlands.com .....  03
- Internet-www.centro.org.uk .....  04
- Internet - www.midlandmetro.co.uk .....  05
- Ask a friend/relative/other passenger .....  06
- Visit travel shop/travel information centre.....  07
- Ask a driver/ticket collector/Metro staff.....  08
- Check timetable at stop.....  09
- Text/SMS .....  10
- Visit library.....  11
- Don't know.....  12

Other internet site, please specify

mobile Apps, please specify

Other, please specify

**Q13 How often do you usually travel by :-**

	5+ days per wk	2-4 days per wk	Once per week	Once per month	Less often	Never
A: Local bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B: By car as a driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C: By car as a passenger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D: Local train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E: Cycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q14a Thinking about your usual journey by Metro, if you wanted to make that journey by car is there a car available for you to do so?**

- Yes - always.....  1
- Yes - sometimes.....  2
- No.....  3

**Q14b If a Metro Park and Ride was provided at Bradley Lane stop, would you be likely or unlikely to use the facility?**

- Yes - likely.....  1
- No - unlikely .....  2
- Unsure.....  3

**Q14c How many cars are there in your household?**

- One .....  1
- Two.....  2
- Three or more .....  3
- None.....  4

**Q15 To which of these age groups do you belong? (SHOWCARD A)**

- |             |                            |             |                            |
|-------------|----------------------------|-------------|----------------------------|
| 16-18 ..... | <input type="checkbox"/> 1 | 45-59 ..... | <input type="checkbox"/> 5 |
| 19-24 ..... | <input type="checkbox"/> 2 | 60-64 ..... | <input type="checkbox"/> 6 |
| 25-34 ..... | <input type="checkbox"/> 3 | 65+ .....   | <input type="checkbox"/> 7 |
| 35-44 ..... | <input type="checkbox"/> 4 |             |                            |

**Q16 Which of these best describes your occupation/previous occupation if retired? (SHOWCARD B)**

- |                                     |                            |             |
|-------------------------------------|----------------------------|-------------|
| Professional/managerial.....        | <input type="checkbox"/> 1 | Continue    |
| Clerical/administrative.....        | <input type="checkbox"/> 2 | Continue    |
| Skilled manual.....                 | <input type="checkbox"/> 3 | Continue    |
| Semi skilled/unskilled manual.....  | <input type="checkbox"/> 4 | Continue    |
| Housewife/househusband.....         | <input type="checkbox"/> 5 | Skip to Q18 |
| Unemployed.....                     | <input type="checkbox"/> 6 | Skip to Q18 |
| Student - living at home.....       | <input type="checkbox"/> 7 | Continue    |
| Student - Living way from home..... | <input type="checkbox"/> 8 | Continue    |
| Other, please specify               | <input type="text"/>       | Continue    |

**Q17 Which of these best describes your working status? (SHOWCARD C)**

- |                             |                            |                                  |                            |
|-----------------------------|----------------------------|----------------------------------|----------------------------|
| In paid work full time..... | <input type="checkbox"/> 1 | Not in paid work at present..... | <input type="checkbox"/> 3 |
| In paid work part time..... | <input type="checkbox"/> 2 | Retired.....                     | <input type="checkbox"/> 4 |

**Q18 Which of these best describes the occupation of chief income earner? (SHOWCARD B)**

- |                                    |                            |                                     |                            |
|------------------------------------|----------------------------|-------------------------------------|----------------------------|
| Professional/managerial.....       | <input type="checkbox"/> 1 | Housewife/househusband.....         | <input type="checkbox"/> 5 |
| Clerical/administrative.....       | <input type="checkbox"/> 2 | Unemployed.....                     | <input type="checkbox"/> 6 |
| Skilled manual.....                | <input type="checkbox"/> 3 | Student - living at home.....       | <input type="checkbox"/> 7 |
| Semi skilled/unskilled manual..... | <input type="checkbox"/> 4 | Student - Living way from home..... | <input type="checkbox"/> 8 |
| Other, please specify              | <input type="text"/>       |                                     |                            |

**Q19 Which of the following best describes your ethnic origin? (SHOWCARD D)**

- |                             |                            |                             |                            |
|-----------------------------|----------------------------|-----------------------------|----------------------------|
| White .....                 | <input type="checkbox"/> 1 | Black or Black British..... | <input type="checkbox"/> 4 |
| Mixed race.....             | <input type="checkbox"/> 2 | Chinese.....                | <input type="checkbox"/> 5 |
| Asian or Asian British..... | <input type="checkbox"/> 3 |                             |                            |
| Other, please specify       | <input type="text"/>       |                             |                            |

**Q20 What is your home postcode?**

**Q21 Do you own a smart phone?**

- |  |                            |                                     |                            |
|--|----------------------------|-------------------------------------|----------------------------|
| Yes.....   | <input type="checkbox"/> 1 | No - do not own a mobile phone..... | <input type="checkbox"/> 3 |
| No - own a mobile phone but not a smart phone..... | <input type="checkbox"/> 2 |                                     |                            |

**Q22 Do you use Twitter or facebook?**

- |              |                            |               |                            |         |                            |
|--------------|----------------------------|---------------|----------------------------|---------|----------------------------|
| Twitter..... | <input type="checkbox"/> 1 | Facebook..... | <input type="checkbox"/> 2 | No..... | <input type="checkbox"/> 3 |
|--------------|----------------------------|---------------|----------------------------|---------|----------------------------|

**Q23** Would you be interested in being contacted to help Centro in further market research or would you like to be contacted again with information on Metro services changes?

I would like to be contacted again for Market Research purposes .....  1

I would like to be contacted again with information on services changes .....  2

**Q24** If respondents would like to be contacted again - please collect email address. Reassure respondents that contact details will only be used for purpose specified.

**Complete following section by observation**

**Q25a** Gender (by observation)

Male .....  1

Female .....  2

**Q25b** Please record all that apply to the respondent:

Carrying 2 or more shopping bags .....  01

General frailty .....  06

Travelling with a pushchair/pram .....  02

Travelling with bulky baggage eg suitcase, shopping trolley .....  07

Respondent is a wheelchair user .....  03

Blind/partially sighted .....  08

Respondent is travelling with a wheelchair user .....  04

Other .....  09

Using walking aids e.g. sticks/crutches .....  05

none of these .....  10

**Q25c.** Please record the number of adults, 5-15's and under 5's travelling with respondent: (please write in)

number of adults,

number of under 5's

number of 5-15's :