

Office for National Statistics' Opinions Omnibus Survey

Public attitudes towards road congestion questions

November 2009, December 2009 and February 2010

Introduction 1

The next set of questions is about transport issues and is being asked on behalf of the Department for Transport. Firstly, I'd like to ask you about your usual methods of travel.

MAE_1M

Which methods of travel have you used in the last 12 months? Only include travel within Great Britain.

By travel we mean all journeys the respondent makes, however insignificant. Please include all travel and journeys made during the week and at the weekend.

'Walk' means a journey on foot lasting 5 minutes or more.

Code all that apply

SET [13] OF

- (1) Walk (journey on foot of 5 minutes or more)
- (2) Car/van - as driver
- (3) Car/van - as passenger
- (4) Motorcycle/moped/scooter
- (5) Taxi/minicab
- (6) Bicycle
- (7) Bus (including coach/private bus)
- (8) Train
- (9) Underground/metro
- (10) Light rail/tram
- (11) Internal flights
- (12) HGV
- (13) Other vehicle

- (14) Not been out in last 12 months (Spontaneous only)

Warn if MAE_1M includes 14 alongside other codes

Respondent cannot be housebound and travel in last 12 months

MAE_3

Ask if MAE_1M includes 2

Code one response

How often do you travel by car as a driver?

- (1) Every day
- (2) More than twice a week, but not every day
- (3) Once or twice a week
- (4) Less than once a week but more than twice a month
- (5) Once or twice a month
- (6) Less than once a month but more than twice a year
- (7) Once or twice a year
- (8) Less than once a year

MAE_4

Ask if MAE_1M includes 3
Code one response

How often do you travel by car as a passenger?

- (1) Every day
- (2) More than twice a week, but not every day
- (3) Once or twice a week
- (4) Less than once a week but more than twice a month
- (5) Once or twice a month
- (6) Less than once a month but more than twice a year
- (7) Once or twice a year
- (8) Less than once a year

MAE_5

Ask if MAE_1M includes 7
Code one response

How often do you travel by bus?

- (1) Every day
- (2) More than twice a week, but not every day
- (3) Once or twice a week
- (4) Less than once a week but more than twice a month
- (5) Once or twice a month
- (6) Less than once a month but more than twice a year
- (7) Once or twice a year
- (8) Less than once a year

Introduction 2

Read if MAE_1M not 14

Now I would like you to think about the journey you make most frequently. By most frequent journey I mean the journey between two geographical places that you make most often. Please only include personal journeys and travel to and from work. Do not include driving which is part of your work (e.g. as a lorry or taxi driver, delivery worker or travelling salesperson).

MAE_6M

Ask if MAE_1M not 14

Code all that apply

What is the main purpose of your most frequent journey?

Interviewer: Only include personal journeys and travel to and from work. Do not include driving which is part of work (e.g. as a lorry or taxi driver, delivery worker or travelling salesperson).

If there is more than one main purpose please code all that apply.

SET [9] OF

- (1) Travelling to or from work
- (2) Going shopping
- (3) Taking children to or back from school
- (4) For personal business (e.g. going to the bank, the doctors, etc)
- (5) Leisure (going to play sport/socialise etc)
- (6) Caring (caring for friends or relatives)
- (7) Visiting (visiting friends or relatives)
- (8) Enjoyment/ no particular purpose
- (9) Other (Please Specify)

- (10) Don't know (Spontaneous only)
- (11) No regular journey (Spontaneous only)

Warn if MAE_6M includes 10 or 11 alongside other codes

Cannot say "Don't know" or "No regular journey" alongside other codes

Other Specify 6

Ask if MAE_1M not 14

And MAE_6M includes 9

Interviewer, please record other main purpose of most frequent journey.

MAE_6M

Ask if MAE_1M not 14

And MAE_6M not 11

Code one response

What is the main method of travel you use on this journey?

Interviewer: If there is more than one main method, then please select the method used for the longest part of the journey in terms of distance.

- (1) Walk
- (2) Car/van - as driver
- (3) Car/van - as passenger
- (4) Motorcycle/moped/scooter
- (5) Taxi/minicab
- (6) Bicycle
- (7) Bus (including coach/private bus)
- (8) Train
- (9) Underground/metro
- (10) Light rail/tram
- (11) Internal flights
- (12) HGV
- (13) Other vehicle
- (14) None of these (Spontaneous only)
- (15) Don't know (Spontaneous only)

Warn if MAE_7 is a mode of travel not included in MAE_1M

Respondent previously said they didn't use this mode of travel in last 12 months.

MAE_8M

Ask if MAE_1M not 14

And MAE_6M not 11

Probe fully – code all that apply

At what time(s) of day do you usually make this journey?

If the most frequent journey is a return journey e.g. to and from work, please select the times of both the outward and return journeys.

If a single journey falls into two or more time periods, please code all that apply

If the respondent's most frequent journey takes place at different times of day (for example, if they work shifts and their most regular journey is to and from work), please code all times of day that regularly apply.

SET [13] OF

- (1) 00:00 to 05:59
- (2) 06:00 to 06:59
- (3) 07:00 to 07:59
- (4) 08:00 to 08:59
- (5) 09:00 to 09:59
- (6) 10:00 to 12:59
- (7) 13:00 to 14:59
- (8) 15:00 to 15:59
- (9) 16:00 to 16:59
- (10) 17:00 to 17:59
- (11) 18:00 to 18:59
- (12) 19:00 to 19:59

(13) 20:00 to 23:59

(14) None of these (Spontaneous only)

Warn if MAE_8M includes 14 alongside other codes

Respondent cannot say "None of these" alongside other codes

MAE_8b

Ask if MAE_1M not 14

And MAE_6M not 11

And MAE_8M includes 3, 4, 5, 8, 9, 10 or 11

Code one response

Can I just check how easy or difficult would it be for you to make this journey outside peak hours. That is either before 7:00am, between 10:00am and 2:59pm or after 7 pm.

- (1) Very easy
- (2) Fairly easy
- (3) Fairly difficult
- (4) Very difficult
- (5) Not at all possible

(6) It varies (Spontaneous only)

(7) Don't Know

MAE_9M

Ask if MAE_1M not 14

And MAE_6M not 11

And MAE_7 = 1, 2, 3, 4, 5, 6, 7 or 12

Code all that apply

And on this journey, what types of road do you travel on?

If the most frequent journey is a return journey e.g. to and from work, please select road types for both the outward and return journeys.

SET [5] OF

- (1) Motorway
- (2) Dual carriageway
- (3) Other main road (e.g A or B routes)
- (4) Local road in a city or town
- (5) Local road outside a city or town
- (6) Other (Please specify)

(7) Don't know (Spontaneous only)

Warn if MAE_7 = 1 or 6

And MAE_9M includes 1 or 2 but no other codes

Respondent cannot use walking or cycling as main mode of journey and only travel on motorways and dual carriageways

Warn if MAE_9M includes 7 alongside other codes

Respondent cannot give don't know alongside other responses.

Other Specify 9

Ask if MAE_1M not 14
And MAE_6M not 11
And MAE_7M – 1, 2, 3, 6 or 7
And MAE_9M includes 6

Interviewer, please record other types of road travelled on.

Introduction 3

Read if MAE_1M not 14
And MAE_6M not 11
And MAE_7M – 1, 2, 3, 6 or 7

The next set of questions concern road congestion.

MAE_10

Ask if MAE_1M not 14
And MAE_6M not 11
And MAE_7M = 1, 2, 3, 6 or 7
Code one response

How often is road congestion a problem for you on your most regular journey?

Interviewer: If the respondent's most regular journey is on foot we would still like them to answer the question.

- (1) All of the time
- (2) Most of the time
- (3) Some of the time
- (4) Rarely/not at all
- (5) Don't know (Spontaneous only)

MAE_11

Ask if MAE_1M not 14
Code one response

Thinking now about the different types of journey you make by road, how often is road congestion a problem for you generally?

- (1) All of the time
- (2) Most of the time
- (3) Some of the time
- (4) Rarely/not at all
- (5) Don't know (Spontaneous only)

MAE_12

Ask if MAE_1M not 14
Code one response

How serious a problem do you think road congestion is in this country?

Interviewer: The term 'this country' refers to England, Wales or Scotland and not the UK.

- (1) A very serious problem
- (2) A serious problem
- (3) Not a serious problem
- (4) Not a problem at all

- (5) Don't know (Spontaneous only)

MAE_12a

Ask if MAE_1M not 14
Code one response

Do you think there is more or less congestion in this country now compared with 2 years ago, or about the same amount of congestion?

- (1) A lot more congestion
- (2) A little more congestion
- (3) The same
- (4) A little less congestion
- (5) A lot less congestion

- (6) Don't know (Spontaneous only)

MAE_12b

Ask if MAE_1M not 14
Code one response

And over the next 2 years do you think there will be more or less congestion compared to now, or about the same amount?

- (1) A lot more congestion
- (2) A little more congestion
- (3) The same
- (4) A little less congestion
- (5) A lot less congestion
- (6) Don't know (Spontaneous only)

MAE_13

Ask if MAE_1M not 14
Code one response

How important do you think it is for the Government to tackle road congestion in relation to its other responsibilities?

- (1) Very important
- (2) Quite important
- (3) Fairly important
- (4) Not very important

- (5) Don't know (Spontaneous only)

Introduction 4

Read if MAE_1M not 14

A number of transport experts have indicated that building new roads and improving public transport cannot on their own deal with the congestion problem. It has been suggested that we need to also look at alternative methods of charging for road use that might encourage people to use their cars differently or change their travel behaviour.

MAE_14

Ask if MAE_1M not 14

Code one response

How much do you agree with the following statement:

The current system of paying for road use (e.g fuel and road tax) should be changed so that the amount people pay relates more closely to how often, when and where they use the roads?

- (1) Strongly agree
- (2) Tend to agree
- (3) Neither agree nor disagree
- (4) Tend to disagree
- (5) Strongly disagree

- (6) Don't know (Spontaneous only)

MAE_15

Ask if MAE_1M not 14

Code one response

(How much do you agree with the following statement.)

People who drive on busy roads should pay more to use the roads than people who drive on quiet roads?

- (1) Strongly agree
- (2) Tend to agree
- (3) Neither agree nor disagree
- (4) Tend to disagree
- (5) Strongly disagree

- (6) Don't know (Spontaneous only)

MAE_16

Ask if MAE_1M not 14

Code one response

(How much do you agree with the following statement.)

People who drive at the busiest times should pay more to use the roads than people who drive at quiet times?

- (1) Strongly agree
- (2) Tend to agree
- (3) Neither agree nor disagree
- (4) Tend to disagree
- (5) Strongly disagree

- (6) Don't know (Spontaneous only)

Introduction 5

Read if MAE_1M not 14

A new system of road-pricing might mean that rather than everyone paying road tax and then fuel tax, these taxes could be reduced, and people would pay tax calculated on the times of the day/week they used the roads and the specific routes they used (like a pay as you go scheme).

I would now like to ask you some questions about what you think about this type of road pricing system ie what you pay is calculated depending on the times of the day/week you use the roads and which routes you take.

MAE_18a

Ask if MAE_1M not 14

Code one response

Do you think this kind of road pricing system would work in reducing congestion?

- (1) Yes
- (2) No
- (3) I would need to know more about it before I could say (Spontaneous only)
- (4) Congestion is not a problem (Spontaneous only)
- (5) Don't know/Not sure (Spontaneous only)

MAE_18b

Ask if MAE_1M not 14

And MAE_18a = 2

Do not prompt. Probe fully – code all that apply

Why do you think that this kind of road pricing system would not work in reducing congestion?

SET [8] OF

- (1) People don't want to change behaviour
- (2) People won't be able to change behaviour
- (3) People will refuse to pay
- (4) People will be unable to pay
- (5) Alternatives are inadequate/unsatisfactory
- (6) People will use other non-charged routes causing congestion on those instead
- (7) The system would be 'unenforcable'
- (8) Congestion is not a problem
- (9) Not applicable
- (10) Other (Specify)
- (11) Don't know

Other Specify 18b

Ask if MAE_1M not 14

And MAE_18a = 2

And MAE_18b = 10

Interviewer, please record other reasons why road pricing would not work to reduce congestion.

MAE_19

Ask if MAE_1M not 14

Do not prompt. Probe fully – code all that apply

How do you think this type of road pricing system would affect you?

SET [12] OF

- (1) It doesn't apply to me/I don't drive
- (2) It would inconvenience me
- (3) It would cost me more
- (4) I would carry on as before
- (5) I wouldn't be able to change
- (6) It would benefit me financially
- (7) It would improve my journeys
- (8) I would change my method of transport
- (9) I would change the times at which I drive
- (10) I would change the amount I drive
- (11) I would change the routes I drive
- (12) Other (Specify)
- (13) Don't know
- (14) Not applicable

Other Specify 19

Ask if MAE_1M not 14

And MAE_19 = 12

Interviewer, please record other reasons why road pricing would affect respondent.

MAE_20

Ask if MAE_1M not 14
Code one response

Do you think this type of system would be fair?

- (1) Yes
- (2) No
- (3) I would need to know more about it before I could say (Spontaneous only)
- (4) Don't know (Spontaneous only)

MAE_21

Ask if MAE_1M not 14
And MAE_20 = 2
Do not prompt. Probe fully – code all that apply

What do you think might be unfair about this system?

SET [5] OF

- (1) People won't be able to change travel behaviour
- (2) People won't want to change
- (3) The cost would be too much for people
- (4) Poor people would be affected worse than rich people
- (5) There are no adequate alternatives for people to use instead of the car
- (6) Other (Specify)
- (7) Don't know/Not applicable

Other Specify 21

Ask if MAE_1M not 14
And MAE_20 = 2
And MAE_21 = 6

Interviewer, please record other reasons why road pricing is unfair.

MAE_26

Ask if MAE_1M not 14
If MAE_1M does not include 2, replace
“I would be prepared to accept...” with
“It would be acceptable to introduce...”
Code one response

How much do you agree or disagree with the following statement.

I would be prepared to accept road pricing as long as there was no overall increase in the amount of taxation paid by motorists as a group, even if this meant some people paying more than they do at present?

- (1) Strongly agree
- (2) Tend to agree
- (3) Neither agree nor disagree
- (4) Tend to disagree
- (5) Strongly disagree
- (6) I would need to know more about this type of system before I could say (Spontaneous only)
- (7) Don't know (Spontaneous only)

MAE_27

Ask if MAE_1M not 14
Code 1 response

The revenue from road pricing could be spent on a range of public services, as is the case with current revenue raised from fuel duty and road tax; or it could be spent only on roads and transport. Which of the following do you think should apply?

- (1) Money raised from road pricing should be spent on a range of public services.
- (2) Money raised from road pricing should be spent only on roads and transport.
- (3) I don't agree with road pricing under any circumstance.
- (4) I would need to know more about this type of system before I could say.

MOT_1

Ask if MAE_1M not 14
And MAE_1M includes 2 (car drivers)
Code one response

How often, if at all, do you travel on a motorway as a driver?

- (1) Every day
- (2) More than twice a week, but not every day
- (3) Once or twice a week
- (4) Less than once a week but more than twice a month
- (5) Once or twice a month
- (6) Less than once a month but more than twice a year
- (7) Once or twice a year
- (8) Less than once a year
- (9) Never

MOT_2

Ask if MAE_1M not 14
And MAE_1M includes 3 (car passengers)
Code one response

How often, if at all, do you travel on a motorway as a car passenger?

- (1) Every day
- (2) More than twice a week, but not every day
- (3) Once or twice a week
- (4) Less than once a week but more than twice a month
- (5) Once or twice a month
- (6) Less than once a month but more than twice a year
- (7) Once or twice a year
- (8) Less than once a year
- (9) Never

Introduction 7

Read if MAE_1M not 14
And MAE_1M includes 2 or 3 (car drivers or passengers)

I would now like to ask you some questions about motorway congestion. In answering the questions, please think about congestion caused by weight of traffic, not by factors such as accidents or road-works.

MOT_5

Ask if MAE_1M not 14

And MOT_1 = 1, 2, 3, 4, 5, 6, 7, 8

OR MOT_2 = 1, 2, 3, 4, 5, 6, 7, 8

Code one response

Thinking about the different types of journeys you make on motorways, how often would you say you experience congestion - traffic so heavy that everyone has to slow down or stop?

- (1) All of the time
- (2) Most of the time
- (3) Some of the time
- (4) Rarely/not at all
- (5) Don't know (spontaneous only)

MOT_6

Ask if MAE_1M not 14

Code one response

Which do you think is the worse problem for the country...

- (1) ...traffic congestion in and around town
- (2) or traffic congestion on major routes, such as motorways?

MOT_8M

Ask if MAE_1M not 14

And MOT_1 = 1, 2, 3, 4, 5, 6, 7, 8

OR MOT_2 = 1, 2, 3, 4, 5, 6, 7, 8

Code all that apply

In what way is motorway congestion a problem for you?

- (1) I cannot travel as fast as I would like
- (2) It makes journey times uncertain
- (3) It wastes time because I have to allow for possible delays
- (4) It deters me from making trips
- (5) It makes me late getting to work
- (6) It makes me late getting to other destinations
- (7) I find traffic keep coming to a halt, even though there isn't an accident
- (8) I often can't tell what the problem is
- (9) I often can't tell when the congestion will be cleared
- (10) Other (specify)
- (11) It is not a problem for me

Warn if MOT_8M includes 11 alongside other responses

Respondent cannot say it is a not problem for them and also give problems

Other Specify MOT_8M

Ask if MAE_1M not 14
And MOT_1 = 1, 2, 3, 4, 5, 6, 7, 8
OR MOT_2 = 1, 2, 3, 4, 5, 6, 7, 8
And MOT_8M includes 10

Interviewer, please record other reasons why the motorway is a problem.

MOT_9

Ask if MAE_1M not 14
And MOT_1 = 1, 2, 3, 4, 5, 6, 7, 8
OR MOT_2 = 1, 2, 3, 4, 5, 6, 7, 8
Present all answers given to MOT_8M
Code one response

And which of these is the worst problem for you?

MOT_10M

Ask if MAE_1M not 14
And MOT_1 = 1, 2, 3, 4, 5, 6, 7, 8
OR MOT_2 = 1, 2, 3, 4, 5, 6, 7, 8
Code all that apply

What actions, if any, do you routinely take to avoid possible motorway congestion?

- (1) I set out at a different time than I'd like (earlier or later)
- (2) I take a different route/avoid the motorway
- (3) I check traffic reports before I set off
- (4) I check traffic reports/look out for warning messages during journey
- (5) I travel in a different way (e.g by train)
- (6) I go somewhere else instead to avoid motorway
- (7) I decide not to make the journey
- (8) Nothing - I'm stuck with it
- (9) Other (specify)

Other Specify MOT_10M

Ask if MAE_1M not 14
And MOT_1 = 1, 2, 3, 4, 5, 6, 7, 8
OR MOT_2 = 1, 2, 3, 4, 5, 6, 7, 8
And MOT_10M includes 9

Interviewer, please record other methods of avoiding possible motorway congestion.