

## Frequently Asked Questions

### Technical

#### The GPS device does not turn on

Try removing and replacing the battery. If this still does not solve the problem please call the Travel Survey team on the **toll free number 1 877 221 7828** and arrangements may need to be made for a replacement device to be sent to you.

#### The GPS device does not charge

You can try charging with the car charger provided (one would have been provided if you indicated that your household owns a car). If the device still does not charge or if you were not provided with a car charger, please call the Travel Survey team on the **toll free number 1 877 221 7828** and arrangements will be made to send you a replacement charger.

#### When do I use the GPS device

We would like to have the GPS device capture travel on all modes. So, please take the device wherever you go - on walks, on bicycle trips, on bus trips, etc and for the whole day. The only time you do not have to take the device is when you are at home or just walking around your home.

#### Can I turn the device off whilst at work

You can leave the device on and turn the volume down so it does not disturb you while you are at work. To turn the volume down, please follow the instructions on the GPS Instruction Sheet provided.

#### Do I take the GPS device when I am a passenger in a car

Yes, take the GPS device with you even when you are a passenger in a car. If the driver is another member of your household, then both you and the driver will need to take both your devices.

#### If I am traveling with another member of my household who is carrying a device, do I need to take mine

Yes. Everyone should take their devices even though they are traveling together.

#### The GPS device seems to switch itself off and does not come back on

Try removing and replacing the battery. If this still does not solve the problem please call the Travel Survey team on the **toll free number 1 877 221 7828** and arrangements may need to be made for a replacement device to be sent to you.

### Logistics/Survey Collection

#### When should I start using the GPS device

Department of Planning, Transport, and Infrastructure will advise you of the start date of your survey period when they contact you to arrange delivery of the GPS device(s) to you. Unless arranged otherwise, the start date is usually the day after you have received the package.

If in doubt, please call the Travel Survey team on the **toll free number 1 877 221 7828** and we can confirm the start date with you.

#### The GPS Device was not delivered

If you did not receive the parcel on the designated day, please call the Travel Survey team on the **toll free number 1 877 221 7828** and we will follow this up.

#### What should I send back at the end of the survey period

At the end of the survey period, the package you send back should include

- the GPS device(s)



- charger(s) (main charger and car charger)



- a completed household travel diary