

RAIM Smart Phone App Survey – FAQs

Q: I have a technical problem with the installation or operation of the RAIM App

Please refer to the App technical [FAQs](#) page, which includes a contact email address if you continue to have problems.

Q: I don't feel comfortable providing information about myself, can I skip these registration questions?

We know that some people do feel uneasy about giving away too much personal information and we have tried to limit the number of questions we ask and made those that we have included less specific by grouping responses together. However, if you don't wish to provide some or all of the personal information we've asked for, please just tick the 'prefer not to say' option in response to any question that you'd rather not answer.

Q: The RAIM App has marked a trip as being by bus but I took the car. What can I do?

You should select the trip which has been recorded incorrectly and change the mode from Bus to Car. You can also indicate at this stage whether you were the driver in the car or a passenger.

The app 'learns' your travel behaviour as you go and so the frequency of incorrectly classified trips should decrease the longer you use the app for.

Q: I don't travel very often. Will I still be entitled to the individual compensation voucher?

It is okay if you don't travel very much. As long as you keep the app running with automatic sensing and GPS location on for 6 months, you'll be entitled to the £25 compensation e-voucher.

I am interested in the research you are doing. Where can I find further information?

This survey is one part of one work package within the wider RAIM project. To find out further information about other aspects of the research see the main pages of the project website at <https://raimproject.org/about/>