



TRAVEL BEHAVIOR INVENTORY



HOUSEHOLD FEEDBACK QUESTIONNAIRE

Thank you for completing the Travel Behavior Inventory study. We'd like to hear about your experience participating in the study, so we can make improvements in the future. **Please complete only one questionnaire per household and send the questionnaire to NewPublica when it has been completed.**

By email: connect@newpublica.com

Or by mail: NewPublica, Attention Marc Valencia
2909 Bryant Ave S
Suite 301
Minneapolis, MN 55408

PART ONE OVERALL EXPERIENCE

Tell us about how you participated in the study.

Where did you sign up? *Please check one.*

- ☐ Online ☐ Using the smartphone app ☐ Over the telephone

Where did you log your trips? *Please check one.*

- ☐ Online ☐ Using the smartphone app ☐ Over the telephone

What language did you complete the study in? *Please check one.*

- ☐ English ☐ Hmong ☐ Karen
☐ Oromo ☐ Somali ☐ Spanish

If you took the survey in a language that was not English, how was your experience?

Did you visit the study website to learn more information? *Please check one.*

- ☐ Yes ☐ No

If yes, how helpful was it? *Please check one.*

- ☐ Helpful ☐ Neutral ☐ Not helpful

How did you receive information about the study and taking the survey? *Please check one.*

- ☐ Flyer or Paper ☐ Email ☐ Online or Social Media

☐ Other, please specify: _____

If you were invited in-person to take the survey, how helpful was the person? *Please check one.*

- ☐ Helpful ☐ Neutral ☐ Not helpful

If you were invited through a printed invitation or a PDF, how helpful was it? *Please check one.*

- ☐ Helpful ☐ Neutral ☐ Not helpful

How comfortable were you answering the survey questions? *Please check one.*

- ☐ Very Comfortable ☐ Comfortable ☐ Neutral ☐ Uncomfortable ☐ Very Uncomfortable

If you were uncomfortable answering any questions, do you mind sharing which questions they were?

Tell us about emails you received from the study.

Did you receive emails from the study?

- ☐ Yes ☐ No

If yes, did you read the emails?

- ☐ Yes ☐ No ☐ I did not receive emails

If you did not read the emails, why not?

If you did read the emails, is there anything we can do to improve the emails?

Did you contact user support for assistance during the study? *Please check one.*

- ☐ Yes ☐ No

**If yes, describe the experience. Did you call, email, or submit feedback in the rMove app?
Was it helpful?**

Did you contact the person that invited you to participate in the study for help completing the study? *Please check one.*

☐ Yes ☐ No

If yes, why? *Please check one.*

☐ I was uncomfortable ☐ The customer service process was confusing
☐ It was time consuming ☐ Other, please specify: _____

PART TWO SIGNUP SURVEY

Was it easy to complete the signup survey? *Please check one. The signup survey was the first survey you took where you answered questions about your household.*

☐ Very Easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very Difficult

How long did it take to complete the signup survey?

Please estimate the number of minutes:

After you completed the signup survey, were you clear on next steps to log trips and complete the study? *Please check one.*

☐ Yes ☐ No

Did you read the privacy documentation that was available? *Please check one.*

☐ Yes ☐ No

If yes, was the privacy documentation easy to understand? *Please check one.*

☐ Very Easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very Difficult

How easy was it to locate your home, work, and school locations using the mapping/address lookup? *Please check one.*

☐ Very Easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very Difficult

If it was difficult, please describe the issue you ran into.

PART THREE **LOGGING TRIPS**

If you logged your trips online, please answer the following questions.

Was it easy to log your trips online? *Please check one.*

- ☐ Very Easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very Difficult

Please respond to the following questions with 1-2 sentences.

How was your overall experience logging your trips?

Why did you decide to log your trips online?

Was it easy to locate your trip locations using the mapping/address lookup?

If you have a child or children in your household, describe the experience of adding their travel.

If you logged your trips using the smartphone app, rMove, please answer the following questions.

Was it easy to use the app to log your trips? *Please check one.*

- ☐ Very Easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very Difficult

Were the notifications and reminders from rMove helpful? *Please check one.*

- ☐ Helpful ☐ Neutral ☐ Not helpful

Please respond to the following questions with 1-2 sentences.

Why did you decide to use the smartphone app?

Did rMove accurately log most of your trips? If not, where was it inaccurate (times, locations, travel route)?

Did you complete all of your surveys at once each day, or did you complete them as you were notified?

Did more than one adult in your household participate using rMove? How was the experience involving the additional adult(s)? Was it difficult to get rMove working for them?

If you have a child or children in your household, describe the experience of adding their travel.

If you logged your trips over the telephone with a representative, please answer the following questions.

Was it easy to log your trips over the phone? *Please check one.*

☐ Very Easy

☐ Easy

☐ Neutral

☐ Difficult

☐ Very Difficult

Please respond to the following questions with 1-2 sentences.

Why did you decide to log your trips over the telephone?

Was it easy to answer questions about each of your trips?

How was your overall experience with the person on the telephone?

If you have a child or children in your household, describe the experience of adding their travel.

If you have more than one adult in your household, did one adult report the travel for everyone in your household? Or did multiple people in your household join the call?

PART FOUR **STUDY RESULTS**

Please respond to the following questions with 1-2 sentences.

How do you feel about contributing to a better understanding of travel in our region?

Do you think the time you spent on this study was valuable in helping local agencies understand regional travel?

Would you recommend taking this survey to someone else?

Thinking of your close friends and family members, who do you think would be the most likely to complete this survey and why? Who would be the least likely to complete this survey and why?

GIFT CARD INFORMATION

As a thank you for fully completing this feedback questionnaire, we will mail you a \$100 Visa gift card. Please provide your mailing address where this gift card should be sent. Remember only one questionnaire can be completed per household. You will receive your gift card within 2-3 weeks after you complete this questionnaire to allow for mailing time.

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____