Introduction and Eligibility to Participate

Project title

Survey of Melbourne travel behaviour under flexible working conditions

Introduction to project and invitation to participate

This survey aims to improve our understanding of the travel behaviour and socio-demographic characteristics of people who participate in different flexible work arrangements (including working from home). The information collected will be used to help develop travel demand choice models. These models can be used to evaluate a range of different transport scenarios that take into consideration flexible work options (also referred to as telecommuting) and evaluate their effectiveness in managing the demand for travel by reducing the number of trips, reducing congestion and reducing environmental emissions.

While flexible working is envisioned to have the potential to reduce commuting trips and reduce congestion when people choose to work from home for a few days per week, it remains unknown how many people are likely to adopt this new form of work and whether the existing habits developed during the pandemic will persist. Some studies have shown that people who work from home are likely to have more non-work-related trips, or they choose to relocate to remote areas which results in more car usage and urban sprawl. This research will therefore take a holistic view of telecommuting and undertake strategic transport modelling (to be informed by the findings from this survey) to determine the effectiveness of telecommuting as a travel demand management strategy. .

The survey only includes general questions and you won't be asked any personal details that can identify you. The questions are aimed at understanding your socio-demographic profile and travel behaviour including a one-day travel diary where you will be asked to record your trip information for a single day. The survey also includes questions about the changes in your commuting behaviour before COVID-19 compared to recent times as Australian cities have now opened up for return to office work and as travel and work restrictions are being removed or eased.

Your rights and interests

This survey is compliant with the rules and guidelines outlined by Swinburne's Human Research Ethics Committee (SUHREC). It also complies with the National Statement on Ethical Conduct in Human Research (Swinburne Research Ethics Approval 20226358-9801). The target audience for this study is people who are working in a fixed job address outside home at the time of completing the survey. The participants must have an occupation of a flexible nature in terms of the ability to complete their work tasks fully or partially from home. They also must be above the age of 15 and residing in Greater Melbourne. As a participant, you will have the opportunity to opt-out of the survey at any time. At the beginning and before commencing the survey, you will be asked to read the survey information statement and provide your consent to participate. If you agree, the survey will start and your responses will be anonymous. If you change your mind after starting the survey, you can stop and exit the survey. Your responses will only be recorded at the end only if you agree to submit your responses. In this survey, your privacy is protected through the design of the survey in which all responses will be anonymised with all identifiable information removed.

Explanatory statement

- Before commencing the survey, you will be asked to consent to participate in the survey. The project's explanatory statement (information sheet) can be downloaded from this link: Project Information statement

Please press next to review the structure of the survey

The Survey Structure

The survey will take about 10 minutes to finish and it comprises 3 sections with around 10 questions in each section.

Section 1- Will construct your journey to work and record each mode used along with the time and cost associated with it

Section 2- will solicit answers about your household and socio-demographic information (age, gender, income level, educational level, employment etc).

Section 3- will solicit answers about your travel patterns and routine travel behaviour, mode and route choice for different travel activities before and after COVID-19.

You can start the survey and finish later it at any time as long as you use the same device.

It should be noted that no personally identifiable information will be recorded as part of the survey. There are some demographic-identifying questions including specifying your age bracket and the postcode of residence and workplaces. This data will only be used for the primary objective of the research and the results of the survey will also be aggregated to protect privacy.

On the next page, you will be asked to provide your consent to participate in the survey.

Eligibility to Participate

Do you consent to participate in this survey? (Project explanatory statement can be reviewed here: Information statement)

- ○ Yes, I have read the survey's explanatory statement and consent form, and herby provide my consent to participate in this survey
- ○ No, I don't consent to participate in this survey

Are you above the age of 18 years?

- ○ Yes
- ○ No

Are you currently working and residing in Greater Melbourne?

- ○ Yes
- ○ No

Are you currently working in a job where you can do part or all your work tasks from home?

- ○ Yes
- ○ No

You have indicated that currently you cannot complete part or all of your work from home. However, would you be able to complete your work from home if government and health authorities ask that anyone who can work from home must work from home?

- ○ Yes (select this answer if you are, for example, an office worker)
- ○ No (select this answer if you are, for example, an ambulance driver or emergency nurse who must be at a work location to do your work)

Section 1-Commuting Diary

Section 1

This section is a one-way commuting diary where you will be asked questions about your typical journey to work.

Loop

What is the mode of transport do you usually begin your commute to work with? (e.g., walking to a bus stop, driving to a train station)

- ○ Walking
- ○ Bicycle/scooter
- ○ Personal car, Driver
- ○ Work car, driver
- ○ Car passenger (e.g., Free ride by family)
- ○ Work car, passenger
- ○ Taxi/rideshare (e.g., Uber, Lyft)
- ○ Train
- ○ Tram
- ○ Motorcycle
- ○ Bus
- ○ [ ] Other

What mode of transport did you use for this segment of travel? (e.g., using bus after train or walking from train station to workplace)

- ○ Walking
- ○ Bicycle/scooter

- ○ Personal car, Driver
- ○ Work car, driver
- ○ Car passenger (e.g., Free ride by family)
- ○ Work car, passenger
- ○ Taxi/rideshare (e.g., Uber, Lyft)
- ○ Train
- ○ Tram
- ○ Motorcycle
- ○ Bus
- ○ [ ] Other

How long does this part of your commute take?

- ○ 1-5 Minutes
- ○ 6-10 Minutes
- ○ 11-15 Minutes
- ○ 16-20 Minute
- ○ 21-30 Minute
- ○ 31-40 Minute
- ○ 41-50 Minute
- ○ More than 50 minutes

Do you require additional segments of travel to reach your workplace? (For example, select 'Yes' even if you arrived at the train station or car park and need to walk to your workplace.)

- ○ Yes
- ○ No

Cost of commuting

How much do you pay for parking when you commute to work ?

[ ]

How much do you pay per day for toll when you commute to work ?

What type of public transport fare do you hold?

- Full adult fare
- Concession fare
- Other fare paid
- Travelled free

How much do you pay for Taxi/rideshare (e.g., Uber, Lyft)?

Telecommuting and Commuting Variables

To what extent do the following underlying factors influence your current daily decision to work from home?

	Not at all	A little	Moderately	Strongly	Very Strongly
I have set days or arrangements to work from home, either to align with personal commitments like my child's schedule or based on pre-established agreements with my employer.					
Personal and Immediate Needs: I decide to work from home spontaneously based on immediate personal circumstances, such as feeling unwell, household responsibilities, unexpected childcare needs, or personal energy levels.					

	Not at all	A little	Moderately	Strongly	Very Strongly
External Influences: My decision to work from home is influenced by external factors like weather conditions, transportation challenges, or other unforeseen disruptions to my regular commute.	○	○	○	○	○
Managerial and Organizational Directives: I work from home due to directives or requests from my employer, such as company-wide remote days, specific tasks, or other managerial decisions.	○	○	○	○	○
Peer or Social Influences: My decision to work from home is often influenced by my peers, whether it's because many team members are also working remotely or due to personal events and travel that impact my usual working routine.	○	○	○	○	○

On a scale from 1 (Not Important) to 5 (Very Important), how important are the following benefits of telecommuting to you?

	Not Important	Slightly Important	Moderately Important	Important	Very Important
Saving time on commuting.	○	○	○	○	○
Saving costs associated with commuting	○	○	○	○	○
Flexibility in work hours is a significant advantage of telecommuting.	○	○	○	○	○

	Not Important	Slightly Important	Moderately Important	Important	Very Important
I telecommute when unwell to prevent spreading or catching illnesses.	○	○	○	○	○
Telecommuting allows me to focus on tasks without social interruptions.	○	○	○	○	○
Telecommuting improves my work-life balance.	○	○	○	○	○
Working from home lets me use my commute time to complete important work-related tasks.	○	○	○	○	○
I save money on daily expenses, such as lunches or professional attire, when working from home	○	○	○	○	○
I can better manage household responsibilities alongside work tasks.	○	○	○	○	○
Telecommuting reduces my carbon footprint by eliminating daily commutes.	○	○	○	○	○
Working from home has led to a reduction in my sick leaves, as I can still manage my tasks even on days I'm not feeling at my best.	○	○	○	○	○
I enjoy the independence of making decisions without immediate oversight.	○	○	○	○	○
Being self-managed enhances my sense of responsibility and ownership of my work.	○	○	○	○	○

	Not Important	Slightly Important	Moderately Important	Important	Very Important
Telecommuting allows me to avoid commuting during peak hours	○	○	○	○	○

On a scale from 1 (Strongly Disagree) to 5 (Strongly Agree), how much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Working from an office boosts my productivity more than telecommuting.	○	○	○	○	○
I miss the structure and routine of working from an office.	○	○	○	○	○
I feel isolated and disconnected when working from home.	○	○	○	○	○
I feel more connected to my colleagues when working from the office.	○	○	○	○	○
Virtual meetings are as effective as in-person meetings for team bonding.	○	○	○	○	○
I miss the casual interactions and coffee breaks with colleagues when telecommuting.	○	○	○	○	○
I often find myself working longer hours when working form home	○	○	○	○	○
Working from home has made it harder for others to see the long hours and effort I put into my work	○	○	○	○	○
I don't have a dedicated or comfortable workspace at home.	○	○	○	○	○
My home environment is too noisy or distracting for work.	○	○	○	○	○

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I face frequent internet connectivity issues at home.	○	○	○	○	○
I feel out of the loop or uninformed about work updates when working from home.	○	○	○	○	○

On a scale from 1 (Strongly Disagree) to 5 (Strongly Agree), how much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I still require equipment/technology to be able to complete work from home effectively.	○	○	○	○	○
My home setup is already optimized for telecommuting, and I don't need additional resources.	○	○	○	○	○

On a scale from 1 (Strongly Disagree) to 5 (Strongly Agree), how much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I feel that the organization could do more to support telecommuters.	○	○	○	○	○
My superiors are supportive of my decision to telecommute.	○	○	○	○	○
I feel that telecommuters are less valued in the organization compared to those who work from the office.	○	○	○	○	○
The organization's telecommuting policy is clear and fair.	○	○	○	○	○



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I believe there's a lack of clarity in the organization's telecommuting policy.	○	○	○	○	○

On a scale from 1 (Strongly Disagree) to 5 (Strongly Agree), how much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Remote work provides me with tools to monitor and track my team's progress effectively.	○	○	○	○	○
I find it easier to manage my team's tasks and priorities remotely.	○	○	○	○	○
It's challenging to maintain team cohesion and morale in a remote setting.	○	○	○	○	○
Onboarding and training new team members remotely can be challenging.	○	○	○	○	○
Ensuring team members stay productive and accountable is more challenging when working remotely.	○	○	○	○	○
I miss the spontaneous brainstorming and problem-solving sessions that happen in the office.	○	○	○	○	○

Car for commute

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
For me, car commuting is the best for efficiency.	○	○	○	○	○

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Driving to work offers great flexibility in my daily routine.	○	○	○	○	○
I enjoy the privacy and personal space that driving offers.	○	○	○	○	○
I think that cars are more reliable than public transport.	○	○	○	○	○
The cost of fuel and parking makes me reconsider driving to work	○	○	○	○	○
Owning a car makes my daily commute more efficient	○	○	○	○	○
Not having a car would make my commuting much harder	○	○	○	○	○
I enjoy driving to work	○	○	○	○	○
Driving to work can be stressful for me.	○	○	○	○	○
I associate car commuting with professional success over taking a bus.	○	○	○	○	○
I associate car commuting with professional success over taking a train	○	○	○	○	○
I would only commute by bus if I had no other choice.	○	○	○	○	○
The cost of parking near my workplace often deters me from driving	○	○	○	○	○
The availability of parking spaces near my workplace influences my decision to commute by car	○	○	○	○	○

Public Transport



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I think public transport is a more environmentally friendly option.	○	○	○	○	○
I can relax or multitask when using public transport	○	○	○	○	○
I believe public transport is more economical than driving.	○	○	○	○	○
I am deterred by public transport delays or overcrowding.	○	○	○	○	○
My home and workplace are within a walkable distance from the nearest public transport point.	○	○	○	○	○
I feel safe while using public transport.	○	○	○	○	○
The frequency and reliability of public transport meet my commuting needs.	○	○	○	○	○
Commuting by public transport provides a comfortable experience.	○	○	○	○	○
Transitioning between bus and train during my work commute often feels inconvenient and deters my usage	○	○	○	○	○
I would only commute by bus if I had no other choice.	○	○	○	○	○
If possible, I'd prefer walking or cycling over commuting by bus.	○	○	○	○	○
I find commuting by bus expensive.	○	○	○	○	○
I enjoy my bus commute.	○	○	○	○	○
Commuting by bus is stressful for me	○	○	○	○	○

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I would only commute by train if I had no other option	○	○	○	○	○
I find commuting by train expensive	○	○	○	○	○
I enjoy my train rides to work	○	○	○	○	○
Commuting by train is stressful for me	○	○	○	○	○
I often walk from home to a nearby public transport point	○	○	○	○	○
Weather largely influences my decision to take public transport.	○	○	○	○	○

Walking as Part of commuting

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Walking as part of my commute provides good exercise.	○	○	○	○	○
I often walk from home to a nearby public transport point	○	○	○	○	○
Paths from my home to key destinations are pedestrian-friendly.	○	○	○	○	○
I feel safe walking around public transport areas in my locality	○	○	○	○	○
Walking offers reliability since it isn't tied to schedules	○	○	○	○	○
Improved pedestrian facilities would make me walk more during my commute	○	○	○	○	○
My home and workplace is within a walkable distance from the nearest public transport point.	○	○	○	○	○



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Weather largely influences my decision to walk for commuting.	○	○	○	○	○
Walks to and from transport stops offer a peaceful transition in my day.	○	○	○	○	○

Section 3 -Telecommuting and Commuting Behaviour

Section 3

This section will seek your answers to questions related to your situation now and before COVID-19.

What is the postal code of your current primary residence and workplace compared to pre-COVID?

	Before COVID	Currently
Home postcode		
Workplace postcode		

Please indicate whether you have the option to work from home (currently and before COVID)?

	Before COVID	Currently
Yes, I have the option and sometimes I do work from home	○	○
Yes, I have the option but I prefer not to work from home at all	○	○
No, my role requires presence at the workplace, but I can manage some tasks from home during exceptional circumstances.	○	○
No, although, my work can be fully done remotely, my employer's policies mandate presence at the workplace.	○	○
Not Applicable - My primary workplace is	○	○

	Before COVID	Currently
my home.		
Other	○	○

Please indicate the flexibility in your arrival time at work (currently and before COVID)?

	Before COVID	Currently
I can't be late, I need to be there at a specified time	○	○
I can afford to be up to 30 minutes late	○	○
I can afford to be 30-60 minutes late	○	○
I can afford to be more than 60 minutes late	○	○
Other	○	○
Not Applicable	○	○

Please indicate the time you would leave home to go to work (currently and before COVID)?

	Before COVID	Currently
5 am to 5:59 am	○	○
6 am to 6:59 am	○	○
7 am to 7:59 am	○	○
8 am to 8:59 am	○	○
9 am to 3:59 pm	○	○
4 pm to 6:59 pm	○	○
7 pm to 4:59 am	○	○
Not Applicable	○	○

How many days do you currently work from home compared to pre-COVID?

	Before COVID	Currently
All days	○	○
4 days a week	○	○
3 days a week	○	○
2 days a week	○	○
1 day a week	○	○
1 to 5 days a month	○	○

	Before COVID	Currently
Less than once a month	○	○
Never	○	○
Not Applicable	○	○
Other	○	○

What is the maximum number of days your employer allows you to work from home each week?

- ○ My workplace's policies are flexible and I can work from home any number of days I want
- ○ 4 days a week
- ○ 3 days a week
- ○ 2 days a week
- ○ 1 day a week
- ○ Not allowed to work from home at at all
- ○ Not Applicable

Which days of the week do you currently find yourself most likely to work from home?

- ○ Monday
- ○ Tuesday
- ○ Wednesday
- ○ Thursday
- ○ Friday
- ○ Saturday
- ○ Sunday
- ○ Randomly. The days I work from home may change from week to week.
- ○ Not applicable

If employer asked you come everyday to the office, would you change your job for an alternative that allows you to work from home (currently and before COVID)?

	Before COVID	Currently
Yes	○	○
No	○	○
Uncertain	○	○
Other	○	○

	Before COVID	Currently
Not applicable	○	○

How many days a week do you prefer to work from home in the future?

- ○ All days
- ○ 4 days a week
- ○ 3 days a week
- ○ 2 days a week
- ○ 1 day a week
- ○ Never
- ○ Not Applicable

How do you think the availability of working from home will influence your house location?

- ○ I would consider living further away from the city
- ○ I would consider living closer to the city
- ○ Working from home will not affect my house location

In light of your ability to work from home(work from home), how has or how might your household's vehicle ownership change?

- ○ We have already reduced the number of vehicles in our household.
- ○ We are considering reducing the number of vehicles in our household in the future.
- ○ We have no plans to change our vehicle ownership because of telecommuting.
- ○ Telecommuting has made us consider acquiring an additional vehicle for other household members.
- ○ We have already acquired an additional vehicle due to changes in commuting patterns.
- ○ Telecommuting has no impact on our decision regarding vehicle ownership.
- ○ We do not own a vehicle and telecommuting hasn't changed our stance on this.
- ○ [ ] Other

Regarding your public transport habits and the use of the myki Pass, how has your decision to purchase or renew these passes been affected since the onset of COVID-19 and the potential for working from home?

- ○ I used to have a long-duration myki Pass (28 days or more) before COVID-19, but I have since cancelled or chosen not to renew it due to increased telecommuting.
- ○ I used to have a 7-day myki Pass before COVID-19 and have continued to renew it despite telecommuting.
- ○ I have switched from a long-duration myki Pass to a 7-day pass due to uncertainties related to telecommuting.
- ○ Despite telecommuting, I continue to maintain my long-duration myki Pass.
- ○ I did not have a myki Pass before COVID-19, and my decision to telecommute hasn't influenced a purchase.
- ○ I purchased a myki Pass after COVID-19 began, as I now use public transport on the days I don't telecommute.
- ○ My decision to purchase or not purchase a myki Pass has not been influenced by the COVID-19 situation or telecommuting.
- ○ [ ] Other

Regarding your driving habits and the use of toll roads/passes, how has your decision to use or purchase these toll passes been affected since the onset of COVID-19 and the increase in working from home?

- ○ I used to frequently use toll roads and had a regular toll pass subscription before COVID-19, but I have since cancelled or reduced my usage due to increased telecommuting.
- ○ I occasionally used toll roads before COVID-19 and have continued to use them as needed, despite telecommuting.
- ○ I have reduced my frequency of using toll roads or changed my routes to avoid them due to uncertainties related to telecommuting.
- ○ Despite telecommuting, I continue to use toll roads as regularly as I did before COVID-19.
- ○ I did not frequently use toll roads or have a toll pass subscription before COVID-19, and my decision to telecommute hasn't influenced a change.
- ○ I started using toll roads more frequently after COVID-19 began, especially on days I don't telecommute, to reduce my travel time.
- ○ My decision to use or not use toll roads has not been influenced by the COVID-19 situation or telecommuting.
- ○ [ ] Other

What types of activities or errands do you typically combine with your commute? (Select all that apply)

- ☐ Grocery shopping
- ☐ Picking up or dropping off someone (e.g., child, family member)
- ☐ Personal appointments (e.g., doctor, bank)



- [ ] Leisure activities (e.g., gym, dining out)
- [ ] I don't do any errands when I commute

When you work from home, who typically handles the activities or errands you would have done during your commute?

- [ ] I handle them myself during the day I work from home.
- [ ] Another household member who is commuting that day takes care of them.
- [ ] Another household member who isn't commuting takes care of them.
- [ ] They get postponed to a day when I'm commuting.
- [ ] They aren't necessary on the days I work from home.

Please indicate how often would you travel to work using either any car available at your home or public transport (currently and before COVID)?

	Car		Public Transport	
	Before COVID	Currently	Before COVID	Currently
5 or more days a week	○	○	○	○
4 days a week	○	○	○	○
3 days a week	○	○	○	○
2 days a week	○	○	○	○
1 days a week	○	○	○	○
1 to 5 trips each month	○	○	○	○
less than one trip per month	○	○	○	○
Never	○	○	○	○
Not Applicable	○	○	○	○

Section 2-Socio-Demographic

Section 2

This section will solicit information about you (age, gender, income level, educational employment etc).

Which of the following industries most closely matches the one in which you are employed in?

- ○ Mining

- Manufacturing
- Electricity, Gas, Water and Waste Services
- Construction
- Wholesale Trade
- Retail Trade
- Accommodation and Food Services
- Transport, Postal and Warehousing
- Information Media and Telecommunications
- Financial and Insurance Services
- Rental, Hiring and Real Estate Services
- Professional, Scientific and Technical Services
- Administrative and Support Services
- Public Administration and Safety
- Education and Training
- Health Care and Social Assistance
- Arts and Recreation Services
- Other (Please write your response below and press the Enter key to confirm)

Which of the following best describes the main type of work you currently do?

- Managerial position
- Professional (e.g. Engineering, Health, Arts, IT etc)
- Academic staff or student
- Technician or trade
- Community and personal service
- Sales, clerical, administrative
- Machinery operator or driver
- Other (Please write your response below and press the Enter key to confirm)

What is your age group?

- 18-25
- 26-29
- 30-34
- 35-39

- ○ 40-44
- ○ 45-49
- ○ 50-54
- ○ 55-59
- ○ 60-64
- ○ 65+
- ○ Prefer not to disclose

How would you describe your gender?

- ○ Male
- ○ Female
- ○ Indeterminate / Intersex / Unspecified
- ○ Prefer not to disclose
- ○ Prefer to self-describe (Please write your response below and press the Enter key to confirm)

Which of these options best apply to your household?

- ○ Single occupant household
- ○ Couple, no children at home
- ○ Couple, with children at home
- ○ Single parent household
- ○ Multi-generational household
- ○ Multi-family household
- ○ Share-household
- ○ Other (Please write your response below and press the Enter key to confirm)

Including yourself, how many people currently live in your household?

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5+

How many children below the age of 15 are in your household?

- None
- 1
- 2
- 3+

how many cars does your household own?

- None
- 1
- 2
- 3+

What is your employment status?

- Full-time employment
- Part-time employment
- More than one part-time job
- Casual employment (Full time)
- Casual employment (Part time)
- Working and studying
- Volunteer
- Student
- Retired
- Other (Please write your response below and press the Enter key to confirm)

What is your annual gross income (including all super contributions) category (before tax)?

- Less than A$19,000
- A$19,000-A$40,000
- A$40,000-A$60,000
- A$60,000-A$80,000
- A$80,000-A$100,000
- A$100,000-A$125,000
- A$125,000-A$150,000

- More than A$150,000
- Prefer not to disclose

What is your highest level of education?

- High School
- Trade School
- Graduate Certificate/Graduate Diploma
- Bachelor's Degree
- Master's Degree
- Doctoral degree (PhD) or equivalent/higher
- Other (Please write your response below and press the Enter key to confirm)

General feedback and consent to record the responses

Do you have any general comments to make about this survey, or your travel experience now and previously during COVID-19 restrictions?

This concludes the survey. Please choose one of the following options to proceed.

- I have completed the survey and I am ready to submit my answers
- I no longer wish to participate and don't wish for my answers to be recorded

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