

FAQs

Why have I been selected to take part in this survey?

- You are a member of TfL's customer database and have previously indicated that you are interested in updates relating to cycling.

Why are you undertaking this survey?

- This survey will provide an accurate picture of cycling in London to enable us to understand cyclists' travel behaviour and prioritise improvements and changes to infrastructure.

What will I be asked?

- Nothing difficult or intrusive. We will ask for some personal details and information on your travel preferences. We will also ask for some information on ethnicity and disability, to assess whether transport policies are fair and equal to everyone.

Do I have to take part?

- Participation is entirely voluntary, we rely upon your consent, but your assistance would be greatly valued and will benefit all cyclists in Greater London.

How long will it take?

- It takes up to 20 minutes to sign up and then each cycle journey you complete will generate a short survey which will take two minutes to complete.

Why do you need access to my Strava account?

- We are keen to learn about cyclists' route choices in London and we have chosen Strava as a tool to enable participants to record their journeys. We will only be collecting information about the journeys you undertake and will not have access to any other information you have stored in your Strava account.

What if I don't have a Strava account?

- You can still take part in the survey, but we would ask you to set up an account. It's free, it only takes a few minutes, and instructions will be provided. After taking part in the survey you will be able to delete your account if you wish.

How will you make sure that trip chains are recorded accurately as part of the survey?

- Participants are encouraged to record each part of a trip chain separately. So, if you make a detour to the shop on your way to work, please record this in Strava as two separate activities – home to shop, and shop to work. Even if you do a 'there and back' journey which involves very little time at the destination, for example dropping a child off at school, please record this as two separate activities – A to B, then B to A. By doing so, you will help us better understand trip chains.

What will you do with my data?

- Any information you provide will be stored securely and handled in line with the UK General Data Protection Regulation (UKGDPR). The information you provide during the survey will be used by Transport for London for research and transport planning purposes only. Data will be stored

securely and will not be used to identify you, unless you give your consent to be contacted about future research opportunities. Further details about how we handle your personal data and your rights under the UKGDPR are provided in the Privacy Notice.

Will my data be anonymised?

- For information on how the data will be processed please see the Privacy Notice [here](#). This data will be used to investigate factors affecting cycling behaviour. We are not interested in identifying individuals but in behavioural patterns which are common amongst many cyclists.

How long will the survey last?

- The survey will run for two weeks, 24 June–28 July 2024.

Will you be capturing other activities I log on Strava such as runs or swims?

- No, only activities that you mark as a cycle 'Ride' will be captured.

Does this work with any other fitness apps?

- This only works with Strava, so that data can be shared via the Strava API.

Can I log my indoor/stationary rides on the site?

- We are only interested in actual journeys in and around London so indoor/stationary rides should not be logged.

Can I log e-bike rides?

- Yes, we are keen to understand the cycling preferences of people using e-bikes.

Can I take part using an adapted cycle?

- Yes, we are keen to understand the cycling preferences of people using adapted cycles.

Are rides automatically logged?

- No, to log a trip you need to manually start recording in Strava at the start of your journey and stop recording at the end of your journey.