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# THE 2018 TRICS USER SURVEY & FORTHCOMING SYSTEM DEVELOPMENTS



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In this presentation I am going to go through the results of the 2018 TRICS User Survey that have been gathered online. I will also be providing some information about forthcoming system changes to TRICS 7.5.2, which is going live in July 2018.

## THE 2018 TRICS USER SURVEY



- TRICS User Survey sent out to all user organisations every year.
- Informs us of user's views on the TRICS system and the service we provide.
- Directly contributes to system development programmes.
- Directly contributes to annual data collection programmes.
- In 2018 there were 90 responses received.

The annual TRICS User Survey is sent out to all member organisations, and is a vital part of our annual management and development of TRICS, both in terms of the system and its data collection programme. It also provides us with much valued feedback about how users view the service that we provide. Every year the results of this survey are used to inform both the ongoing programme of system development (system enhancements and additions) and the subsequent annual data collection programme (the results of this survey will be used to influence the 2019 programme of surveys across the UK and Ireland). This year we received a total of 90 responses, which we consider a good return.

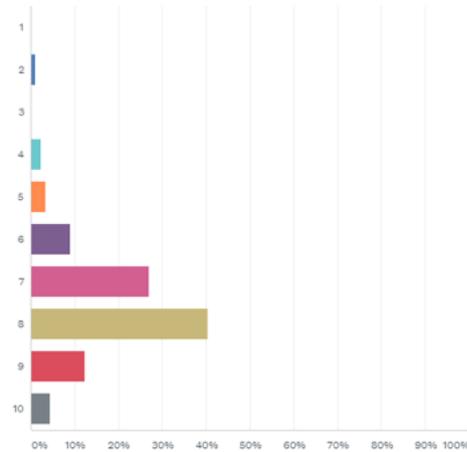
## THE OVERALL USEFULNESS OF TRICS



Question: How would you rate the overall usefulness of TRICS and its variety of user options and interactions?

1 = Very Poor  
10 = Excellent

Although there is possibly for improvement we are quite happy with this result.



Firstly I will go through a number of results from the survey that provide us with great feedback on how users view the TRICS system, its features and the service that we provide. The first question was as follows: “How would you rate the overall usefulness of TRICS and its variety of user options and interactions?” We are pleased with this result, as it shows that most users are pleased with the usefulness of the system. There is possibly some room for improvement though.

## THE USER-FRIENDLINESS OF TRICS

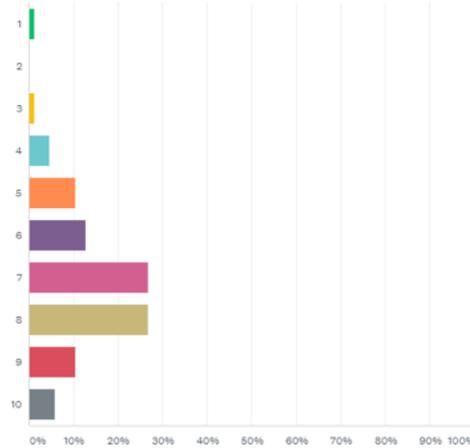


Question: How user friendly and user intuitive do you find the TRICS system interface?

1 = Very Awkward

10 = Excellent

Clearly some room for improvement here, we can focus on this for TRICS 8.



The next question asked the following: “How user friendly and user intuitive do you find the TRICS system interface?” So this one is about the ease of the system’s use and the general flow of its design. This is another important question for us, and the results show that there is clearly some room for improvement here. Although the majority of responses indicate users are quite happy, we can certainly focus on the efficiency and user friendliness of the system when we develop TRICS 8.

## HOW “PROBLEM FREE” IS TRICS?

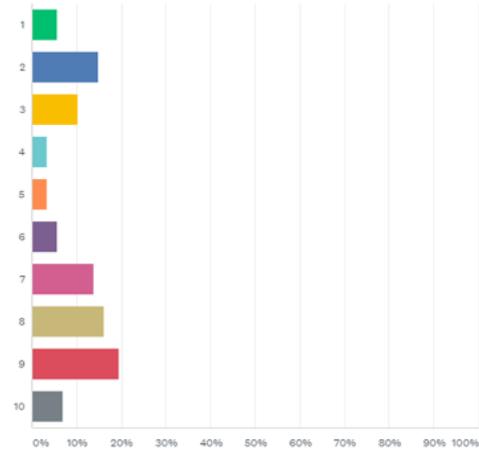


Question: How “problem free” do you find your interactions with TRICS?

1 = No Problems

10 = Many Problems/Issues

Shall we re-word this question? The results are very mixed so we may need to get further clarification.



The next question asks the following: “How ‘problem free’ is TRICS?”. Now this one brought about a really mixed bag of results, which has caused some confusion to us here at TRICS. Because of the huge variety of responses to this question, we are wondering if it might be a good idea to re-word this one for next time to provide us with some better clarification. It was definitely worth showing you this result as it is so much different to the others, indicating that we most definitely need to look into this further. Perhaps some further consultation is required separately for this.

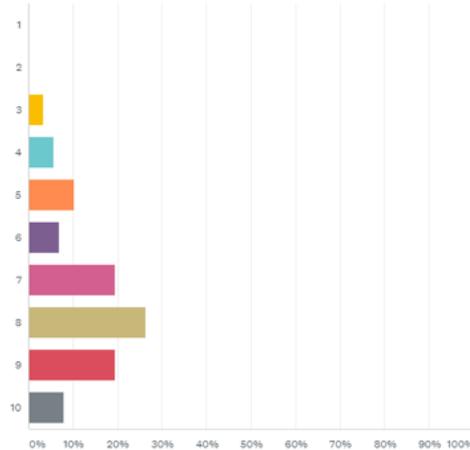
## THE USEFULNESS OF THE TRICS GOOD PRACTICE GUIDE

Question: How useful do you find the TRICS Good Practice Guide in understanding the correct use and auditing of TRICS and its data?

1 = Not Useful

10 = Extremely Useful

Consultation with users on improvements to the guidance should see better results, we intend to do this.



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Then we look at the Good Practice Guide. The question asks the following: “How useful do you find the TRICS Good Practice Guide in understanding the correct use and auditing of TRICS and its data?” Although the results are quite good for this one, we think that there should be some consultation with users prior to the next version of the guidance being written. Perhaps it might be a good idea to hold a workshop on this as part of the TRICS Training & Development Forum, which is to be held in York this November (details of this to follow of course).

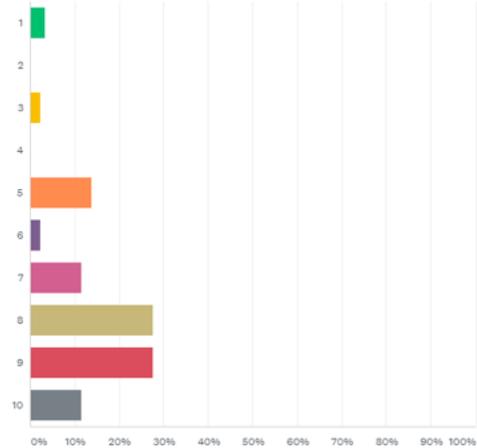
## HELPFULNESS OF THE TRICS TEAM

Question: How helpful do you find the TRICS team in responding to your various user/licensing queries?

1 = Not Helpful

10 = Extremely Helpful

This is very important to us. We are pleased that most of our users are happy, but we are always looking to find ways to improve.



The next one is very important to us, as TRICS Consortium Limited feels that our own service to our users should be the best we can provide. The question asked the following: “How helpful do you find the TRICS team in responding to your various user/licensing queries?” We are pleased that the majority of our users value the support that we provide highly. But having said that, we are always looking for ways to improve, so please tell us how we can do this – your feedback is always valued as TRICS has always developed and moved forwards using an interactive approach whereby we listen to everything users have to say.

## TRICS SYSTEM DEVELOPMENTS – IDEAS FROM USERS



- More surveys (26 responses).
- Add parking spaces range selection to the primary filtering process (3 responses).
- Trip rate calculation option for servicing vehicles (2 responses).
- Introduce a TRICS app (2 responses).

We now move on to some of the ideas that users have suggested for TRICS system improvements.. This year we received a great number of interesting ideas from the users, and some of them are listed on the following slides. The most common response was “more surveys”, and I am pleased to confirm that we are addressing that one straight away. The 2019 data collection programme will see an increase in the number of surveys undertaken compared to 2018. Then we have an idea to add a parking spaces range selection to the filtering process, which is certainly an interesting thought. A trip rate calculation option for servicing vehicles could be introduced quite easily, and there was also a call for a TRICS app (although I don’t think it would work well on phones due to the sheer amount of data shown on the screens).

## TRICS SYSTEM DEVELOPMENTS – IDEAS FROM USERS



- Consideration of geographic constraints that could impact on modes (2 responses).
- Streamline the filtering process to make it more efficient (2 responses).
- Introduce private/non-private dwellings split filter (2 responses).
- Introduce a land use suggestion box within the system.

A consideration to the geographic constraints of a site which could on mode choice (rivers and mountains etc) could be added to the site details screen, and users were also keen on making the filtering process more efficient (perhaps something for TRICS 8 there). Users also suggested the introduction of a private/non-private filtering split in the trip rate calculation process (perhaps using a percentage selection), which again is something that could be achieved. There was also a suggestion to introduce a “suggestion box” within the TRICS system, whereby users could suggest future land uses to be added to the database, although the annual User Survey does deal with this.

## TRICS SYSTEM DEVELOPMENTS – IDEAS FROM USERS



- Include the planning reference of developments in the site data.
- Include the parking provision/ratio in the site details printed report.
- Ability to switch between calculation parameters at the results stage.
- Add new data field(s) to pubs and restaurants to give idea of site capacities.

How about including the planning reference of developments in the site details screen of individual sites? Perhaps something to think about there. And there was the suggestion of including the parking provision/ratio in the printed site details report. Another user suggested the ability to switch between different trip rate calculation parameters at the trip rate results stage, providing instant results. However, this would be tricky as we would be by-passing the filtering process, but this could be looked into along with other elements of increasing the efficiency of the calculation process when we develop TRICS 8. One user suggested adding new data fields to pub and restaurant sites to get a better idea of site capacities. Perhaps add the number of seats for pub sites?

## TRICS SYSTEM DEVELOPMENTS – IDEAS FROM USERS



- Introduce a suggestion box for system developments within the system.
- Show arrivals, departures and totals trip rate graphs on one screen.
- Allow searching by parking ratio (e.g. spaces/dwellings) in filtering process.
- Display selected site lists in highest/lowest order (e.g. GFA, Employees, etc).

There was a second “suggestion box” idea, this time for user ideas for system developments within the actual TRICS system. Again, the User Survey deals with this, but it is something worth considering as a quick method of getting in touch with the TRICS team with user ideas. Someone suggested displaying the arrivals, departures and totals trip rate graphs on one screen. This could be difficult, but we will look into the practicalities of this as it does make sense to cut down on the number of screens that need to be viewed. Another idea was to allow searching by parking ration (spaces/dwellings) for residential sites in the filtering process. And somebody suggested displaying selected site lists in highest/lowest trip rate calculation parameter (e.g. GFA) order.

## TRICS SYSTEM DEVELOPMENTS – IDEAS FROM USERS



- Provide an automated LGV percentage split between standard/servicing.
- Always show day of the week for surveys in all site lists.
- Split vehicle occupants counts by drivers and passengers.
- Add new “allocated spaces” parking space type for residential surveys.
- Add motorcycles as a count type in the servicing vehicles count.

The final few suggestions are as follows. Provide an automated LGV percentage split between servicing vehicles and non-servicing vehicles. This is a good idea, and the system as it stands could do this quite easily. One user suggested that we always show the survey day of the week in all site lists, and another suggested that we split vehicle occupants by drivers and passengers. This second one has come up quite a few times in the past, and would represent a significant change in the TRICS data collection methodology. Because drivers or pick-up and drop-off trips are (whenever possible) excluded from the vehicle occupants count this makes this amendments somewhat tricky, but I think that this should be investigated further to see what we could do. One change that will be made soon is a new parking space type of “allocated spaces” for residential developments, as we have found at many residential sites there are numbered parking spaces which until now have been placed in the “communal” category. And another good suggestion is the addition of motorcycles in the servicing vehicles count.

## IDEAS & SYSTEM DEVELOPMENT: THE NEXT STEPS



- User ideas to be fully reviewed and a shortlist of system developments to be produced.
- A System Development proposal to be put forward.
- Once agreed, system changes to be made in Autumn 2018.
- All system changes to be introduced in December 2018 release of TRICS (version 7.5.4).

So this is the process we will now follow. The ideas put forward by the users will be fully reviewed, with a shortlist of potential system developments to be produced. This will be followed by a more detailed system development proposal, which once agreed will see the program changes being made through the Autumn of 2018. All of the agreed changes will then be made live in version 7.5.4 of TRICS, which is being issued in December 2018.



## POPULAR TRICS LAND USES IN 2018 – THE TOP TEN

- 1) GP Surgery
- 2) Industrial Unit
- 3) Houses Privately Owned
- 4) Fast Food (drive through)
- 5) Convenience Store
- 6) Office
- 7) Retirement Flats
- 8) Industrial Estate
- 9) Business Park
- 10) Primary School



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We also asked users to say what land use categories on the database they would like to see more surveys at. Without listing the user rankings of all 110 land use sub-categories, here are the top ten requests in terms of the number of times the sub-categories were requested by users. Unusually, GP Surgeries tops the list this year, which is the biggest thing that stands out. We shall certainly ensure that more surveys at these sites are undertaken in 2019. In fact, the results of this part of the User Survey are extremely helpful as we develop the 2019 data collection programme, site visits for which will be commencing before this summer ends.

## USER SUGGESTIONS FOR NEW LAND USE CATEGORIES



- Drive through coffee shops (11 responses)
- Multiple-occupation houses (4 responses)
- Individual retail units (high street) (2 responses)
- Small retail units (2 responses)
- Trampoline parks (2 responses)
- Assisted living (2 responses)
- Farm shops
- Cafes (not drive throughs)
- Renewable energy sites
- PRS (serviced private rental sector)
- Indoor snowdomes
- Serviced offices
- Crematoria
- Concert arenas
- Extra care units

We also asked users what new land use categories they would like to see added to the system. The overwhelming favourite here was drive through coffee shops, so it seems like we definitely need to start undertaking surveys at this type of development now. There are a few other land uses that stand out, such as multiple occupation housing developments, trampoline parks (which seem to have been springing up all over the place), assisted living, renewable energy sites and concert arenas. In terms of serviced offices, we have started to undertake counts at such developments (which currently fall within the standard office category), so we could shift these across to a new sub-category of their own.

## ONLINE/OFFLINE USE OF TRICS

Question: Which version of the TRICS system do you use?

Online version only	92.5%	(62 responses)
Offline version only	1.5%	(1 response)
Both versions	6.0%	(4 responses)

Question: If you use both the online and offline versions of TRICS, what percentage of your use is via the online version?

Above 75% online use	63.6%	(7 responses)
50% to 75% online use	0%	(0 responses)
25% to 50% online use	18.2%	(2 responses)
Below 25% online use	18.2%	(2 responses)

We also asked users about whether or not they used the offline version of TRICS. An overwhelming 92.5% of responses said that they only used the online version, with only 1.5% saying they used the offline version only, and 6% saying they used both. This has dramatically changed in the last few years, with there being a huge shift towards using the online version only. Also, as can be seen on the right of this slide, some 63.6% of users who do use both versions use the online version 75% of the time. It is clear that for TRICS 8 we need to address this, probably ending the availability of the off-line version and making all archive versions of TRICS an on-line facility. We shall investigate this in more detail, as producing off-line versions of TRICS every three months does use up significant resources.

## TRICS 7.5.2 – RELEASED IN JULY 2018

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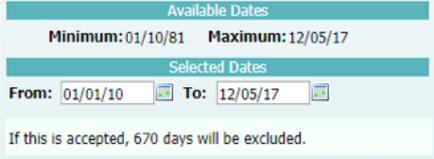
- Release date confirmed as Friday 20<sup>th</sup> July 2018.
- Up to 82 new survey days being added across a variety of land use types and regions.
- Some system amendments/enhancements being introduced.



To conclude this presentation I shall now run through what changes are going to be made for the next release of TRICS, version 7.5.2 which goes live on Friday 20<sup>th</sup> July 2018. We are pleased to say that up to 82 new survey days are being added to this new version across a variety of land use types and regions, and we shall also be introducing some system changes which we can look at in the following slides.

## TRICS 7.5.2: IMPROVEMENTS TO DATE RANGE FILTERING

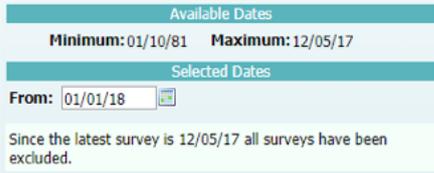
- Current data range selection box can sometimes cause confusion.
- From 7.5.2 the date ranges will show both what is available in the database and the user's selected range.
- If the minimum date selected by the user exceeds the last survey undertaken a message will be displayed.



Available Dates  
Minimum: 01/10/81 Maximum: 12/05/17

Selected Dates  
From: 01/01/10 To: 12/05/17

If this is accepted, 670 days will be excluded.



Available Dates  
Minimum: 01/10/81 Maximum: 12/05/17

Selected Dates  
From: 01/01/18

Since the latest survey is 12/05/17 all surveys have been excluded.

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The most significant change to version 7.5.2 is a re-structuring of the date range selection area in the trip rate filtering process. The current structure of this part of the process has caused some confusion amongst some users, so we are making the selection of minimum and maximum survey dates much more user-friendly. In 7.5.2, both the system date range and the user's stated selection will be displayed. If a minimum date selected by the user is older than the last survey undertaken a message will then be displayed, as you can see on the lower image to the right. We hope this will provide better clarification for all users.

## TRICS 7.5.2: NEW LAND USE SUB-CATEGORY 03/O

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- New land use sub-category 03/O added to the database, called “Retirement & Care Community”.
- Sites include both retirement residential and care facilities, commonly known as CCRC sites.
- 10 surveys have been moved from the 03/N (Retirement Flats) category into the new sub-category.



We are introducing the new residential sub-category 03/O, which is called “Retirement & Care Community”. Back in 2015, we undertook some surveys at what are called Continued Care Residential Communities, a land use type that is growing across the UK that consists of retirement living plus various levels of care units. 10 such surveys will be moved into the new sub-category for the July 2018 release.

## TRICS 7.5.2: NEW LAND USE CATEGORY 17

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- New land use category 17 added to the database, called “New Communities”.
- First survey of this type will be Cambourne Village in Cambridgeshire.
- Sub-categories include the following:
  - 17/A (Free Standing Settlement)
  - 17/B (Urban Extension)
  - 17/C (Other Major Mixed Use Site)



We are also introducing a new main land use category 17, entitled “New Communities”. The first survey of this type will be Cambourne Village, which was surveyed on 7<sup>th</sup> June 2018. It will fall within the first of three sub-categories for this new land use, which are 17/A (Free Standing Settlement), 17/B (Urban Extension), and 17/C (Other Major Mixed Use Site). We hope that in the future we can add more data to this new main category, as we know this is something that our users are keen on seeing. The key will be the identification of built-out settlements and the funding for such surveys, but the infrastructure will be in place within TRICS to deal with this.

## TRICS 7.5.2: IMPROVEMENTS TO SITE DESELECTION DISPLAY



- When sites are manually deselected by users, the reason for deselection will be shown on the screen. The same applies for sites that are automatically deselected.

Select	Reference	Description	Map	Town/City	Area	Location	GFA	RFA	Status	Reason for Deselection/Automatic Removal
<input checked="" type="checkbox"/>	CA-01-A-02	SAINSBURY'S		PETERBOROUGH	CAMBRIDGESHIRE	Edge of Town	10000	5500	One-Off	
<input checked="" type="checkbox"/>	CP-01-A-01	SAINSBURY'S		PONTLLANFRAITH	CAERPHILLY	Edge of Town	7124	3725	One-Off	
<input checked="" type="checkbox"/>	DC-01-A-19	TESCO EXTRA		BOURNEMOUTH	DORSET	Edge of Town	8500	6000	Re-Survey	
<input checked="" type="checkbox"/>	DC-01-A-20	MORRISONS		WEYMOUTH	DORSET	Edge of Town	5500	4200	Re-Survey	
<input checked="" type="checkbox"/>	DE-01-A-03	SAINSBURY'S		LONDONDERRY	DERRY	Suburban Area (PP56 C)	4500	3450	Re-Survey	
<input type="checkbox"/>	ES-01-A-16	ASDA		HASTINGS	EAST SUSSEX	Suburban Area (PP56 C)	6920	4125	Initial	Removed: Site re-surveyed by ES-01-A-17
<input checked="" type="checkbox"/>	ES-01-A-17	ASDA		HASTINGS	EAST SUSSEX	Suburban Area (PP56 C)	6920	3570	Re-Survey	
<input checked="" type="checkbox"/>	GS-01-A-04	SAINSBURY'S		CHELTENHAM	GLOUCESTERSHIRE	Edge of Town	4250	2500	One-Off	
<input type="checkbox"/>	HC-01-A-06	ASDA		HAVANT	HAMPSHIRE	Edge of Town	15950	11000	One-Off	Site removed for demonstration purposes
<input checked="" type="checkbox"/>	HI-01-A-01	CO-OPERATIVE		INVERNESS	HIGHLAND	Suburban Area (PP56 C)	3480	2535	One-Off	
<input checked="" type="checkbox"/>	NE-01-A-02	SAINSBURY'S		SCUNTHORPE	NORTH EAST LINCOLNSH	Suburban Area (PP56 C)	7200	6800	One-Off	
<input type="checkbox"/>	NR-01-A-03	SAINSBURY'S		NORTHAMPTON	NORTHAMPTONSHIRE	Suburban Area (PP56 C)	7012	4440	Re-Survey	Removed: Site re-surveyed by NR-01-A-04
<input checked="" type="checkbox"/>	NR-01-A-04	SAINSBURY'S		NORTHAMPTON	NORTHAMPTONSHIRE	Suburban Area (PP56 C)	11800	6500	Re-Survey	
<input checked="" type="checkbox"/>	NT-01-A-05	SAINSBURY'S		NOTTINGHAM	NOTTINGHAMSHIRE	Suburban Area (PP56 C)	8101	5255	One-Off	
<input checked="" type="checkbox"/>	NY-01-A-06	ASDA		SKELTON IN CLEVELAND	NORTH YORKSHIRE	Edge of Town	4625	2323	One-Off	
<input checked="" type="checkbox"/>	SC-01-A-11	SAINSBURY'S		CAMBERLEY	SURREY	Edge of Town	10250	6216	One-Off	
<input checked="" type="checkbox"/>	SL-01-A-05	SAINSBURY'S		EAST KILBRIDE	SOUTH LANARKSHIRE	Edge of Town	11101	8040	One-Off	
<input checked="" type="checkbox"/>	SM-01-A-02	MORRISONS		MINEHEAD	SOMERSET	Edge of Town	4575	2125	One-Off	
<input checked="" type="checkbox"/>	TW-01-A-01	SAINSBURY'S		NEWCASTLE UPON TYNE	TYNE & WEAR	Suburban Area (PP56 C)	9300	6700	One-Off	
<input checked="" type="checkbox"/>	WN-01-A-01	SAINSBURY'S		SLOUGH	WINDSOR & MAIDENHEA	Edge of Town	6065	3704	One-Off	

We have also made improvements in the way that deselected sites are displayed on the screen. In the image here you can see sites that have been deselected automatically by the system (sites that have been re-surveyed at a later date), along with a site that has been deselected by a user. Note how the reason for deselection is now part of the main table rather than being shown below it, making things much clearer.

## TRICS 7.5.2: IMPROVEMENTS TO SURVEY DESELECTION DISPLAY



- When survey days are manually deselected by users, the reason for deselection will be shown on the screen.

Select	Reference	Date	Day of Week	Survey Type	Description	Town/City	Reason for Deselection/Automatic Removal
<input checked="" type="checkbox"/>	CA-01-A-02	15/10/16	Saturday	Manual	SAINSBURY'S	PETERBOROUGH	
<input checked="" type="checkbox"/>	CP-01-A-01	08/10/11	Saturday	Manual	SAINSBURY'S	PONTLLANFRAITH	
<input checked="" type="checkbox"/>	DC-01-A-19	22/03/14	Saturday	Manual	TESCO EXTRA	BOURNEMOUTH	
<input checked="" type="checkbox"/>	DC-01-A-20	29/03/14	Saturday	Manual	MORRISONS	WEYMOUTH	
<input checked="" type="checkbox"/>	DE-01-A-03	23/06/12	Saturday	Manual	SAINSBURY'S	LONDONDERRY	
<input type="checkbox"/>	ES-01-A-17	01/03/14	Saturday	Manual	ASDA	HASTINGS	Survey removed for demonstration purposes
<input checked="" type="checkbox"/>	GS-01-A-04	24/04/10	Saturday	Manual	SAINSBURY'S	CHELLENHAM	
<input checked="" type="checkbox"/>	HI-01-A-01	14/05/11	Saturday	Manual	CO-OPERATIVE	INVERNESS	
<input checked="" type="checkbox"/>	NE-01-A-02	10/05/14	Saturday	Manual	SAINSBURY'S	SCUNTHORPE	
<input checked="" type="checkbox"/>	NR-01-A-04	18/10/14	Saturday	Manual	SAINSBURY'S	NORTHAMPTON	
<input checked="" type="checkbox"/>	NT-01-A-05	08/10/11	Saturday	Manual	SAINSBURY'S	NOTTINGHAM	
<input checked="" type="checkbox"/>	NY-01-A-06	17/09/16	Saturday	Manual	ASDA	SKELTON IN CLEVELAND	
<input checked="" type="checkbox"/>	SC-01-A-11	24/11/12	Saturday	Manual	SAINSBURY'S	CAMBERLEY	
<input checked="" type="checkbox"/>	SL-01-A-05	08/10/11	Saturday	Manual	SAINSBURY'S	EAST KILBRIDE	
<input checked="" type="checkbox"/>	SM-01-A-02	14/07/12	Saturday	Manual	MORRISONS	MINEHEAD	
<input checked="" type="checkbox"/>	TW-01-A-01	05/10/13	Saturday	Manual	SAINSBURY'S	NEWCASTLE UPON TYNE	
<input checked="" type="checkbox"/>	WN-01-A-01	08/10/11	Saturday	Manual	SAINSBURY'S	SLOUGH	

The same will apply to the survey days list, as we can see here. We hope that this change makes the system much more user-friendly in terms of the identification and display of manually deselected sites and days.

## TRICS 7.5.2: OTHER IMPROVEMENTS



- Functionality improvements when using Previous/Next buttons.
- Issues with browser tabs have been fixed.
- New TRICS browser icon has been introduced.
- Weekdays in survey days can now be sorted (Monday-Sunday or Sunday-Monday).
- Trip rate results outputs removed where mode counts are blank.

Finally, there are few other minor changes to the system for version 7.5.2 which are shown here. There have been some functionality improvements when using the Previous and Next buttons in the TRICS system, some issues with browser tabs have been identified and fixed, and a new TRICS browser icon has been introduced. Users can now sort weekdays in survey days lists by Monday-Sunday or Sunday-Monday (or can be left unsorted), and trip rate results outputs (PDF reports) where mode counts are blank have been removed (this was a bug which has been fixed and means that outputs will become shorter).