

# Hello! We need your help.

**You are one of 30,000 residents of Umeå who have been selected to participate in a survey of the ways in which we travel. By collecting information about the journeys you make, you will help us to make your life easier.**

## Why am I getting this letter?

Your name has been randomly selected from the municipal population register. Your participation in the survey is, of course, voluntary, but your answers will be important as we want to gain an insight into the travel habits of residents throughout the municipality. The more people who participate, the better the results!

## How to participate

Begin by downloading the TravelVu app on your phone. The app will automatically record your journeys. The survey will run until 23 October. We would like you to participate for at least one week, but you are welcome to take part throughout the entire period of the survey.

## How does the app work?

The TravelVu app collects information about your movements, and tries to determine the means of transport used on your journeys. The quality of the data is dependent on a combination of

technology and human input, so your reviewing and possible correction of the data is important.

When the app launches for the first time, you will be asked to answer a few questions about yourself and your household – this will help us to understand how different groups use the transport system. If there are days during which you haven't travelled are we interested in knowing that as well.

## How will my personal data be processed?

We treat your data confidentially, and will only present the material at an aggregate level where it is not possible to discern the travel patterns of individuals. Once the survey period has ended, the app will no longer track any of your journeys.

## What do we do with the results?

The data that is collected will be used to help us to understand how residents of Umeå travel, and how we can plan the city to reflect your needs and those of others who live or work in Umeå.

Many thanks in advance!

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More information can be found at  
[www.umea.se/resvanor](http://www.umea.se/resvanor)

Take part in the survey by downloading the TravelVu app.

Your travel habits will be recorded for one week.

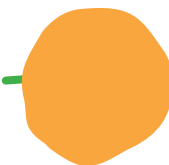
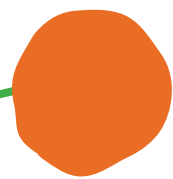
Nobody will be able to see how you personally have travelled.

More information about the app on the back.

The results contributes to the development of Umeå!



# How to use TravelVu



## Download TravelVu



1. Download TravelVu from GooglePlay or App Store. You can also use the QR code to download the app.
2. Open the app and select the survey *Umeå Resvanor 2022*.
3. Answer the background questions, and enter your unique login ID:



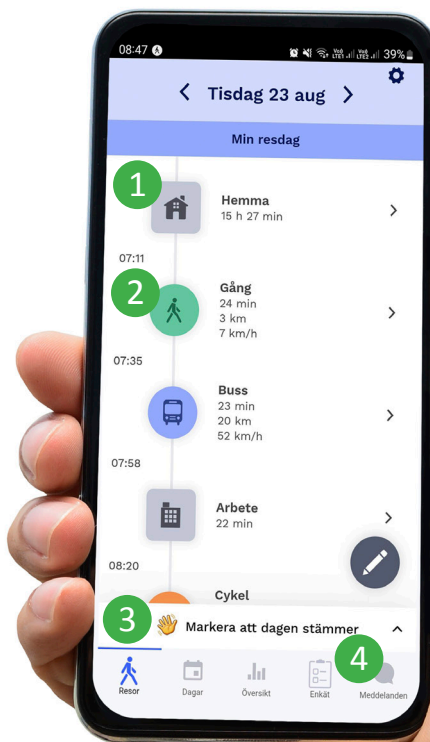
Download the app

## Check and correct your journeys

TravelVu makes informed guesses about your journeys. It is important that you check the app and rectify any errors before confirming that the journeys have been registered correctly.

**Only days which you have marked as correct will be included in the data collection.**

1. Activity: Has TravelVu recorded the correct activity? If you need to make a change, simply tap on the activity and enter the correct one. The next time you are in the same place, TravelVu will remember what you did last time and suggest this.
2. Journeys: Check that your journeys have been described correctly. If necessary, simply make adjustments to the means of transport, times or route.
3. Does the day look correct? If the day's travel has been described accurately, mark it as correct – all done!
4. Questions: To understand how different groups travel and their attitudes towards transport, we will ask you a few short questions. These can be answered directly in the app.



## Unsure about anything?

Read more about using TravelVu on [travelvu.app](https://travelvu.app). Support and frequently asked questions can be found at [support.travelvu.app](https://support.travelvu.app) or email [support@travelvu.app](mailto:support@travelvu.app).

If you need help getting started you can contact statistician Josefina Rosenlöv on 090-16 12 42 or via e-mail at [josefina.rosenlov@umea.se](mailto:josefina.rosenlov@umea.se).

You can also visit Seniortorget on Renmarkstorget in the centre of Umeå. Open weekdays from 10am-3pm.