

Moray Council - Travel Know How Scotland and CalCommuter staff survey FAQ

What is CalCommuter?

CalCommuter helps organisations understand how staff commute today and how they could travel tomorrow. Its short survey creates a tailored commute plan for each employee and produces organisational insight for workplace travel planning.

What is Travel Know How Scotland's role?

Travel Know How Scotland is supporting Moray Council with the workplace travel project and staff engagement. CalCommuter provides the survey and tailored commute plans. The privacy notice explains each party's role and whether Travel Know How Scotland can access personal information or only aggregated findings for this project.

How long does the survey take?

The core survey takes most people around two minutes. Project-specific questions may add a little more time.

What will I receive?

CalCommuter will send you a tailored commute plan by email, usually within one hour of completion.

What does the commute plan show?

It compares the cost, journey time and emissions of your usual commute with realistic alternatives identified for your journey. The options shown will depend on your location, working pattern and the transport available.

Will CalCommuter tell me how I should travel?

No. Your plan provides information for you to consider. You remain free to make your own travel choices, and your current way of travelling may remain the most practical option.

Should I respond if I drive or cannot change my commute?

Yes. Every response helps Moray Council build a more accurate picture of staff travel. CalCommuter is designed to consider practical constraints and avoid presenting an alternative merely for the sake of it. We encourage you to add your car registration number when asked for it in the survey. This allows us to ensure we are capturing accurate emissions data. This information is not stored.

Should I respond if I always work from home?

Yes. Responses from colleagues who work entirely from home help Moray Council build a more accurate picture of working patterns. CalCommuter also estimates emissions associated with working from home, so your response is still relevant even if you do not commute.

Why does the survey ask for my home postcode?

CalCommuter needs your postcode to calculate journeys between your home area and workplace. The privacy notice explains how location information is used and protected.

Why does it ask for my email address?

CalCommuter uses your email address to send your tailored commute plan. Any invitation to receive separate follow-up travel information will appear as a distinct choice where that feature is used. Please use your Moray Council work email, where appropriate.

Is the survey anonymous?

No. CalCommuter needs your email address to deliver your plan and your home postcode to calculate journeys. The privacy notice at the start of the survey explains what is collected, why it is needed and who may access it.

How will the organisation use the findings?

Moray Council will use the findings to understand overall commuting patterns, identify realistic opportunities and consider where workplace travel support could have the greatest benefit.

Who can see my information?

Access arrangements depend on the project. The privacy notice at the start of this survey names the data controller and explains the roles of Moray Council, Travel Know How Scotland and CalCommuter, including whether Travel Know How Scotland can access personal information or only aggregated findings.

Will I receive follow-up messages?

Only where the project offers follow-up travel information and you choose to receive it. This is separate from completing the survey and receiving your commute plan. You can withdraw from optional follow-up messages at any time.

How is my information protected?

CalCommuter stores personal data on UK cloud servers and protects it through encryption in transit and at rest. Access is restricted to authorised users. Current operating practice is to retain survey data for a maximum of 12 months from survey commencement and then anonymise it, unless the approved project arrangements specify otherwise.

What if my journey is complicated or the plan misses something?

The survey includes options for more complicated journeys and practical constraints. Automated journey planning cannot capture every personal circumstance, so treat the plan as useful information rather than a complete instruction. Send survey queries to Shona@travelknowhowscotland.co.uk

Where can I ask another question?

Contact Shona@travelknowhowscotland.co.uk

for questions about the survey, Travel Know How Scotland's support or how Moray Council will use the findings.