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Quality of Life and Daily Travel



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Preface

The purpose of this book *Quality of Life and Daily Travel* is to introduce and demonstrate the importance of daily travel in people's daily life. In doing so, we bring together distinguished researchers from a variety of academic backgrounds to provide conceptualizations and applications, presented as case studies, of what today is known to have relevance for daily travel and quality of life. The overall goal is to provide a broad understanding of the links between life satisfaction, well-being, and travel; the importance of commuting; and different evaluations and measures to assess the experience of commuting and quality of life.

This book should be of interest to specialists, including researchers as well as politicians and journalists, who have a professional need for knowledge on how travel can affect people's daily life. In addition, we hope that the book will attract practitioners such as transport planners, transport marketers, public transport authorities, and environmental professionals.

We thank all chapter authors and their coauthors for their contributions. They have fulfilled or exceeded our expectations leading to, as we think, an excellent coverage of most of the relevant research findings on travel behavior.

Karlstad, Sweden Utrecht, The Netherlands Karlstad, Sweden December 22, 2017 Margareta Friman Dick Ettema Lars E. Olsson

About the Editors

Margareta Friman graduated in 2000 with a Ph.D. from the University of Gothenburg (Göteborg, Sweden). After having held positions as Assistant and Associate Professor at Karlstad University (Sweden), she was in 2010 appointed as Professor of Psychology at Karlstad University. For the last 10 years, she has been the director of the Service and Market Oriented Transport (SAMOT) Research Group at Karlstad University. In 2014, she received the Håkan Frisinger Foundation for Transportation Research Award by the Volvo Research and Educational Foundations. Today, Margareta Friman is conducting research in consumer psychology, environmental psychology, and transportation psychology at the Service Research Center (CTF), Karlstad University.

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has done research in the areas of sustainability, environmental behavior, consumer experiences, travel behavior, and well-being. His articles have been published in international journals in psychology, environmental studies, economics, and transportation.

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Part I Introduction

Chapter 1 Quality of Life and Daily Travel: An Introduction



Lars E. Olsson, Margareta Friman, and Dick Ettema

Abstract In this chapter, we provide an introduction to the topic and a brief overview of *Quality of Life and Daily Travel*. A short background of why it is relevant to study travel and wellbeing, along with definitions and concepts related to quality of life research – such as objective and subjective outcomes, and hedonic and eudaimonic outcomes – will be followed by an overview of the chapters of the book arranged in three parts: theoretical perspectives and conceptualizations, case studies, and future directions. The aim of this book, *Quality of Life and Daily Travel*, is to compile current knowledge into one edited volume, where several areas of research are integrated – including traffic and transport psychology, transport planning and engineering, transport geography, transport economics, consumer services, and wellbeing research – in order to discuss the various facets of the links between travel and wellbeing. The importance of mobility, accessibility, experiences and emotions for the wellbeing of people will be highlighted.

Keywords Daily travel · Quality in life · Life satisfaction · Hedonic wellbeing · Eudaimonic wellbeing · Happiness · Subjective wellbeing

1.1 Introduction

In one of his Ted Talks, the late Professor Hans Rosling told a story of an extremely poor Sub-Saharan farmer and his family who saved money for a long time to finally be able to afford a bicycle. This new travel mode revolutionized their lives. His wife wouldn't have to carry water on foot the five miles from the well, they would be able

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to start growing more crops in fields further away from home, he would be able to carry more produce to sell at the market, which would also take much less time to travel to, giving him more time for other chores. Things started to get better for the family, they gained a substantial increase in their life quality thanks to their new daily travel opportunities. The relationship between travel and wellbeing is rather obvious in this story. But, as will be shown in this book, the relationship between travel and quality of life is also apparent for people in more developed societies; not only through travel being a means of reaching important daily activities, but also as an important activity in itself.

The pursuit of wellbeing has interested researchers in many disciplines for decades, which can be seen in the starting up of several journals dedicated to this issue, e.g. the Journal of Happiness Studies, Applied Research in Quality of Life and Social Indicators Research. In transport research, no outlet has yet specifically been devoted to wellbeing, although some journals have published a number of articles on the topic over the past 8 years. The aim of this book *Quality of Life and Daily Travel* is to compile current knowledge into one edited volume, where several areas of research are integrated – including traffic and transport psychology, transport planning and engineering, transport geography, transport economics, consumer services, and wellbeing research – in order to discuss the various facets of the links between travel and wellbeing.

In the book, objective and subjective outcomes, as well as hedonic and eudaimonic outcomes will be discussed. It will highlight the importance of mobility, accessibility, and experiences for the wellbeing of people. Conceptualizations and applications of mobility in an ageing society, mode use, leisure trips, social exclusion, travel satisfaction and emotions will all be discussed by researchers from a variety of academic backgrounds. Case studies of what is known today to be relevant to daily travel and quality of life will be presented. In this introductory chapter, we provide a brief overview of *Quality of Life and Daily Travel*. In this introduction (Part I), a short background of why it is relevant to study travel and wellbeing, along with definitions and concepts related to quality of life research, will be followed by an overview of the chapters of the book arranged in three parts: theoretical perspectives and conceptualizations (Part II), case studies (Part III), and future directions (Part IV).

1.2 Background

Compared to 30 years ago, we travel more and further to take part in our daily activities, e.g. work, healthcare, social and leisure activities, and shopping. Work commutes have alone increased in length by 30%, to an average of 17 km, and today we spend on average about 40–80 min per day just on those trips (Frändberg and Vilhelmson 2011; Olsson et al. 2013). Children also travel further today to get to the schools of their choice, and to do other preferred activities (Andersson et al. 2012). In addition, the elderly population is growing and is projected to get even older over the next 30 years, approaching 2.1 billion in 2050 (UN 2015), while still being active and in need of transportation. To meet this demand, and create policies for future

sustainable transport systems without reducing the life quality of people, a better understanding is needed of the relationship between daily travel and wellbeing (Ettema et al. 2014).

'Quality of life' (QoL) is often used as an umbrella term variously defined in dictionaries as: "The standard of health, comfort, and happiness experienced by an individual or groups" (Oxford Dictionaries), "The happiness, independence and freedom available to an individual" (Merriam-Webster Dictionary), or "The full range of factors that influence what people value in living, beyond the purely material aspects" (Eurostat 2015). The roots of QoL can be traced back to ancient Greek philosophy (McMahon 2008; Veenhoven 2016) argues, however, that a unified definition of the concept has never been agreed upon. This may include objective components such as health or wealth, or subjective components such as life satisfaction. Subjective components may furthermore be presented as hedonic or eudaimonic, where the hedonic defines wellbeing in terms of pleasure and pain, and the eudaimonic in terms of meaning, personal functioning, and personal growth (Deci and Ryan 2001). It has, however, been shown that measures of hedonic and eudaimonic wellbeing are moderately correlated, indicating both overlapping and distinct features, and that an understanding of wellbeing may thus be enhanced by measuring it in differentiated ways (Compton et al. 1996). There is also growing interest in the concept of health-related QoL (HRQoL), where both the objective and subjective dimensions of health-related experiences are taken into account when measuring health. Several scholars have applied the same line of reasoning to quality of life in general, arguing that combinations of measures would better measure and depict changes in life quality (Dolan et al. 2011). It has, for instance, been proposed that, in order to correctly assess and design policy, standard metrics of wealth and economic progress are valuable but should be complemented with wellbeing measures in order to better portray changes in life quality (Adler and Seligman 2016). Although most agree that no single measure would exhaustively capture the QoL of an individual or a society, the subjective factors of QoL have gained increased attention during recent decades.

Since 1972, the Himalayan Kingdom of Bhutan has been using measures of Gross National Happiness as a guide to policy design. It took almost 40 years for other national governments and international institutions to follow in their footsteps. In 2011, the United Nations adopted a resolution encouraging its member states "to pursue the elaboration of additional measures that better capture the importance of the pursuit of happiness and wellbeing in development with a view to guiding their public policies" (UN General Assembly Resolution A/65/309). The OECD has developed the Better Life Index to advocate for wellbeing in its 34 member states. In their guidelines, it is furthermore stated that, among other things, subjective wellbeing should be measured, which is defined as: "Good mental states, including all of the various evaluations, positive and negative, that people make of their lives and the affective reactions of people to their experiences" (OECD 2013).

For decades, happiness, subjective wellbeing, and life satisfaction have been the focus of economics research (e.g. Dolan et al. 2008), psychology (e.g. Diener et al. 1999), and sociology (e.g. Veenhoven 1984), with several reliable subjective

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measures having been developed to capture these (Diener et al. 1985; Dolan et al. 2011; Pavot 2008). Data from international panels has been collected over a number of years (e.g. Helliwell et al. 2012 [The Happiness Report]), and some nations have recently started to implement their own measures, e.g. in the UK, Japan, and Australia, in an attempt to comply with guidelines given by the UN.

There is an increasing interest in understanding how domain-specific contexts, e.g. consumption, improved schools, and public facilities, relate to the perceived quality of life (Diener and Seligman 2004). Studies looking at different life-domains and wellbeing in general have indeed found support for the relative importance of specific domains (Schimmack and Oishi 2005). Shimmack (2008) argues that domain satisfaction and life satisfaction are highly correlated even after controlling for shared method effects and the common influences of personality traits. He also stresses that this relationship is more due to the bottom-up influences of domain satisfaction on life satisfaction than the reverse. Thus, changes in domain satisfaction are likely to produce changes in life satisfaction. Travel has been argued to be one domain of relevance to general wellbeing (Ettema et al. 2010). This claim has indeed gained attention over the past decade, followed by publications of conceptual models and empirical research on the topic. This can be seen in scientific articles on mobility, accessibility, and transportation research looking into subjective, hedonic, and eudaimonic wellbeing and happiness, and their relationship with daily travel (e.g. Delbosc and Currie 2011; De Vos et al. 2013; Ettema et al. 2010, 2016).

The activity-based approach used in travel behavior research (Axhausen and Gärling 1992; Jones Dix et al. 1983) argues that travel is valued as it provides possibilities of engaging in important daily activities. It has been demonstrated that these daily activities are important for our wellbeing (Lyubomirsky et al. 2005; Jakobssson-Bergstad et al. 2011; Deci and Ryan 2008). For instance, Pychyl and Little (1998) measured individuals' wellbeing and activities whereby individuals engage and find positive correlations between personal and social meaning relating to their activities and life satisfaction, but also that stress associated with these activities adds to their negative emotional wellbeing. Similar findings have been reported by Oishi et al. (1999), who showed the positive influence on daily satisfaction of engaging in rewarding social activities. It has also been proposed that activities trigger positive or negative affect, e.g. feeling good, happy or stressed, and that activities help people to recognize their potential and to progress toward personal goals and growth (Deci and Ryan 2008; Waterman et al. 2008). From this, it follows that, if changes in a transport system affect individuals' opportunities for engaging in certain activities, this may influence their wellbeing. Due to urban sprawl, activities (destinations) are being spread more widely, leading to travel taking more time and playing a greater role in people's daily lives, which could potentially affect their wellbeing. Some scholars argue, furthermore, that travel should not only be seen as a means to an end (an opportunity to engage in activities), but also as an important activity in itself (Mokhtarian and Salomon 2001; Mokhtarian et al. 2001), an activity that can be experienced as positive or negative. In a conceptual model presented by Ettema et al. (2010), it is suggested that improvements to travel options, e.g. greater reliability and shorter travel and waiting times, will result in less stressful experiences, more rapid progress toward goals, and thus an increased level of subjective wellbeing. These findings have been supported empirically with respect to both life satisfaction and emotional wellbeing (Jakobsson-Bergstad et al. 2011; Olsson et al. 2013; Friman et al. 2017a, b). However, some researchers are calling for more research before such conclusions are drawn (see, for instance, Mokhtarian and Pendyala, Chap. 2 of this book).

We concur with previous research on quality of life, i.e. that it is a multifaceted concept that no single measure would exhaustively capture. With respect to travel and QoL, we specifically agree with Nordbakke and Schwanen (2014) when they urge that future work on wellbeing and mobility should consider the objective, subjective, hedonic, and eudaimonic dimensions, and be aware of the multiple ways in which wellbeing and its linkages with mobility may be context-dependent. The final section of this introduction will highlight the above-mentioned aspects in greater detail by giving a brief overview of the chapters included in the book, divided into three sections: i.e. theoretical conceptualizations (Part II), empirical case studies (Part III), and future directions (Part IV).

1.3 Contributions in the Book

1.3.1 Conceptualizations

Part II of the book consists of three chapters with theoretical perspectives and conceptualizations of different aspects of travel-related QoL. In Chap. 2, Patricia L. Mokhtarian and Ram M. Pendyala discuss the quality of life associated with a person's daily travel. Their chapter provides several useful insights into the conceptual differences between various short-term measures concerning transportationdomain-specific subjective wellbeing. Travel satisfaction is found to be directly influenced by five components of travel, in addition to socio-economic/demographic traits, attitudes, and trip-/travel-related characteristics. The authors provide the reader with an illustrative example by analyzing data from the American Time Use Survey. One of their conclusions is that travel does not necessarily generate moods that are all that different from those associated with other activities. After reviewing previous studies, the authors conclude that more research is needed to understand the extent to which travel satisfaction really affects, or is affected by, subjective wellbeing. Mokhtarian and Pendyala emphasize that timeframe, focus, the exclusion/inclusion of activities, the importance of other life domains, the five components of travel, and causal directions are all important aspects to be considered in future studies.

In Chap. 3, on conceptualizations, Tommy Gärling argues that previous research on travel satisfaction has largely failed to study both the feelings evoked by travel and, more specifically, how the residual effects of such feelings influence the experience of activities subsequent to travel. This chapter describes and discusses how travel-related feelings have been conceptualized and measured retrospectively.

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Theoretical constructs developed in basic emotion research are presented and used as the basis for how travel-related feelings should be conceptualized and measured, emphasized by equations forming the logical arguments of a number of parameters of importance. Specifically, a theoretical model presented by Gärling states that evaluations of events evoke emotional responses, that emotional responses to events are stronger and more transient than mood, and that the influence of emotional responses on mood depends on the mood at the time the influence occurred. Numerical experiments quantitatively show how discrete events and continuous factors influence positive and negative mood during and immediately after travel. It is concluded that measurements of mood may be less susceptible to any biased self-reports that may be present in traditional travel satisfaction measures.

In the final piece on conceptualizations (Chap. 4), Alexa Delbosc and Graham Currie present, based on a thorough literature review, a conceptual framework of the relationship between mobility, accessibility, social exclusion, and wellbeing. They argue for the importance of taking both eudaimonic and hedonic outcomes into account in order to fully understand the relationship between travel and wellbeing. They reflect on where research has taken us today, identifying research gaps and where future research needs to focus. A discussion is presented regarding the difference between mobility and accessibility, and how this distinction is conceptualized in the literature on transport and wellbeing. They conclude that, to date, many hypothesized links between transport, accessibility, mobility, subjective wellbeing, and social exclusion remain relatively unexplored, providing fertile ground for future research.

1.3.2 Case-Study Applications

Part III of the book consists of ten chapters containing specific case studies. In Chap. 5, Sascha Lancée, Martijn Burger, and Ruut Veenhoven concentrate on commuting and happiness. They ask which ways feel best for which kinds of people? In order to answer this question, they review previous research and establish that it has mainly focused on the average effect of commuting. By collecting data using the Day Reconstruction Method, and creating travel profiles, they can show that there are considerable differences in happiness between different segments when commuting. In their chapter, they present optimal ways of commuting, considering happiness levels for different kinds of people, and it is concluded that there is no single way of commuting that is perfect for everybody. Based on this case from the Netherlands, they discuss and suggest an agenda for further research.

In Chap. 6, Viegas de Lima et al. develop a dynamic Ordinal Logit Model based on smartphone Future Mobility Sensing data from Australia, discussing estimation results in the context of Hedonic Theory. In their chapter, they indicate how different activity types (work, education, personal, discretionary, travel, staying at home, and other) affect individuals' experienced happiness. The results show that educational activities, followed by work and travel, are the most disliked, while discretionary

activities, such as social activities, meals, and recreation, lead to more positive feelings of happiness. The model is then used to test for the presence of an intraactivity Hedonic Treadmill Effect, and it is found that people do remember their activities as being more neutral during later reports of happiness. This followed by a discussion about when, and for what reason, experiences and happiness should be measured.

In Chap. 7, Yusak O. Susilo and Fotis K. Liotopoulos present a case regarding how to measure door-to-door journey travel satisfaction using a cell phone application. They summarize lessons learned from designing, deploying, and analyzing the results of door-to-door, multi-modal, travel satisfaction in eight different European cities. The authors compare the results produced by the application with results that can be obtained by other methods. This is an interesting case that gives us in-depth knowledge of cell phone applications' advantages and disadvantages. One conclusion is that, although the application is attractive both from the respondents' and the surveyors' perspectives, the technical development process faces many weaknesses and difficulties.

In Chap. 8, Jonas De Vos looks into how travel satisfaction, defined as the mood during trips and the evaluation of these trips, can be affected by trip characteristics. By analyzing leisure trips in the city of Ghent (Belgium), the effect on travel satisfaction of trip characteristics, travel-related attitudes, and residential location is examined. Based on the results, it is argued that it is possible for satisfactory trips using a certain travel mode to increase the likelihood of choosing that mode again for future trips of the same kind, whether indirectly or through changes in attitude. It is furthermore argued that repetitive positively- or negatively-perceived trips might also affect longer-term wellbeing, e.g. life satisfaction, both directly and indirectly through the performance of, and satisfaction with, activities at destinations. De Vos highlights the fact that there might be a reverse causality between travel and life satisfaction, whereby people's life satisfaction is able to influence how satisfied they are with short-term activity episodes, e.g. satisfaction with leisure trips and activities.

In Chap. 9, Lesley Fordham, Dea van Lierop, and Ahmed El-Geneidy write about the impact of commuting on overall life satisfaction. This study is based on the results of the McGill Commuter Survey, a university-wide travel survey in which students, staff, and faculty describe their commuting experiences to McGill University, located in Montreal, Canada. Using a Factor-Cluster Analysis, it is shown that there is a positive linear relationship between trip satisfaction and overall life satisfaction. Cyclists and pedestrians have the highest trip satisfaction, being impacted most by their commute and reporting the highest overall life satisfaction. Modal outliers, those exhibiting lower trip satisfaction relative to other users of the same mode, report that satisfaction with their commute does not greatly influence their life satisfaction, also claiming to have access to and use fewer modes. Based on the results, the authors propose that building well-connected multi-modal networks, which incorporate active transportation, will improve the travel experience of all commuters (including current modal outliers) and, accordingly, overall life satisfaction.

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In Chap. 10, Nick Petrunoff, Melanie Crane, and Chris Rissel present a case study of the relationship between quality of life, in the form of stress, and daily commutes to work by car and using active modes. While the authors acknowledge that the importance of travel satisfaction is increasingly being used as a measure of transport-related wellbeing, they argue that more emphasis should be specifically placed on stress as an important measure for further consideration as regards how we value travel and appraise transport options. The main study, which had the objective of evaluating the effects of the 3-year workplace travel plan on active travel to work, concluded that a workplace travel plan that only included strategies aimed at encouraging active travel to work achieved significant increases in active travel. More importantly, those commuting by active modes reported less stress than car commuters did. The authors conclude that too narrow a focus on transport satisfaction, when informing policy, is a limitation that disregards the larger benefits of active travel for quality of life.

In Chap. 11, Owen D. Waygood present an overview of how transport affects children's health and wellbeing. He summarizes previous research, showing that transport affects children's health and wellbeing in a multitude of ways through access to activities, through the mode used, and through the external impacts of others' transport choices. Child wellbeing includes impacts on children's physical, psychological, cognitive, social, and economic domains. The case, from Quebec City, shows that active and independent travel is positively associated with many measures of wellbeing. Also, the built environment cannot be ignored when it comes to securing children's wellbeing. When traveling, certain environments support incidental interactions, in turn being shown, in this case, to have a positive influence on children's wellbeing.

In Chap. 12, Amit Birenboim, Yair Grinberger, Enrico M. Novelli, and Charles R. Jonassaint present a case study of the potential for employing smartphone location tracking to investigate the association between deteriorating mobility during daily activities and the wellbeing of individuals with chronic disease. The locations of 36 patients suffering from sickle cell disease, a genetic disorder that affects the production of hemoglobin, were tracked continuously every 2 min using their smartphones to allow the calculation of movement parameters, e.g. walking and driving distances and speed. The results showed that the association between daily mobility parameters and physical and mental wellbeing (i.e. depression, pain level) were as expected, but mostly non-significant. There is some discussion that, while this could be attributed to the small sample of the study, it might also be the case that other indicators better representing the tempo-spatial context of human behavior should be considered in the future. In line with findings presented by Susilo and Liotopoulos (Chap. 7), they emphasize the potential limitations of mobile tracking devices.

In Chap. 13, Charles Musselwaith locates the need for mobility among the elderly in three principal motivational domains: i.e. utility (mobility as a need to get from A to B), psychosocial (mobility in relation to independence, identity, and roles), and aesthetic needs (mobility for its own sake), in a hierarchical structure. He presents case studies of the life with the car, and without the car of elderly people using public

transport, of elderly people as pedestrians, and of elderly people receiving lifts from friends and family. Musselwaith also studies a group of elderly drivers who identify the extent to which the three levels of need (utility, psychosocial, and aesthetic) are met. The results of this qualitative case show that driving a car meets all three levels of mobility need. It is furthermore shown that transport provision without the car neglects psychosocial needs for mobility, and only sporadically meets aesthetic needs.

1.3.3 Future Directions

Part IV, the final section of the book, includes a concluding Chap. 14 by Margareta Friman, Lars E. Olsson, and Dick Ettema in which ideas and directions for future research are provided. Various interventions, as a means of counteracting mispredictions by the individual traveler and breaking travel habits, are discussed and illustrated. The authors elaborate upon what is known about individuals' predictions and their accompanying thoughts about possible consequences regarding wellbeing when performing a travel mode change. It is argued that one overall goal of every transport policy should be providing sustainable travel, accompanied by sustained or increased wellbeing. Friman, Olsson, and Ettema come to the conclusion that, while there is a vast amount of research on judgment and decision making, there is still a need for knowledge of how to aid people's judgments as regards switching to sustainable alternatives. Specifically, researchers are urged to unveil how to prevent a loss of, or support a gain in, wellbeing when switching to sustainable travel.

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Part II Conceptualizations

Chapter 2 Travel Satisfaction and Well-Being



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Abstract One approach to assessing the quality of life associated with a person's daily travel is to obtain a summary judgment of that individual's satisfaction with travel. Such a judgment could be considered a measure of the transportation-domainspecific subjective well-being (SWB). A number of such summary measures have been developed, including happiness, liking, pleasantness, a subjective valuation of the time spent traveling, and two different Satisfaction with Travel Scales (STS). In this chapter, we discuss some of the conceptual differences among these various measures, and review some key empirical results associated with them. In particular, we conceive of travel satisfaction as being directly influenced by five components of travel, as well as by socio-economic/demographic (SED) traits, attitudes, and trip-/ travel-related characteristics. The chapter includes an analysis of data drawn from the well-being module of the 2013 American Time Use Survey (ATUS), to offer preliminary insights into how people feel about their travel episodes, differences in travel-related emotions across socio-economic groups, and how travel compares with other activities in terms of engendering feelings of well-being. We follow with a discussion of the relationship of travel satisfaction to overall well-being, and conclude with some brief reflections on the role of this research domain in our rapidly changing transportation milieu.

Keywords Activities while traveling · American Time Use Survey (ATUS) · Positive utility of travel · Quality of life · Satisfaction with travel · Service quality · Subjective well-being · Travel experience

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2.1 Introduction

Research suggests that travel experiences have consequential implications for well-being, with the effects being quite context-dependent. Travel for tourism purposes generally results in health and wellness benefits (Chen and Petrick 2013), while long distance (international) travel or commuting is often associated with feelings of stress (Waterhouse et al. 2004; Novaco and Gonzalez 2009). One approach to assessing the quality of one's travel is to obtain a summary judgment of one's satisfaction with travel; such a judgment could be considered a measure of the transportation-domain-specific subjective well-being or SWB (it could also be considered a measure of "remembered utility", which is a type of "experienced utility"; see Ettema et al. 2010; De Vos et al. 2016). A number of such summary measures have been proposed in the literature. In this chapter, we review and comment on a broad selection of those measures. To keep the scope manageable, we focus on measures that accommodate positive evaluations of travel, ¹ and not those that only address negative aspects of travel, such as stress (Evans et al. 2002) or disgruntlement (Stradling et al. 2007).

In the remainder of this chapter, Sect. 2.2 reviews a number of travel satisfaction metrics, from conceptual as well as empirical standpoints. Section 2.3 presents a descriptive analysis of well-being-related emotions associated with travel and activity episodes in the well-being module of the 2013 American Time Use Survey (ATUS) data. Section 2.4 sketches some highlights from research on the influence of travel satisfaction on well-being (WB). Finally, Sect. 2.5 offers some concluding comments.

2.2 A Review of Travel Satisfaction Measures and Their Causes

2.2.1 An Overview of Conceptualizations of Travel Satisfaction

The travel satisfaction measures identified for this chapter can be loosely classified into three groups (for convenience, the bibliography is organized around these three groups, together with a fourth category to account for references not falling into one of these categories; some categories include some entries that are useful references but not mentioned in the text due to space limitations). First, there is a long history of

¹This admittedly arbitrary choice for narrowing the scope is motivated by the positive orientation of the very concept of well-being (although of course one's well-being can also be adverse, just as a "satisfaction" scale can register a dissatisfied traveler), and by the desire to offer a partial counterweight to the still-prevalent tendency, especially in engineering and economic fields, to view travel as entirely a disutility to be minimized.