



Department  
for Transport

**NatCen**  
Social Research that works for society

NTS V10

SN: \_\_\_\_\_

### Sorry I missed you!

My name is \_\_\_\_\_.

I am an interviewer working on the **National Travel Survey**. Recently a letter was sent to your address inviting you to take part in this study, which is funded by the Department for Transport. I have called on a number of occasions but unfortunately have missed you each time.

Every year we ask around 22,000 adults and children about their travel experiences in order to get an accurate picture of people's travel and to help plan future transport provision. Your participation on this study is of course voluntary but this study is very important and I do hope that you will be able to take part. If everyone in your household completes the survey you will **receive a shopping voucher** to say thank you.

All the information you give will be treated in strict confidence in accordance with the Data Protection Act.

If you would like to let me know the best time to call, please call NatCen on **0800 652 4568**. When I call back I will be carrying my identity card with a photograph so you will know who I am.

I look forward to speaking to you soon and will be glad to answer any questions you may have.

Thank you for your time.



### **How was I chosen?**

We have selected a sample of addresses from a list kept by the Post Office of all addresses in England. This ensures that the people invited to take part in the survey are representative of the whole country.

The findings will not identify you or your family because your name and address will not be passed to anyone outside NatGen Social Research.



### **I do not travel very often – do you want to interview me?**

We are interested in everybody's day-to-day experience of travel, however much or little they do. The results are used to look at how travelling changes over time, and to make decisions about the future.

We need information from a wide range of people including those in or out of work, children and the elderly. Otherwise we will not get a true picture of travel.

The study provides up-to-date information about travel which cannot be collected in any other way.



### **What does the interview involve?**

The interview will either be conducted by the interviewer in your home or by telephone. This will depend on the current guidance regarding COVID-19. If you are unable to be interviewed in person, or would not like to, your interview can be carried out over the phone. To arrange this, you can let the interviewer know when they visit. Our interviewers are trained in COVID-19 safety measures and adhere to strict procedures.



### **What kinds of travel are covered by the survey?**

We are interested in all the different kinds of journeys that people make, as well as how often they make them. This includes journeys to school or work, shopping trips and journeys for leisure or social purposes. Both local and long distance travel are covered, as are all forms of transport (such as cars, public transport, cycling and walking).



### **What is the survey used for?**

The National Travel Survey is used to build up a picture of how and why different kinds of people travel. The information is used by policy-makers in Government, as well as by consultants, academics, pressure groups and charities amongst others.

Some of the specific uses of the survey include studying school children's travel, monitoring road accidents, predicting future traffic levels and finding out the transport needs of minority groups.