



Department
for Transport

NatCen
Social Research

The Resident

<Address1>
<Address2>
<Address3>
<Address4>
<Address5>
<Postcode>

Ref:
<LETREF>

We'd still really like to hear from you

Dear Resident(s),

We wrote to you recently asking for your help with the National Travel Survey. If you have already responded, thank you very much for your time and there is nothing further for you to do.

Time is running out

If you have not yet taken part, we would be very grateful if you could do so as soon as possible. The Department for Transport uses the study to help improve transport policy.

Following government advice regarding coronavirus (COVID-19), we will be carrying out this study by telephone, instead of face-to-face. Collecting information is more important than ever, particularly as it will help the government to understand the impact of the coronavirus (COVID-19) pandemic on people's lives and travel patterns. However much or little you travel, all responses are important to help us understand travel patterns during these challenging times. The data will be used to help improve transport in Britain.

Time is running out to take part this year. Most people find it interesting and are pleased to have their views taken into account by the government.

Taking part is easy To help us understand the nation's travel, follow these three easy steps:

- 1 Using your computer, tablet or smartphone, type the following address into the address bar: **survey.natcen.ac.uk/NationalTravelSurvey2022** or call the National Centre for Social Research (NatCen) for free on **0800 652 4568** to acknowledge you have received this letter
- 2 Provide your preferred contact number so our interviewer can call you to carry out the interview or arrange a time which suits you
- 3 Complete the telephone interview and enjoy a **£20 voucher**

What is involved?

After you have acknowledged receipt of this letter, an interviewer from the National Centre for Social Research (NatCen) will call you at a time which is convenient for you. The interviewer will ask questions on a range of travel-related topics and about any trips you made over the last couple of days. They will call again after a few days to ask you about any journeys you make after your interview. All of your answers to the survey are completely confidential.

Thank you

As a gesture of goodwill, your household will receive a **£20 shopping voucher** when you complete the second call with our interviewer.

John Wilkins

John Wilkins

Deputy Director, Travel and Environment Data and
Statistics (TRENDS) Division, Department for Transport

Frequently Asked Questions

Who is carrying out the survey?

The survey is commissioned by the Department for Transport. Your interview will be completed with an experienced research interviewer from the National Centre for Social Research.

How was I chosen?

We have selected a random sample of addresses from a list of all addresses in England. This is to make sure that the survey represents the whole country.

I am not making many journeys – do you want to interview me?

It is vital for us to understand how the coronavirus pandemic has impacted people's daily lives.

We are interested in your daily experiences of travel—however much or little you do—whether you walk, drive or use public transport. The results are used to make decisions about future transport policy. We need information from a wide range of people including those in or out of work, children, young people and the elderly.

What is the survey used for?

The National Travel Survey is used by local and national government, as well as by consultants, academics, pressure groups and charities.

Some of the specific uses of the survey include studying in school children's travel, monitoring road accidents, predicting future traffic level and finding out the transport needs of minority groups. This year we will be looking at how the coronavirus pandemic is impacting on travel.

What will happen to any information I give?

We will treat your information in the strictest confidence under current data protection legislation. The findings will not identify you. Your name, address and contact details will not be passed on to anyone outside the National Centre for Social Research or the Department for Transport. Personal data will be stored securely and securely deleted after two years. Participation in this research is not compulsory and you have the right to withdraw at any stage.

Any questions?

If you have any further questions, please visit www.natcen.ac.uk/travel, email nts@natcen.ac.uk or call free on **0800 652 4568**.

Data protection

Further information on how we store and use the data is available at: www.gov.uk/guidance/personal-information-and-data-protection#national-travel-survey. Information on how to contact the Data Protection Officer, exercise your rights in relation to your personal data, and on how to complain, can be found at www.gov.uk/government/organisations/department-for-transport/about/personal-information-charter.

If you wish to lodge a complaint about the way the survey has been conducted you can do so by contacting info@natcen.ac.uk or **0800 652 4568**, quoting your reference number printed on the other side of this letter. If we're not able to resolve your complaint, you can contact the Information Commissioner's Office (www.ico.org.uk).