

## **Wales National Travel Survey**

### **Login Page**

To take part in the Wales National Travel Survey, enter your unique access code and click the 'Save and Continue' button.

I gymryd rhan yn Arolwg Teithio Cenedlaethol Cymru, rhowch eich cod mynediad unigryw Cliciwch ar y botwm 'Cadw a Parhau'.

For more support, please email [WNTS@natcen.ac.uk](mailto:WNTS@natcen.ac.uk) or call Freephone 0800 652 9296.

I gael rhagor o gefnogi, e-bostiwch [ATCC@natcen.ac.uk](mailto:ATCC@natcen.ac.uk) neu ffoniwch y Rhadffôn 0800 652 9296.

[ACCESS CODE ENTRY]

## Language selection

[Ask if mode = web]

### **LangSel**

This survey can be completed in Welsh or English. Please select your preferred language to start the survey below. You will be able to change between Welsh and English at every question.

Gallwch gwblhau'r arolwg yma yn Gymraeg neu'n Saesneg. Dewiswch eich dewis iaith er mwyn cychwyn yr arolwg isod. Byddwch yn gallu newid rhwng Cymraeg a Saesneg ar bob cwestiwn.

1. English / Saesneg
2. Cymraeg / Welsh

## Welcome Page

[Ask IF mode = web]

### Welcome

Thank you for agreeing to take part in the Wales National Travel Survey. Your answers will help us to understand how people experience travel in Wales and to find out which areas of travel need to improve. You will also have an opportunity to let Transport for Wales know what matters to you the most.

All the personal information that you give us will be anonymised and only used for statistical purposes. We ask these questions so we can produce results for different groups of people. Like all your answers, this information will only ever be used for research purposes, and you will never be identifiable from the results. We will treat your information in the strictest confidence under current data protection legislation.

Once you have finished the survey, we'll send you a £10 Love2Shop voucher as a thank you for your time.

The survey will take around 40 minutes to complete. Please answer the questions as fully as you can.

This survey can be completed in Welsh or English. If you would like to change language, please use the drop-down language selector found below.

We are working towards Web Content Accessibility Guidelines 2.2 accreditation. For further details, please see our accessibility statement.

To get started, click 'Agree to proceed' then save and continue.

Agree to proceed [ ]

## Welcome Page (Interviewer)

[Ask IF mode = CAPI]

### CAPIWelcome

Thank you for agreeing to take part in the Wales National Travel Survey. Your answers will help us to understand how people experience travel in Wales and to find out which areas of travel need to improve.

Taking part is voluntary and you can refuse any questions that you don't want to answer.

Unless you have any questions, then we can proceed with the interview.

[Ask IF mode = CAPI]

### IntMode

INTERVIEWER: Please tell us the mode you are using to conduct this interview.

1. Face-to-face interview
2. CAPI-Telephone interview

## **Age and Screenout**

[Ask all]

### **INT**

Let's begin by asking you a few questions about yourself.

[Ask all]

### **Age**

What is your age?

[Numeric entry]

[Ask if Age = "prefer not to say" OR "don't know"]

### **AgeBnd**

Knowing your age would really help us with our analysis. Which of the following best represents you?

[CAPI: Showcard A1]

1. 15 or under
2. 16 to 24
3. 25 to 34
4. 35 to 44
5. 45 to 54
6. 55 to 64
7. 65 to 74
8. 75 to 84
9. 85 or above

[Ask if mode = CAPI and AgeBnd = 2]

### **AgeCheck**

Are you 16 or 17 years old?

1. Yes
2. No

[Ask if mode = CAPI AND (Age = 16 OR Age = 17 OR AgeCheck = 1)]

### **AgeCons**

We need permission from your parent or guardian to interview you. Please may I take their name and relationship to you?

Name [Text entry]

Relationship to respondent [Text entry]

[Ask if AgeBnd=1 OR Age <16 OR AgeBnd = "prefer not to say" OR "don't know"].

**ScreenOut**

Thank you for your interest in this survey. To complete this study we require all participants to be at least 16 or older. Please pass our letter on to anyone else in your household who is over 15.

If you have entered this information incorrectly, please select the 'back' button and alter your response.

## Welsh Language

[Ask all]

### **WishUse**

Can you understand, speak, read or write Welsh?

Please select all that apply.

[CAPI: Showcard A2]

1. Understand spoken Welsh
2. Speak Welsh
3. Read Welsh
4. Write Welsh
5. None of these [exclusive]

## Nuisance Noise

[Ask all]

### NseInt

The next set of questions ask about noise from outside your home.

[Ask all]

### HmeNse

In the last 12 months, while at home, have you regularly been bothered by noise from outside your home? If you have more than one home, please think about the home you spend most of your time in.

- Yes
- No

[Ask if HmeNse=1]

### NseTyp

Which of the following describes the types of noise from outside your home that regularly bothers you while at home?

Please select all that apply.

[CAPI: Showcard A3]

1. Construction works
2. Road traffic
3. Trains
4. Other (please describe)

[Ask if NseTyp = 4]

### NseTypOth

Can you please describe the type of noise from outside your home that regularly bothers you while at home?

[Free text box]

[Ask if NseTyp = 2]

### RdNse

Thinking about the road traffic noise you hear which regularly bothers you while at home, is this noise caused by any of the following?

Please select all that apply.

[CAPI: Showcard A4]

1. Buses
2. Cars
3. Heavy goods or construction vehicles
4. Idling vehicles
5. Motorcycles
6. Vans or home deliveries
7. Vehicles playing loud music
8. Other (please describe)

[Ask if RdNse = 8]

**RdNseOth**

Can you please describe the type of vehicle that produces road traffic noise which regularly bothers you while at home?

[Free text box]

[Ask if NseTyp=1]

**ConWkNse**

Thinking about the noise from construction work that bothers you while at home, is this noise caused by construction work on the railway or road network?

Please select all that apply.

[CAPI: Showcard A5]

1. Railway
2. Road network
3. The noise that bothers me is not from construction work on the railway or road network [exclusive]

## Travel Frequency

[Ask all]

### TrvInt

The next questions ask about how frequently you use different modes of transport.

[Ask all]

### TrvFrq

Within the last 12 months, how often, if at all, have you travelled in the following ways?

Please note we are only interested in walking, wheeling and cycling as a form of transport and not for exercise.

[CAPI: Showcard B1]

[HELPTXT: Click here for more information on what we mean by “travel by walking or wheeling”.

Walking includes all travel on foot, including running and walking with use of a mobility aid.

Wheeling includes using mobility scooters, non-motorised and motorised wheelchairs, roller-skates, skateboards or non-motorised scooters.

We are only interested in walking or wheeling as a means of transport, that is to a particular destination such as the shops, work or visiting friends. We are not interested in walking or wheeling just for pleasure, exercise or walking the dog.

When answering, please include journeys where you walk or wheel all the way to somewhere, and where you walk or wheel as part of a longer journey. For example, walking to a train station.]

[HELPTXT: Click here for more information on what we mean by “travel by cycling”.

Cycling as a means of transport is when you cycle to get to a particular destination, such as work, the shops, or to visit friends. We are not interested in cycling just for pleasure or exercise.

Cycling includes all travel by cycle. A cycle is any pedal cycle permitted on the public road. Cycles include electric or e-bikes and trikes, where pedalling is assisted by an electric motor, and non-standard cycles such as adapted cycles (cycles or tricycles specially adapted for use by disabled people), cargo cycles and recumbents.

When answering, please include journeys where you cycle all the way to somewhere, and where you cycle as part of a longer journey. For example, cycling to a train station.]

[HELPTTEXT: Click here for more information on what we mean by “travel by bus”.

Bus travel includes all bus services into, out of and within Wales run by any operator, including TrawsCymru.

Bus services typically operate on fixed routes or schedules and charge a fixed fare. Some services respond to passenger demand, rather than run on a fixed timetable. For example, Transport for Wales’s fflecsi services.

The questions in this section do not cover long distance coaches or tours.]

GRID ROWS:

1. Walking or wheeling
2. Cycling
3. Bus as a passenger

Grid Col:

1. Most days
2. Several times a week
3. Once a week
4. Once or twice a month
5. Once every couple of months
6. Once or twice during the year
7. Not at all

VARNAME1: WikFrq

VARNAME2: CycFrq

VARNAME3: BusFrq

[Ask all]

**TrvFrq2**

Still thinking about your travel in the last 12 months, how often, if at all, do you travel in the following ways?

[CAPI: Showcard B1]

[HELPTTEXT: Click here for more information on what we mean by “travel by taxi”.

Taxis can be pre-booked, including over the telephone or via an app. Taxis can also pick up passengers from taxi ranks and be hailed from the street.]

[HELPTXT: Click here for more information on what we mean by “travel by car”.

Car travel as a means of transport is when you drive or are driven to a particular destination, such as work, the shops, or to visit friends. The questions in this section do not cover driving just for pleasure.

For the purposes of this survey, the term car covers all private motor vehicles, including cars, 4x4 vehicles, light vans, minibuses, campervans, motorcycles and mopeds.

It does not include passenger travel by taxi, bus or community transport, or journeys made by professional drivers or crew in the course of their work, such as buses, taxis, ambulances, cranes, refuse vehicles, driving instructors and delivery drivers.]

[HELPTXT: Click here for more information on what we mean by “travel by train”.

Train travel includes all passenger rail services into, out of and within Wales, including services operated by Transport for Wales, Avanti West Coast, CrossCountry Trains and Great Western Railway.]

GRID ROWS:

1. Taxi (including those booked via telephone or app)
2. In a car, motorcycle, van or lorry as either driver or as a passenger
3. Train as a passenger

Grid Col:

1. Most days
2. Several times a week
3. Once a week
4. Once or twice a month
5. Once every couple of months
6. Once or twice during the year
7. Not at all

VARNAME1: TaxFrq

VARNAME2: CarFrq

VARNAME3: TrnFrq

[Ask all]

**TrvFrq3**

Still thinking about your travel in the last 12 months, how often, if at all, do you travel in the following ways?

[CAPI: Showcard B1]

[HELPTTEXT: Click here for more information on what we mean by “travel by plane”.

Air travel as a means of transport is when you fly to a particular destination, such as a holiday, visiting friends and family or for work. It does not include flying just for pleasure.

When answering, please consider any commercial passenger flights into and out of airports in the UK. Please do not include any private or military flights.]

[HELPTTEXT: Click here for more information on what we mean by “travel by boat or ferry”.

This is when you travel by boat to a particular destination, such as a holiday, visiting friends and family or for work. It does not include sailing just for pleasure.]

[HELPTTEXT: Click here for more information on what we mean by “travel by community transport”.

Community transport services are local services, generally run by charities or community groups, which provide transport for people who would otherwise be disadvantaged due to their age, health or where they live. Examples include community bus routes or community vehicle hire schemes. It does not include public transport that is available to anyone to use.]

GRID ROWS:

1. Plane
2. Boat or ferry
3. Community transport

Grid Col:

1. Most days
2. Several times a week
3. Once a week
4. Once or twice a month
5. Once every couple of months
6. Once or twice during the year
7. Not at all

VARNAME1: AirFrq

VARNAME2: SeaFrq

VARNAME3: CmnFrq

## Walking and Wheeling

[Ask if WikFrq = 1 thru 7]

### WalkIntro

The following set of questions will focus on walking or wheeling as a means of transport.

**Walking** includes all travel on foot, including running and walking with use of a mobility aid.

**Wheeling** includes using mobility scooters, non-motorised and motorised wheelchairs, roller-skates, skateboards or non-motorised scooters.

We are only interested in **walking** or **wheeling** as a means of transport, that is to a particular destination such as the shops, work or visiting friends. We are not interested in walking or wheeling just for pleasure or exercise or walking the dog.

When answering, please include journeys where you walk or wheel all the way to somewhere, and where you walk or wheel as part of a longer journey. For example, walking to a train station.

[Ask if WikFrq = 1 thru 5]

### WikSat

On your most recent **walking** or **wheeling** journey in Wales, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard C1]

GRID ROWS:

1. Overall journey
2. Safety

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
  
5. Not applicable

[PROGRAMMER: Please randomly assign either WikSat2 or WikSat3 to respondents if WikFrq = 1 thru 5]

### **WikSat2**

Still thinking about your most recent **walking** or **wheeling** journey, how satisfied or dissatisfied were you with the following?

Please select 'not applicable' if something did not apply to you on your most recent walking or wheeling journey.

[CAPI: Showcard C1]

GRID ROWS:

1. Pavement or footpath condition
2. Lighting

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
  
5. Not applicable

### **WikSat3**

Still thinking about your most recent **walking** or **wheeling** journey, how satisfied or dissatisfied were you with the following?

Please select 'not applicable' if something did not apply to you on your most recent walking or wheeling journey.

[CAPI: Showcard C1]

GRID ROWS:

1. Space to move and pass others
2. Crossing points

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied

5. Not applicable

[ask if WikFrq =1 thru 5]

**WelWik**

How welcome or unwelcome did you personally feel on your most recent **walking** or **wheeling** journey in Wales?

By 'welcome' we mean feeling safe from harassment or personal harm, and a sense of comfort and belonging in your surroundings.

[CAPI: Showcard C2]

1. Very welcome
2. Fairly welcome
3. Fairly unwelcome
4. Very unwelcome

[Ask if WelWik = 3 or 4]

**UnWelWik**

There can be many reasons why someone could feel unwelcome during their **walking** or **wheeling** journey. Which of the following, if any, caused you to feel unwelcome?

Please select all that apply.

[CAPI: Showcard C3]

1. Cyclists or other people walking or wheeling
2. Motor vehicles
3. Your surroundings
4. Other (please describe)
5. None of these [exclusive]

[Ask if UnWelWik = 4 or 5]

**SafWikOth**

Can you please provide details of the other reason(s) why you felt personally unwelcome during your most recent **walking** or **wheeling** journey?

[Free text box]

[Ask if WikFrq = 1 thru 6]

**WikEnc**

Which of the following, if any, would encourage you to **walk** or **wheel** as a means of transport in Wales more often?

Please select up to three answers from the following.

[CAPI: Showcard C4]

1. Better maintained routes
2. Less obstruction on the path, such as parked vehicles
3. Less or slower traffic
4. More considerate drivers and path users
5. More places to stop and rest
6. More pleasant walking routes
7. More safe crossing points
8. Routes that connect to where I want to go
9. I am unable to walk or wheel as a means of transport more often [exclusive]
10. Other (please describe)
11. None of these [exclusive]

[Ask if WikEnc = 10]

**WikEncOth**

Can you please describe what would encourage you to **walk** or **wheel** as a means of transport in Wales more often?

[Free text box]

[Ask if WikFrq =7]

**WikEncNon**

You mentioned that you do not **walk** or **wheel** as a means of transport in Wales. Which of the following, if any, would encourage you to **walk** or **wheel** as a means of transport?

Please select up to three answers from the following.

[CAPI: Showcard C4]

[Programmer: Please randomise response list; keep items 9-11 static]

1. Better maintained routes
2. Less obstruction on the path, such as parked vehicles
3. Less or slower traffic
4. More considerate drivers and path users
5. More places to stop and rest
6. More pleasant walking routes
7. More safe crossing points
8. Routes that connect to where I want to go
9. I am unable to walk or wheel as a means of transport more often [exclusive]
10. Other (please describe)

11. None of these [exclusive]

[Ask if WikEncNon = 10]

**WikEncNonOth**

Can you please describe what would encourage you to **walk** or **wheel** as a means of transport in Wales more often?

[Free text box]

## Cycling

[Ask if CycFrq = 1 thru 7]

### Cycintro

The following questions focus on **cycling** as a means of transport.

**Cycling** as a means of transport is when you cycle to get to a particular destination, such as work, the shops, or to visit friends. The questions in this section do not cover cycling just for pleasure or exercise.

**Cycling** includes all travel by cycle. By **cycle** we mean any pedal cycle permitted on the public road. Cycles include electric or e-bikes and trikes, where pedalling is assisted by an electric motor, and non-standard cycles such as adapted cycles (cycles or tricycles specially adapted for use by disabled people), cargo cycles and recumbents.

When answering, please include journeys where you cycle all the way to somewhere, and where you cycle as part of a longer journey. For example, cycling to a train station.

[Ask IF CycFrq = 7]

### CycAbl

Can you ride a pedal **cycle**?

1. Yes
2. No

[Ask IF CycAbl =1 OR CycFrq =1 thru 6]

### CycOwn

Do you own a cycle or have regular use of a **cycle** owned by someone else?

Please do not include exercise bikes.

[HELPTXT: Click here for more information on what we mean by “a cycle”.

A cycle is any pedal cycle permitted on the public road. Cycles include electric or e-bikes and trikes, where pedalling is assisted by an electric motor, and non-standard cycles such as adapted cycles (cycles or tricycles specially adapted for use by disabled people), cargo cycles and recumbents.]

Please select all that apply.

[CAPI: Showcard D1]

1. Pedal cycle
2. Electric cycle or e-bike (one that is assisted by an electric motor when you pedal)
3. I use a bike hire scheme if I want to cycle as a means of transport

4. I do not own or have regular use of a cycle [exclusive]
5. Other (please describe)

[Ask if CycOwn = 5]

**CycOwnOth**

Can you please describe the type of **cycle** you own?

[Free text box]

[Ask if CycFrq= 1 thru 5]

**CycSat**

On your most recent **cycling** journey in Wales, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard D2]

GRID ROWS:

1. Overall journey
2. Safety

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
  
5. Not applicable

[PROGRAMMER; Please randomly assign either CycSat2 or CycSat3 to respondents if CycFrq= 1 thru 5]

**CycSat2**

Still thinking about your most recent **cycling** journey, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard D2]

GRID ROWS:

1. Availability of information, such as signage
2. Cycle routes and connections

GRID COLS:

1. Very satisfied

2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
  
5. Not applicable

### **CycSat3**

Still thinking about your most recent **cycling** journey, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard D2]

GRID ROWS:

1. Condition of path or road surface
2. Cycle parking facilities

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
  
5. Not applicable

[ask if CycFrq = 1 thru 5]

### **WelCyc**

How welcome or unwelcome did you personally feel on your most recent **cycling** journey in Wales?

By 'welcome' we mean feeling safe from harassment or personal harm, and a sense of comfort and belonging in your surroundings.

[CAPI: Showcard D3]

1. Very welcome
2. Fairly welcome
3. Fairly unwelcome
4. Very unwelcome

[Ask if WelCyc = 3,4]

### **UnWelCyc**

There can be many reasons why someone could feel unwelcome during their **cycling** journey. Which of the following, if any, caused you to feel unwelcome?

Please select all that apply.

[CAPI: Showcard D4]

1. Other cyclists or people walking or wheeling
2. Motor vehicles
3. Your surroundings
4. Other (please describe)
5. None of these [exclusive]

[Ask if UnWelCyc = 4 or 5]

**SafCycOth**

Can you please provide details of the other reason(s) why you felt personally unwelcome during your most recent **cycling** journey?

[Free text box]

[Ask if CycFrq = 2 thru 6]

**CycEnc**

Which of the following, if any, would encourage you to **cycle** as a means of transport in Wales more often?

Please select up to three answers from the following.

[CAPI: Showcard D5]

1. Access to cycle hire schemes or support to purchase a cycle
2. Better lighting on routes
3. Better maintained routes
4. Cycle training or cycle maintenance training
5. Less or slower traffic
6. More direct routes
7. More routes away from traffic
8. Secure cycle storage at destination
9. I am unable to cycle as a means of transport more often [exclusive]
10. Other (please describe)
11. None of these [exclusive]

[Ask if CycEnc = 10]

**CycEncOth**

Can you please describe what would encourage you to **cycle** as a means of transport in Wales more often?

[Free text box]

[Ask if CycFrq =7]

**CycEncNon**

You mentioned that you do not **cycle** as a means of transport in Wales. Which of the following, if any, would encourage you to **cycle** as a means of transport?

[CAPI: Showcard D5]

Please select up to three answers from the following.

1. Access to cycle hire schemes or support to purchase a cycle
2. Better lighting on routes
3. Better maintained routes
4. Cycle training or cycle maintenance training
5. Less or slower traffic
6. More direct routes
7. More routes away from traffic
8. Secure cycle storage at destination
9. I am unable to cycle as a means of transport more often [exclusive]
10. Other (please describe)
11. None of these [exclusive]

[Ask if CycEncNon = 10]

**CycEncNonOth**

Can you please describe what would encourage you to **cycle** as a means of transport in Wales more often?

[Free text box]

## Community transport

[Ask if CmnFrq = 1 thru 7]

### CmtInt

The following questions focus on **community transport**.

**Community transport** services are local services, generally run by charities or community groups, which provide transport for people who would otherwise be disadvantaged due to their age, health or where they live. Examples include community bus routes or community vehicle hire schemes. It does not include public transport that is available to anyone to use.

[Ask if CmnFrq = 7]

### CmtSrv

Are there **community transport** services in your local area?

1. Yes
2. No

[Ask if CmnFrq = 1 thru 6]

### CMTSat

On your most recent **community transport** journey in Wales, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard E1]

GRID ROWS:

1. Overall journey
2. Safety
3. Accessibility of the vehicle

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
  
5. Not applicable

[Ask if CmnFrq = 1 thru 6]

**WelCMt**

How welcome or unwelcome did you personally feel on your most recent **community transport** journey in Wales?

By 'welcome' we mean feeling safe from harassment or personal harm, and a sense of comfort and belonging in your surroundings.

[CAPI: Showcard E2]

1. Very welcome
2. Fairly welcome
3. Fairly unwelcome
4. Very unwelcome

[Ask if WelCMt = 3 or 4]

**UnWelCMt**

There can be many reasons why someone could feel unwelcome during their **community transport** journey. Which of the following, if any, caused you to feel unwelcome?

Please select all that apply.

[CAPI: Showcard E3]

1. Other passengers
2. Members of staff
3. Your surroundings (both in the vehicle and while waiting)
4. Other (please describe)
5. None of these [exclusive]

[Ask if UnWelCMt=4 or 5]

**SafCMtOth**

Can you please provide details of the other reason(s) why you felt personally unwelcome during your most recent **community transport** journey?

[Free text box]

[Ask if WlshUse <> 5]

**LanCmn**

During your most recent journey by **community transport** in Wales, which language(s) did you use at any point of this journey? This includes planning or booking your journey, engaging with staff or listening to audio announcements.

Please select all that apply.

1. English
2. Welsh
3. Other (please describe)

[Ask if LanCmn = 3]

**LanCmnOth**

Can you please describe the language(s) you used during any point of this journey?

[Free text box]

[Ask if WishUse <> 5 and LanCmn<> 2]

**LanCmnProv**

At any point in this **community transport** journey or booking process did you want to communicate in Welsh?

1. Yes, but I was unable to
2. No

## **Bus**

[Ask all]

### **Busint**

The following questions focus on **bus** travel.

**Bus** travel includes all bus services into, out of and within Wales run by any operator, including TrawsCymru.

**Bus** services typically operate on fixed routes or schedules and charge a fixed fare. Some services respond to passenger demand, rather than run on a fixed timetable. For example, Transport for Wales's fflecsi services.

The questions in this section do not cover long distance coaches or tours.

[Ask all]

### **TrvDiscBus**

Do you currently hold a discounted or concessionary travel card or pass for **bus** travel? Examples include a 60 and Over Concessionary Travel Card or a Disabled Person's Concessionary Travel Card.

Please do not include cards or passes that you can purchase to get multi-trip or group travel savings.

1. Yes
2. No

[Ask if BusFrq = 1 to 5]

### **SsnTkB**

[If TrvDiscBus = 1, "Other than your discounted or concessionary travel card or pass, over"]  
[If TrvDiscBus <> 1, "Over"] the past two days, have you used a ticket that allows unlimited **bus** travel over a certain period?

[HELPTXT: Click here for more information on what we mean by "unlimited bus travel". Tickets for unlimited bus travel allow any number of journeys on a particular route or network over a defined period of time, such as one day, one week, or a school term.]

1. Yes
2. No

[Ask if SsnTkB=1]

**SsnPdB**

What period does your unlimited bus travel ticket cover?

[CAPI: Showcard F1]

1. One day
2. Three days
3. One week
4. Four weeks
5. A school, college or university term
6. One year
7. Other (please describe)

[Ask if SsnPdB = 6]

**SsnPdBoth**

Can you please describe the period your unlimited bus travel ticket covers?

[Free text box]

[Ask if SsnTkB=1]

**SsnCsB**

We would like to better understand travel costs among individuals within Wales. To help us do this, can you please let us know how much you paid for your ticket?

£ [Numeric entry]

[Ask if SsnCsB = Don't know and SsnPdB=1]

**SsnCsBDy**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of the cost of your bus day ticket?

[CAPI: Showcard F2]

1. £5 or under
2. £6 to £10
3. £11 to £15
4. £16 to £20
5. £21 to £25
6. £26 or more

[Ask if SsnCsB = Don't know and SsnPdB = 2]

**SsnCsBThreeDay**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of the cost of your three-day bus ticket?

[CAPI: Showcard F3]

1. £5 or under
2. £6 to £10
3. £11 to £15

4. £16 to £20
5. £21 to £25
6. £26 to £30
7. £31 or more

[Ask if SsnCsB = Don't know and SsnPdB=3]

**SsnCsBWk**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of your cost of your weekly bus ticket?

[CAPI: Showcard F3]

1. £5 or under
2. £6 to £10
3. £11 to £15
4. £16 to £20
5. £21 to £25
6. £26 to £30
7. £31 or more

[Ask if SsnCsB= Don't know and SsnPdB=4]

**SsnCsBMth**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of your cost of your four-weekly bus ticket?

[CAPI: Showcard F4]

1. £20 or under
2. £21 to £30
3. £31 to £40
4. £41 to £50
5. £51 to £60
6. £61 to £70
7. £71 or more

[Ask if SsnCsB= Don't know and SsnPdb= 5, 6, 7]

**SsnCsBoth**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of the cost of your unlimited travel bus ticket from the following?

[CAPI: Showcard F5]

1. £20 or under
2. £21 to £50
3. £51 to £70
4. £71 to £100

5. £101 to £150
6. £151 to £200
7. £201 to £300
8. £301 to £400
9. £401 to £500
10. £501 or more

[Ask if BusFrq = 6, or 7]

**BusAvd**

You mentioned that you do not use **bus** services in Wales {if BusFrq=6: often} at the moment. Have you travelled by **bus** regularly at any time in the past five years?

1. Yes
2. No

[Ask if BusAvd = 1]

**BusAvdRsn**

Which of the following, if any, are reasons you have stopped using the **bus** in Wales?

Please select all that apply.

[CAPI: Showcard F6]

1. I have retired
2. I work from home more often
3. I use an alternative mode of transport now
4. Other (please describe)
5. None of these [exclusive]

[Ask if BusAvdRsn = 4]

**BusAvdRsnOth**

Can you please describe the reason you have stopped using the **bus** in Wales?

[Free text box]

[Ask if BusFrq = 1 thru 5]

**BusSat**

On your most recent **bus** journey in Wales, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard F7]

GRID ROWS:

1. Overall journey

## 2. Safety

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
  
5. Not applicable

[PROGRAMMER; Please randomly assign either BusSat2 or BusSat3 to respondents if BusFrq = 1 thru 5]

### **BusSat2**

Still thinking about your most recent **bus** journey, how satisfied or dissatisfied were you with the following?

[HELPTXT; Click here for more information on what we mean by “ticketing”. Ticketing refers to the process of purchasing a ticket for bus travel. This involves your experience purchasing either paper or electronic tickets.]

[CAPI: Showcard F7]

GRID ROWS:

1. Availability of information
2. Ticketing

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

### **BusSat3**

Still thinking about your most recent **bus** journey, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard F7]

GRID ROWS:

1. Punctuality
2. Reliability

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[ask if BusFrq = 1 thru 5]

**WelBus**

How welcome or unwelcome did you personally feel on your most recent **bus** journey in Wales?

By 'welcome' we mean feeling safe from harassment or personal harm, and a sense of comfort and belonging in your surroundings.

[CAPI: Showcard F8]

1. Very welcome
2. Fairly welcome
3. Fairly unwelcome
4. Very unwelcome

[Ask if WelBus = 3 or 4]

**UnWelBus**

There can be many reasons why someone could feel unwelcome during their **bus** journey. Which of the following, if any, caused you to feel unwelcome?

Please select all that apply.

[CAPI: Showcard F9]

1. Other passengers
2. Bus driver or other members of staff
3. Your surroundings (both on the bus and while waiting)
4. Other (please describe)
5. None of these [exclusive]

[Ask if UnWelBus = 4 or 5]

**SafBusOth**

Can you please provide details of the other reason(s) why you felt personally unwelcome during your most recent **bus** journey?

[Free text box]

[Ask if BusFrq = 1 thru 5 and WishUse <> 5 ]

**LanBus**

During your most recent journey by **bus** in Wales, which language(s) did you use at any point of this journey?

This includes buying your ticket from a machine and listening to audio announcements as well as interacting with staff.

Please select all that apply.

1. English
2. Welsh
3. Other (please describe)

[Ask if LanBus = 3]

**LanBusOth**

Can you please describe which other language(s) you used during the journey?

[Free text box]

[Ask IF WishUse <> 5 and LanBus <> 2]

**LanBusProv**

At any point when booking or during this bus journey did you want to communicate in Welsh?

1. Yes, but I was unable to
2. No

[Ask IF BusFrq = 2 thru 6]

**BusEnc**

Which of the following, if any, would encourage you to travel by **bus** in Wales more often?

Please select up to three answers from the following.

[CAPI: Showcard F10]

1. Better route, bus stop and timing information
2. Better walking, wheeling or cycling links to bus services
3. Cheaper, simpler tickets
4. Guarantee of a seat
5. Improved reliability and/or punctuality
6. More accessible buses, bus stops and interchanges
7. More direct routes
8. More frequent services, including at quieter times of day
9. Shorter journey times
10. Other (please describe)
11. None of these [exclusive]

[Ask if BusEnc = 10]

**BusEncOth**

Can you please describe what would encourage you to travel by **bus** in Wales more often?

[Free text box]

[Ask IF BusFrq =7]

**BusEncNon**

Which of the following, if any, would encourage you to travel by **bus** in Wales?

Please select up to three answers from the following.

[CAPI: Showcard F10]

1. Better route, bus stop and timing information
2. Better walking, wheeling or cycling links to bus services
3. Cheaper, simpler tickets
4. Guarantee of a seat
5. Improved reliability and/or punctuality
6. More accessible buses, bus stops and interchanges
7. More direct routes
8. More frequent services, including at quieter times of day
9. Shorter journey times
10. Other (please describe)
11. None of these [exclusive]

[Ask if BusEncNon = 10]

**BusEncNonOth**

Can you please describe what would encourage you to travel by **bus** in Wales more often?

[Free text box]

## Trains

[Ask all]

### TrnInt

The following questions focus on **train** travel.

**Train** travel includes all passenger rail services into, out of and within Wales, including services operated by Transport for Wales, Avanti West Coast, CrossCountry Trains and Great Western Railway.

[Ask all]

### TrvDiscTrain

Do you currently hold a discounted or concessionary travel card or pass for **train** travel? Examples include a 60 and Over Concessionary Travel Card or a Disabled Person's Concessionary Travel Card.

Please do not include cards or passes that you can purchase to get multi-trip or group travel savings.

1. Yes
2. No

[Ask if TrnFrq = 1 to 5]

### SsnTk

[If TrvDiscTrain = 1 "Other than your discounted or concessionary travel card or pass, over"]  
[If TrvDiscTrain <> 1, "Over"] the past two days, have you used a ticket that allows unlimited **train** travel over a certain route or time period, such as a season ticket?

[HELPTTEXT Click here for more information on what we mean by "unlimited train travel". Tickets for unlimited train travel allow any number of journeys on a particular route or area over one or more days. This includes weekly, monthly and annual season tickets, and tickets that offer unlimited travel in an area within a fixed period, such as Rover or Ranger tickets.]

1. Yes
2. No

[Ask if SsnTk = 1]

### SsnPd

What period does your unlimited train travel ticket cover?

[CAPI: Showcard G1]

1. Less than one week
2. One week
3. One month
4. Three months
5. One year
6. Other (please describe)

[Ask if SsnPd = 6]

**SsnPdOth**

Can you please describe the period your unlimited train travel ticket covers?

[Free text box]

[Ask if SsnPd = 1]

**SsnPdOth2**

What period does your unlimited train travel ticket cover?

1. One day
2. Two days
3. Three days
4. Four days
5. Five days
6. Six days

[Ask if SsnTk=1]

**SsnCs**

We would like to better understand travel costs among individuals within Wales. To help us do this, can you please let us know how much you paid for your unlimited train travel ticket?

£ [Numeric entry]

[Ask if SsnCs=Don't know and SsnPd=1 OR 2]

**SsnCsWk**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of your cost for your {IF SsnPd = 2, weekly} train ticket from the following?

[CAPI: Showcard G2]

1. £10 or under
2. £11 to £25
3. £26 to £50
4. £51 to £75
5. £76 to £100
6. £101 to £150
7. £151 to £200
8. £201 to £300
9. £301 or more

[Ask if SsnCs=Don't know and SsnPd=3]

**SsnCsMnth**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of your cost for your monthly train ticket from the following?

[CAPI: Showcard G3]

1. £50 or under
2. £51 to £75
3. £76 to £100
4. £101 to £125
5. £126 to £150
6. £151 to £200
7. £201 to £300
8. £301 to £400
9. £401 to £600
10. £601 or more

[Ask if SsnCs =Don't know and SsnPd = 4]

**SsnCsThreeMnth**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of your cost for your three-monthly train ticket from the following?

[CAPI: Showcard G4]

1. £100 or under
2. £101 to £200
3. £201 to £400
4. £401 to £600
5. £601 to £800
6. £801 to £1000
7. £1001 to £1250
8. £1251 to £1500
9. £1501 to £2000
10. £2001 or more

[Ask if SsnCs= Don't know and SsnPd= 5]

**SsnCsYr**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of your cost for your annual train ticket from the following?

[CAPI: Showcard G5]

1. £400 or under
2. £401 to £600
3. £601 to £800

4. £801 to £1000
5. £1001 to £1250
6. £1251 to £1500
7. £1501 to £2500
8. £2501 to £3500
9. £3501 to £5000
10. £5001 or more

[Ask if SsnCs= Don't know and SsnPd= 6]

**SsnCsOth**

This information is really important for us to fully understand transport within Wales. Would you be able to provide an estimate of your cost for your unlimited travel train ticket from the following?

[CAPI: Showcard G2]

1. £10 or under
2. £11 to £25
3. £26 to £50
4. £51 to £75
5. £76 to £100
6. £101 to £150
7. £151 to £200
8. £201 to £300
9. £301 or more

[Ask if TrnFrq = 1 thru 5]

**TrnSat**

On your most recent **train** journey in Wales, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard G6]

GRID ROWS:

1. Overall journey
2. Safety

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[PROGRAMMER; Please randomly assign either TrnSat2 or TrnSat3 to respondents if TrnFrq = 1 thru 5]

### **TrnSat2**

Still thinking about your most recent **train** journey, how satisfied or dissatisfied were you with the following?

[HELPTXT; Click here for more information on what we mean by “ticketing”.

Ticketing refers to the process of purchasing a ticket for train travel. This involves your experience purchasing either paper or electronic tickets.]

[CAPI: Showcard G6]

GRID ROWS:

1. Availability of information
2. Ticketing

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

### **TrnSat3**

Still thinking about your most recent **train** journey, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard G6]

GRID ROWS:

1. Punctuality
2. Reliability

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[ask if TrnFrq =1 thru 5]

### **TrnWel**

How welcome or unwelcome did you personally feel on your most recent **train** journey in Wales?

By ‘welcome’ we mean feeling safe from harassment or personal harm, and a sense of comfort and belonging in your surroundings.

[CAPI: Showcard G7]

1. Very welcome
2. Fairly welcome
3. Fairly unwelcome
4. Very unwelcome

[Ask if TrnWel = 3 or 4]

**UnWelTrn**

There can be many reasons why someone could feel unwelcome during their **train** journey. Which of the following, if any, caused you to feel unwelcome?

Please select all that apply.

[CAPI: Showcard G8]

1. Other passengers
2. Station and train staff
3. Your surroundings (both on the train and at the station)
4. Other (please describe)
5. None of these [exclusive]

[Ask if UnWelTrn= 4 or 5]

**SafTrnOth**

Can you please provide details of the other reason(s) why you felt personally unwelcome during your most recent **train** journey?

[Free text box]

[Ask IF TrnFrq = 1 thru 5 and WishUse <> 5 ]

**LanTrn**

During your most recent journey by **train** in Wales, which language(s) did you use at any point of this journey?

This includes buying your ticket from a machine and listening to audio announcements as well as interacting with staff.

Please select all that apply.

1. English
2. Welsh
3. Other (please describe)

[Ask if LanTrn = 3]

**LanTrnOth**

Can you please describe which other language(s) you used during the journey?

[Free text box]

[Ask IF WishUse <> 5 and LanTrn <> 2]

**LanTrnProv**

At any point when booking or during this **train** journey did you want to communicate in Welsh?

1. Yes, but I was unable to
2. No

[Ask IF TrnFrq = 2 thru 6]

**TrnEnc**

Which of the following, if any, would encourage you to travel by **train** in Wales more often?

Please select up to three answers from the following.

[CAPI: Showcard G9]

1. Better links to stations by bus, walking, wheeling and cycling
2. Cheaper, simpler tickets
3. Guarantee of a seat
4. Improved reliability
5. More accessible trains and stations
6. More frequent services, including more off-peak services
7. Newer trains
8. Shorter journey times
9. Station nearer to where I live
10. Other (please describe)
11. None of these [exclusive]

[Ask if TrnEnc = 10]

**TrnEncOth**

Can you please describe what would encourage you to travel by **train** in Wales more often?

[Free text box]

[Ask IF TrnFrq =7]

**TrnEncNon**

You mentioned that you do not use **train** services in Wales. Which of the following, if any, would encourage you to travel by **train** more often?

Please select up to three answers from the following.

[CAPI: Showcard G9]

1. Better links to stations by bus, walking, wheeling and cycling
2. Cheaper, simpler tickets
3. Guarantee of a seat

4. Improved reliability
5. More accessible trains and stations
6. More frequent services, including more off-peak services
7. Newer trains
8. Shorter journey times
9. Station nearer to where I live
10. Other (please describe)
11. None of these [exclusive]

[Ask if TrnEncNon = 10]

**TrnEncNonOth**

Can you please describe what would encourage you to travel by **train** in Wales more often?

[Free text box]

## Taxi

[Ask all]

### TaxInt

The following set of questions focus on **taxis**.

**Taxis** can be pre-booked, including over the telephone or via an app. **Taxis** can also pick up passengers from taxi ranks and be hailed from the street.

[Ask all]

### TaxSrv

Are **taxi** services available in your local area?

1. Yes, there are a lot of services
2. Yes, there are limited services
3. No, there is a lack of services

[Ask if TaxFrq =1 thru 5]

### SatTaxi

On your most recent **taxi** journey in Wales, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard H1]

GRID ROWS:

1. Overall journey
2. Safety

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[PROGRAMMER: Please randomly assign either TaxiSat2 or TaxiSat3 to respondents if TaxFrq=1 thru 5]

### SatTaxi2

Still thinking about your most recent **taxi** journey, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard H1]

GRID ROWS:

1. Ease of pre-booking or instant hire
2. Driver communication

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

### **SatTaxi3**

Still thinking about your most recent **taxi** journey, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard H1]

GRID ROWS:

1. Punctuality
2. Reliability

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[Ask if TaxFrq =1 thru 5]

### **WelTaxi**

How welcome or unwelcome did you personally feel on your most recent **taxi** journey in Wales?

By 'welcome' we mean feeling safe from harassment or personal harm, and a sense of comfort and belonging in your surroundings.

[CAPI: Showcard H2]

1. Very welcome
2. Fairly welcome
3. Fairly unwelcome
4. Very unwelcome

[Ask if WelTaxi = 3,4]

**UnWelTaxi**

There can be many reasons why someone could feel unwelcome during their **taxi** journey. Which of the following, if any, caused you to feel unwelcome?

Please select all that apply.

[CAPI: Showcard H3]

1. The taxi driver
2. Your surroundings (both in the vehicle and while waiting)
3. Other (please describe)
4. None of these [Exclusive]

[Ask if UnWelTaxi=3 or 4]

**SafTaxiOth**

Can you please provide details of the other reason(s) why you felt personally unwelcome during your most recent **taxi** journey?

[Free text box]

[Ask if TaxFrq = 1 thru 5 and WishUse <> 5]

**LanTax**

During your most recent journey by **taxi** in Wales, which language(s) did you use at any point of this journey? This includes booking or hiring the taxi and engaging with the driver.

Please select all that apply.

1. English
2. Welsh
3. Other (please describe)

[Ask if LanTax = 3]

**LanTaxOth**

Can you please describe the language(s) you used during any point of this journey?

[Free text box]

[Ask if WishUse <> 5 and LanTax <> 2]

**LanTaxProv**

At any point in this **taxi** journey or booking process did you want to communicate in Welsh?

1. Yes, but I was unable to
2. No

[Ask if TaxFrq 2 thru 6]

**TaxEnc**

Which of the following, if any, would encourage you to travel by **taxi** in Wales more often?

Please select up to three answers from the following.

[CAPI: Showcard H4]

1. Better reliability
2. Cheaper fares
3. Improved vehicles
4. More welcoming drivers
5. I would use taxis if they were available in my local area [exclusive]
6. Other (please describe)
7. None of these [exclusive]

[Ask if TaxEnc = 6]

**TaxEncOth**

Can you please describe what would encourage you to travel by **taxi** in Wales more often?

[Free text box]

[Ask if TaxFrq = 7]

**TaxEncNon**

You mentioned that you do not use **taxis** in Wales. Which of the following, if any, would encourage you to travel by **taxi**?

Please select up to three answers from the following.

[CAPI: Showcard H4]

1. Better reliability
2. Cheaper fares
3. Improved vehicles
4. More welcoming drivers
5. I would use taxis if they were available in my local area [exclusive]
6. Other (please describe)
7. None of these [exclusive]

[Ask if TaxEncNon = 6]

**TaxEncNonOth**

Can you please describe what would encourage you to travel by **taxi** in Wales more often?

[Free text box]

## **Car**

[Ask all]

### **CarInt**

The following set of questions focus on your **car** travel in Wales.

**Car** travel as a means of transport is when you drive or are driven to a particular destination, such as work, the shops, or to visit friends. The questions in this section do not cover driving just for pleasure.

For the purposes of this survey, the term car covers all private motor vehicles, including cars, 4x4 vehicles, light vans, minibuses, campervans, motorcycles and mopeds. It does not include passenger travel by taxi, bus or community transport or journeys made by professional drivers or crew in the course of their work, such as buses, taxis, ambulances, cranes, refuse vehicles, driving instructors and delivery drivers.

## Household Vehicles

[Ask all]

### CarNum

How many vehicles, if any, does your household have? This includes any private motor vehicles such as cars, vans, minibuses, campervans, motorcycles and mopeds.

Please include any company cars if available for private use. Do not include company car pool vehicles, where employees can access a vehicle when needed but a vehicle is not available for continuous private use.

[Numeric entry]

1. None

[Ask if CarNum >0]

### CarNme1

We would like to ask you a few more questions about the vehicles in your household.

To help you answer the questions, please provide the vehicle model, a nickname or some other identifier such as what the vehicle is used for or the colour.

Please note: This information is only used to help you know which questions are being asked about each vehicle. Please pick an identifier that is meaningful to you.

As an example this could be **BlueFord** or **Vauxhall19**

[PROGRAMMER LOOP I := 1 TO CarNum]

[HARDCHECK: If identifier has been used more than once display: "There already exists a vehicle with this nickname, number or initial. Please amend this as we will refer back to this in the future."]

[HARDCHECK: If identifier is 1 character long: "Please enter at least 2 characters as the vehicle model, nickname or other identifier"]

[INTERVIEWER: Please note, the program requires the vehicle identifier is at least 2 characters long.]

Car1 [Open text field]

[Ask if CarNum >0]

### CarTyp

[PROGRAMMER: This repeats based on max number of CarNum and CarNme]

What type of vehicle is [Car1 free text]?

[CAPI: Showcard I1]

1. Motorcycle or moped
2. Car
3. Light van or goods vehicle
4. Minibus or campervan
5. Other (please describe)

[Ask if CarTyp = 5]

**CarTypOth**

Can you please describe what type of vehicle [Car1 free text] is?

[Free text box]

[Ask if CarNum >0]

**Carfuel**

[Programmer: This repeats based on max number of CarNum and CarNme]

What type of fuel does [Car1 free text] use?

[CAPI: Showcard I2]

1. Diesel
2. Petrol
3. Electric
4. Hybrid
5. Other (please describe)

[Ask if CarFuel = 5]

**CarFuelOth**

Can you please describe what type of fuel [Car1 free text] uses?

[Free text box]

[END OF LOOP]

## **Car Person**

[Ask if CarNum >0]

### **CarPrsn**

From all the vehicles that your household has, which, if any, do you have personal use of?

Please select all that apply.

[Programmer: Please present all CarNme's entered; there should be no blanks because naming is forced at CarNme

1. CarNme1
2. CarNme2
3. CarNme3...
4. I have access to none of these [exclusive]

## Remaining Car Questions

[Ask all]

### DLFullz

Do you hold a full driving licence valid in Great Britain to drive either a **car**, or a **motorcycle**, **scooter** or **moped**?

1. Yes
2. No

[Ask if CarFrq =1 thru 5]

### CarSat

On your most recent **car** journey in Wales, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard I3]

GRID ROWS:

1. Overall journey
2. Safety

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[PROGRAMMER: Please randomly assign either CarSat 1, CarSat2 or Carsat3 to respondents if CarFrq = 1 thru 5]

### CarSat1

Still thinking about your most recent **car** journey, how satisfied or dissatisfied were you with the following?

Please select 'not applicable' if something did not apply to you on your most recent car journey.

[CAPI: Showcard I3]

GRID ROWS:

1. Availability of information
2. Journey time reliability

3. Roadside facilities for taking breaks

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

**CarSat2**

Still thinking about your most recent **car** journey, how satisfied or dissatisfied were you with the condition of the following parts of the road network?

Please select 'not applicable' if something did not apply to you on your most recent car journey.

[CAPI: Showcard I3]

GRID ROWS:

1. Lighting
2. Litter
3. Road quality
4. Signage
5. Verges

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[Ask if CarFrq =1 thru 5]

**CarSat3**

Still thinking about your most recent **car** journey, how satisfied or dissatisfied were you with the management of traffic?

Please select 'not applicable' if something did not apply to you on your most recent car journey.

[CAPI: Showcard I3]

GRID ROWS:

1. During congestion
2. During incidents, such as collisions or breakdowns
3. During severe weather
4. In advance of and during roadworks

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[Ask if CarFrq =1 thru 5]

**CarRsn**

We know there are many reasons why people travel by **car**. For your most recent **car** journey in Wales, which of the following, if any, are reasons you chose to travel by **car**?

Please select up to three answers from the following.

[CAPI: Showcard I4]

1. Cheapest option
2. I felt it would be more reliable
3. I had too much to take with me
4. I was the passenger and the driver decided
5. I was worried I would be late
6. It seemed safer
7. Most direct route
8. Only option available
9. I didn't consider any alternative modes of travel
10. Other (please describe)
11. None of these [exclusive]

[Ask if CarRsn = 9]

**CarRsnOth**

Can you please describe the other reason you chose to travel by **car**?

[Free text box]

## Plane

[Ask if AirFrq = 1 thru 6]

### **Arlnt**

The following questions focus on your **air** travel into and out of Wales.

**Air** travel as a means of transport is when you fly to a particular destination, such as a holiday, visiting friends and family or for work. It does not include flying just for pleasure.

When answering the questions in this section, please consider any commercial passenger flights into and out of airports in the UK, as well as your experience at airports in Wales. Please do not include any private or military flights.

[Ask if AirFrq = 1 thru 6]

### **AirPrt**

On your most recent flight, which UK **airport** did you fly from or into?

Please select up to two answers from the following

[CAPI: Showcard J1]

1. Cardiff
2. Bristol
3. Liverpool John Lennon
4. Manchester
5. Birmingham
6. London (such as Heathrow, Gatwick, Stansted or Luton)
7. Other (please describe)

[Ask if AirPrt = 7]

### **AirPrtOth**

Can you please state the **airport** that you flew from or into?

[Free text box]

[Ask if AirFrq = 1 thru 6]

### **PInBusPls**

Thinking about your most recent **flight** into or out of the UK, was the purpose business or pleasure?

Please select all that apply.

1. Business
2. Pleasure
3. Other (please describe)

[Ask if PInBusPls = 3]

**PInBusPlsOth**

Can you please describe the purpose of your most recent **flight** into or out of the UK?

[Free text box]

[Ask if AirFrq = 1 thru 6]

**PInTrv**

On your most recent flight out of a UK airport, how did you travel to the **airport**?

Please select all that apply.

[CAPI: Showcard J2]

1. Walking or wheeling
2. Cycle
3. Train
4. Bus
5. Coach
6. Taxi
7. Car, either as a passenger or the driver
8. Other (please describe)

[Ask if PInTrv = 8]

**PInTrvOth**

Can you please describe how you travelled to the **airport** on your most recent flight out of a UK **airport**?

[Free text box]

[Ask if AirPrt = 1]

**PInSat**

On your most recent plane journey, at the **airport** how satisfied or dissatisfied were you with the following?

[CAPI: Showcard J3]

GRID ROWS:

1. Overall experience
2. Safety
3. Accessibility

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[Ask if Airprt = 1]

**WelPIn**

On your most recent plane journey, how welcome or unwelcome did you personally feel at the **airport**?

By 'welcome' we mean feeling safe from harassment or personal harm, and a sense of comfort and belonging in your surroundings.

This includes your experience checking in, dealing with staff and other passengers.

[CAPI: Showcard J4]

1. Very welcome
2. Fairly welcome
3. Fairly unwelcome
4. Very unwelcome

[Ask if WelPIn = 3, 4]

**UnWelPIn**

There can be many reasons why someone could feel unwelcome at the **airport** during their plane journey. Which of the following, if any, caused you to feel unwelcome?

Please select all that apply.

[CAPI: Showcard J5]

1. Other passengers
2. Airport staff
3. Your surroundings
4. Other (please describe)
5. None of these [exclusive]

[Ask if UnWelPIn=4 or 5]

**SafPInOth**

Can you please provide details of the other reason(s) why you felt personally unwelcome at the **airport** during your most recent plane journey?

[Free text box]

[Ask IF WishUse <> 5 and Airprt = 1]

**LanPln**

During your most recent journey by plane, which language(s) did you use at the **airport**?  
This includes engaging with staff or listening to audio announcements.

Please select all that apply.

1. English
2. Welsh
3. Other (please describe)

[Ask if LanPln = 3]

**LanPlnOth**

Can you please describe which other language(s) you used during the journey?

[Free text box]

[Ask IF WishUse <> 5 and LanPln<> 2]

**LanPlnProv**

At any point while at the **airport** as part of this plane journey did you want to communicate in Welsh?

1. Yes, but I was unable to
2. No

## **Ferry or boat**

[Ask if SeaFrq = 1 thru 6]

### **Seaint**

The following questions concern any **sea** travel you may have done into or out of Wales. By this we mean travelling by boat or ferry to a particular destination, such as a holiday, visiting friends and family or for work. It does not include sailing just for pleasure.

[Ask if SeaFrq = 1 thru 6]

### **SeaPrt**

On your most recent journey by sea, which UK **port** did you use?

Please select up to two answers from the following

[CAPI: Showcard K1]

1. Holyhead
2. Fishguard
3. Pembroke
4. Dover
5. Liverpool
6. Other (please describe)

[Ask if SeaPrt = 6]

### **SeaPrtOth**

Can you please state the UK **port** that you used on your most recent journey by sea?

[Free text box]

[Ask if SeaFrq = 1 thru 6]

### **SeaTrv**

On your most recent journey by sea, how did you travel to the UK **port**?

Please select all that apply.

[CAPI: Showcard K2]

1. Walking or wheeling
2. Cycle
3. Train
4. Bus
5. Coach
6. Taxi

7. Car, either as a passenger or as the driver
8. Other (please describe)

[Ask if SeaTrv = 8]

**SeaTrvOth**

Can you please describe how you travelled to the UK **port** on your most recent journey by sea?

[Free text box]

[Ask if SeaPrt = 1, 2 or 3]

**SeSat**

On your most recent journey by sea, at the **port** how satisfied or dissatisfied were you with the following?

[CAPI: Showcard K3]

GRID ROWS:

1. Overall experience
2. Safety
3. Accessibility

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. Not applicable

[ask if SeaPrt = 1, 2 or 3]

**WelSea**

On your most recent journey by sea, how welcome or unwelcome did you personally feel at the **port**?

By 'welcome' we mean feeling safe from harassment or personal harm, and a sense of comfort and belonging in your surroundings.

This includes your experience checking in, dealing with staff and other passengers.

[CAPI: Showcard K4]

1. Very welcome
2. Fairly welcome
3. Fairly unwelcome
4. Very unwelcome

[Ask if WelSea = 3, 4]

**UnWelSea**

There can be many reasons why someone could feel unwelcome at the **port** during their journey by sea. Which of the following, if any, caused you to feel unwelcome?

Please select all that apply.

[CAPI: Showcard K5]

1. Other passengers
2. Port staff
3. Your surroundings
4. Other (please describe)
5. None of these [exclusive]

[Ask if UnWelSea= 4 or 5]

**SafSeaOth**

Can you please provide details of the other reason(s) why you felt personally unwelcome at the **port** during your most recent journey by sea?

[Free text box]

[ASK IF WishUse <> 5 and SeaPrt = 1, 2 or 3]

**LanSea**

During your most recent journey by sea, which language(s) did you use at the **port**? This includes engaging with staff or listening to audio announcements.

Please select all that apply.

1. English
2. Welsh
3. Other (please describe)

[Ask if LanSea = 3]

**LanSeaOth**

Can you please describe which other language(s) you used during the journey?

[Free text box]

[Ask if WishUse <> 5 and LanSea < > 2]

**LanSeaProv**

At any point while at the **port** as part of this journey by sea did you want to communicate in Welsh?

1. Yes, but I was unable to
2. No.

## Postcode check

[If mode = web]

### **PostChk**

Before we ask you some questions about your recent travel, please could you confirm your postcode.

This should be entered exactly how it appears on any letters you have received from us. If you've received a visit from a NatCen fieldworker, this will also be the postcode of the property they visited.

[If PostChk is failed]

### **AxPostChkError**

The postcode entered does not match our records, please press the back button to retry and check again.

The postcode should be entered as it appears on any letters you have received from us.

For support, please call our Survey Enquiry Team on 0800 652 9296 or email [WNTS@natcen.ac.uk](mailto:WNTS@natcen.ac.uk).

## **CASI Start**

[If IntMode = 1]

### **IntCon**

INTERVIEWER: If you are not already connected to the internet, please explain to the respondent that you need to connect your laptop to the internet.

INTERVIEWER: You do this by creating a hotspot on your mobile device and connecting your laptop to the hotspot you have created. Instructions are also provided in your project instructions, in case you become stuck.

INTERVIEWER: A link to the travel record will follow the start of the CASI section.

[If IntMode = 1]

### **CASIInt**

I now have some questions for you to answer yourself, on the computer. The first set of questions ask about the journeys you have made in the last two days, followed by questions that are primarily for equality monitoring purposes.

Instructions about which keys to press will be shown on the computer screen. If you press the wrong key I can tell you how to change the answer.

Before we start, I'll show you how to use the computer programme. Please remember you can answer "don't know" or "prefer not to say" at any question.

When you get to the end, please tell me and we will complete the rest of the interview with me asking you questions again.

[Interviewer instructions

INTERVIEWER: IF ASKED, THIS SECTION SHOULD TAKE LESS THAN 10 MINUTES TO COMPLETE.

INTERVIEWER: IF ASKED, THESE QUESTIONS ARE ASKED BY SELF-COMPLETION BECAUSE THEY CAN BE SENSITIVE FOR SOME PEOPLE AND SOME PEOPLE FIND IT EASIER TO ANSWER IN PRIVATE - THE RESPONDENT CAN REFUSE ANY QUESTIONS THEY DON'T WANT TO ANSWER.

INTERVIEWER: ONLY WHERE NECESSARY, ASK RESPONDENT IF THEY WOULD LIKE YOU TO READ THE QUESTIONS OUT TO THEM.

INTERVIEWER: PLEASE CODE WHETHER SELF-COMPLETION ACCEPTED OR REFUSED.]

1. Self-completion section completed by respondent (accepted)
2. Self-completion section completed by interviewer (refused)

[ASK If CASInt = Self-completion by respondent]

**CASIPra1**

Practice question

The first two questions are practice questions.

Have you used a computer before?

Please choose one answer.

1. Yes
2. No

[ASK If CASInt = 1 (Self-completion by respondent)]

**CASIPra2**

Practice question two

This is the second practice question. This time the questions are presented in a grid format, so you have two answers to provide.

On average, how satisfied, if at all, are you with how clean the following services are?

When you have given all of your answers, click 'Save and Continue' to continue.

GRID ROWS:

1. Bus services
2. Train services

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied

VARNAME1: BusTst

VARNAME2: TrnTst

[ASK If CASInt = 1 (Self-completion by respondent)]

**CASIExp1**

That is the end of the practice questions. Now please answer the next set of questions by yourself.

If at any point you would like to change your answers you can go back to previous questions using the 'Back' button at the bottom of the screen.

Please ask the interviewer if you want any help.

### **Diary prelude**

[Ask if MODE = CAPI]

#### **StartCASI**

The following questions relate to journeys you have made over the last two days. Please click this link to complete your travel diary.

<LINK>

Once you have completed the travel diary you will return to this page. Upon your return, please press “save and continue” to carry on with the survey.

### **Diary placeholder**

[Ask all]

#### **DiaOut2**

Thank you for sharing your trip information over the last few days. We will now ask you some questions about yourself, your experience completing this survey, whether you would like to take part in future research and how you can receive your voucher.

## **CASI Start 2**

[Ask If CASIInt = 2]

### **CASIInt2**

I now have another opportunity for you to answer questions yourself, on the computer. These are questions that are primarily for equality monitoring purposes.

Instructions about which keys to press will be shown on the computer screen. If you press the wrong key, I can tell you how to change the answer.

Before we start, I'll show you how to use the computer programme. Please remember you can answer "don't know" or "prefer not to say" at any question.

When you get to the end, please tell me and we will complete the rest of the interview with me asking you questions again.

1. Self-completion section completed by respondent (accepted)
2. Self-completion section completed by interviewer (refused)

[Ask If CASIInt2 = 1]

### **CASIPra3**

Practice question one.

The first two questions are practice questions.

Have you used a computer before?

Please choose one answer.

1. Yes
2. No

[Ask If CASInt2 = 1]

**CASIPra4**

Practice question two.

This is the second practice question. This time the questions are presented in a grid format, so you have two answers to provide.

On average, how satisfied, if at all, are you with how clean the following services are?

When you have given all of your answers, click 'Save and Continue' to continue.

GRID ROWS:

1. Bus services
2. Train services

GRID COLS:

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied

[Ask If CASInt2 = 1]

**CASIExp12**

That is the end of the practice questions. Now please answer the next set of questions by yourself.

If at any point you would like to change your answers you can go back to previous questions using the 'Back' button at the bottom of the screen.

Please ask the interviewer if you want any help.

## Employment

[Ask All]

### **EmpInt**

The following questions will ask about your employment status.

[Ask all]

### **Emp7**

In the last 7 days, were you doing any of the following?

Please choose the answer that reflects what you spent most time doing.

[CAPI: Showcard M1]

1. In any paid employment or self-employment (or away temporarily, on leave or off sick)
2. On maternity, paternity, adoption or shared parental leave
3. Unemployed and looking for work
4. Retired (whether receiving a pension or not)
5. Full-time student, including on holiday or half-term
6. Unable to work because of long-term sickness or impairment
7. Looking after home or family
8. Other (please describe)

[Ask if Emp7 = 8]

### **Emp7Oth**

Can you please describe how you have spent most of your time over the last 7 days?

[Free text box]

[ask if emp7=1 or 2]

### **EmpLoc**

Thinking about work, {if Emp7=2: before your maternity or parental leave,} do you usually...

Please select all that apply.

[CAPI: Showcard M2]

1. Travel to the same workplace
2. Travel to a few workplaces regularly
3. Travel to many different places for work, for example to visit or work for different clients
4. Work remotely, for example, from home or close to home from a local coffee shop or library

[ask if emploc=4]

**RemHrs**

In a typical week how many hours do you usually work remotely, for example from home or another remote working location?

[free numeric entry]

[soft check >49 hours 'please can you check your answer']

[hard check > 169 'please can you check your answer']

## **Impairment or health conditions**

[Ask all]

### **ImpInt**

The following questions will ask about any health conditions, illnesses or impairments you may have.

[Ask all]

### **Imp12**

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

- Yes
- No

[Ask if Imp12=1]

### **Impaff**

Do any of these conditions or illnesses affect you in any of the following areas?

Please select all that apply.

[CAPI: Showcard M3]

1. Vision (for example blindness or partial sight)
2. Hearing (for example deafness or partial hearing)
3. Mobility (for example walking short distances or climbing stairs)
4. Dexterity (for example lifting and carrying objects, using a keyboard)
5. Learning or understanding or concentrating
6. Memory
7. Mental health
8. Stamina or breathing or fatigue
9. Socially or behaviourally (for example associated with autism spectrum disorder (ASD) which includes Asperger's, or attention deficit hyperactivity disorder (ADHD))
10. Other (please describe)
11. None of the these [exclusive]

[Ask if Impaff = 10]

### **ImpaffOth**

Can you please describe any things affected by any of your conditions or illnesses?

[Free text box]

## **Accessibility**

[Ask if Imp12 =1]

### **ImpDay**

Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

In answering this question, you should consider whether you are affected while receiving any treatment or medication for your condition or illness and/or using any devices such as a hearing aid, for example.

[INTERVIEWER: If asked, normal day-to-day activities can include:

- washing and dressing
- household cleaning
- cooking
- shopping for essentials
- using public or private transport
- walking a defined distance
- climbing stairs
- remembering to pay bills
- lifting objects from the ground or a work surface in the kitchen
- moderate manual tasks such as gardening
- gripping objects such as cutlery
- hearing and speaking in a noisy room]

1. Yes, a lot
2. Yes, a little
3. Not at all

[Ask all]

### **IntroIndep**

The following questions focus on your personal ability to travel independently by train and bus, without the assistance of any staff or passengers you did not start your journey with.

You could need assistance with your luggage or finding space for a wheelchair or pushchair. You may need help accessing the station or boarding the train or bus if you have limited mobility.

For these questions, we are not interested in situations where you may need to ask for directions, check times or platform/stop numbers.

[Ask all]

### **Indep**

If you were to travel on a bus or train, would you be likely to require help from staff or other passengers to complete your journey?

For this question we are not interested in situations where you may need to ask for directions, check times or platform/stop numbers.

[CAPI: Showcard M4]

1. Very likely
2. Fairly likely
3. Fairly unlikely
4. Very unlikely

[Ask all]

**IndSatTrnX**

How satisfied or dissatisfied are you with your own ability to travel independently by **train**, without the assistance of staff or any passengers you do not start your journey with?

[HELPTXT: What do we mean by “travelling independently”?

By travelling independently, we mean without requiring help from staff or other passengers to complete your journey. This may be to help you board, assistance with your luggage or finding space for a wheelchair or pushchair.

For this question we are not interested in situations where you may need to ask for directions, check times or platform/stop numbers.]

[CAPI: Showcard M5]

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. I do not travel by train
6. Train services are not available in my area

[Ask all]

**IndSatBusX**

How satisfied or dissatisfied are you with your own ability to travel independently by **bus**, without the assistance of staff or any passengers you do not start your journey with?

[HELPTXT; What do we mean by “travelling independently”?

By travelling independently, we mean without requiring help from staff or other passengers to complete your journey. This may be to help you board, assistance with your luggage or finding space for a wheelchair or pushchair.

For this question we are not interested in situations where you may need to ask for directions, check times or platform/stop numbers.]

[CAPI: Showcard M6]

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied

4. Very dissatisfied
5. I do not travel by bus
6. Bus services are not available in my area

## Travel card and affordability

[Ask all]

### **TCAInt**

The following questions will ask about the affordability of travel by **bus** and **train**.

[Ask if TrvDiscBus <> 1]

### **BusCost**

There are many reasons why some people could struggle with travel costs. In general, do you personally feel that you can afford to travel by **bus** in Wales for the following purposes?

Please select all that apply.

[CAPI: Showcard M7]

1. Yes, for all purposes [exclusive]
2. For essential health appointments and/or essential shopping
3. For work or education
4. For visiting friends and family or for social and leisure purposes
5. No, I cannot afford to travel by bus at all [exclusive]
6. Bus services are not available in my local area [exclusive]
7. I do not know the cost of bus travel [exclusive]

[Ask if TrvDiscBus = 1]

### **BusCostDsc**

There are many reasons why some people could struggle with transport costs. In general, when using your concessionary or discounted travel card or pass, do you personally feel that you can afford to travel by **bus** in Wales for the following purposes?

Please select all that apply.

[CAPI: Showcard M8]

1. My concessionary travel card enables me to travel for free [exclusive]
2. Yes, for all purposes [exclusive]
3. For essential health appointments and/or essential shopping
4. For work or education
5. For visiting friends and family or for social and leisure purposes
6. No, I cannot afford to travel by bus at all [exclusive]
7. I do not know the cost of bus travel [exclusive]
8. Bus services are not available in my local area [exclusive]

[Ask if TrvDiscBus=1 and BusCostDsc <6]

### **BusCostDscX**

If you did not have your concessionary or discounted travel card or pass, do you personally feel that you could afford to travel by **bus** in Wales for the following purposes?

Please select all that apply.

1. Yes, for all purposes [exclusive]
2. For essential health appointments and/or essential shopping [display if selected at busCostDsc or busCostDsc=1 or 2]
3. For work or education [display if selected at busCostDsc or busCostDsc=1 or 2]
4. For visiting friends and family or for social and leisure purposes [display if selected at busCostDsc or busCostDsc=1 or 2]
5. No, I would not be able to afford to travel by bus at all [exclusive]
6. I do not know the cost of bus travel [exclusive]

[Ask If TrvDiscTrain <> 1]

**TrnCost**

In general, do you personally feel that you can afford to travel by **train** in Wales for the following purposes?

Please select all that apply.

[CAPI: Showcard M9]

1. Yes, for all purposes [exclusive]
2. For essential health appointments and/or essential shopping
3. For work or education
4. For visiting friends and family or for social and leisure purposes
5. No, I cannot afford to travel by train at all [exclusive]
6. Train services are not available in my local area [exclusive]
7. I do not know the cost of train travel [exclusive]

[Ask if TrvDiscTrain = 1]

**TrnCostDsc**

In general, when using your concessionary or discounted travel card or pass, do you personally feel that you can afford to travel by **train** in Wales for the following purposes?

Please select all that apply.

[CAPI: Showcard M10]

1. My concessionary travel card enables me to travel for free [exclusive]
2. Yes, for all purposes [exclusive]
3. For essential health appointments and/or essential shopping
4. For work or education
5. For visiting friends and family or for social and leisure purposes
6. No, I cannot afford to travel by train at all [exclusive]
7. I do not know the cost of train travel [exclusive]
8. Train services are not available in my local area [exclusive]

[Ask if TrvDiscTrain = 1 and TrnCostDsc <6]

**TrnCostDscX**

If you did not have your concessionary or discounted travel card or pass, do you personally feel that you could afford to travel by **train** in Wales for the following purposes?

Please select all that apply.

1. Yes, for all purposes [exclusive]
2. For essential health appointments and/or essential shopping [display if selected at TrnCostDsc or TrnCostDsc=1 or 2]
3. For work or education [display if selected at TrnCostDsc or TrnCostDsc=1 or 2]
4. For visiting friends and family or for social and leisure purposes [display if selected at TrnCostDsc or TrnCostDsc=1 or 2]
5. No, I would not be able to afford to travel by train at all [exclusive]
6. I do not know the cost of train travel [exclusive]

## Equality Measures

[Ask all]

### **EqInt**

We ask the following questions so we can produce results for different groups of people. Like all your answers, this information will only ever be used for research purposes and you will never be identifiable from the results. The questions in this section are all voluntary.

[Ask all]

### **RspSex**

What is your sex?

[HELPTEXT: Why we ask this question?

This information is used to monitor equality between groups of people of different sexes. Equality monitoring helps make sure that everyone is treated fairly.

We ask this question on sex to make sure our study is representative of the population. To do this we use population estimates such as those from the Census, so we ask questions on sex and gender in a similar way to the 2021 Census for this reason].

1. Female
2. Male

[Ask all]

[Programmer: Please present on the same page as RspSex]

### **RspGnd**

Is the gender you identify with the same as your sex registered at birth?

1. Yes
2. No (please describe your gender identity)

[Ask if RspGnd=2]

### **RspGndOth**

If you would like to self-define your gender you can do so. Please note this is optional.

[Free text box]

[Ask all]

**RspRela**

What is your legal marital or registered civil partnership status?

[CAPI: Showcard N1]

1. Never married and never registered in a civil partnership
2. Married
3. In a registered civil partnership
4. Separated, but still legally married
5. Separated, but still legally in a civil partnership
6. Divorced
7. Formerly in a civil partnership which is now legally dissolved
8. Widowed
9. Surviving partner from a registered civil partnership

[Ask all]

**RspEth**

What is your ethnic group?

Choose one option that best describes your ethnic group or background.

[CAPI: Showcard N2]

White

1. Welsh, English, Scottish, Northern Irish or British
2. Irish
3. Gypsy or Irish Traveller
4. Roma
5. Any other White background (please describe)

Mixed or Multiple ethnic groups

1. White and Black Caribbean
2. White and Black African
3. White and Asian
4. Any other Mixed or Multiple ethnic background (please describe)

Asian, Asian British or Asian Welsh

1. Indian
2. Pakistani
3. Bangladeshi
4. Chinese
5. Any other Asian background (please describe)

Black, Black Welsh, African, Caribbean, or Black British

1. Caribbean
2. African
3. Any other Black, African, or Caribbean background (please describe)

Other ethnic group

1. Arab, Arab Welsh or Arab British
2. Any other ethnic group (please describe)

[Ask all]

**OthRspEth**

Please describe your ethnic group.

[Free text box]

[Ask all]

**RspRelig**

What is your religion?

[CAPI: Showcard N3]

1. No religion
2. Christian (all denominations)
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Any other religion (please describe)

[Ask if RspRelig = 8]

**RspReligOth**

Please can you describe your religion?

[Free text box]

[Ask all]

**ResSxl**

Which of the following options best describes how you think of yourself?

[CAPI: Showcard N4]

1. Heterosexual or Straight
2. Gay or Lesbian
3. Bisexual
4. Other (please describe)

[Ask if ResSxl = 4]

**ResSxlOth**

Following on from the previous question, can you please describe how you think of yourself?

[Free text box]

[Ask if RspSex=1 and (Age <56 OR AgeBnd <7)]

**RspPreg**

Are you pregnant?

- Yes
- No

[Ask all]

**HHAd**

How many people **aged 16 or over** live in your household? Please include yourself.

[Programmer: Please limit to between 1 and 15.  
Error message: "Please enter a number between 1 and 15".]

[Numeric entry]

[Ask all]

**HDCh**

How many children **aged under 16** live in your household?

[Programmer: Please limit to between 0 and 15.  
Error message: "Please enter a number between 0 and 15".]

[Numeric entry]

## Survey assessment items

[Ask all]

### SurIntro

We are almost at the end of the survey.

To help us improve our questions in the future, here are some questions about your experience completing this survey.

[Ask all]

### Sur01

How difficult was it for you to understand and answer the questions in this survey?

[CAPI Showcard: O1]

1. Not at all difficult
2. Slightly difficult
3. Moderately difficult
4. Very difficult
5. Extremely difficult

[Ask all]

### Sur02

Approximately how many minutes did it take you to answer all the questions in this survey?

Please enter an amount in the box below using numbers.

[Numeric entry]

- Don't know

[Ask all]

### Sur03

Was today's survey longer than you expected, shorter than you expected, or about as long as you expected?

[CAPI Showcard: O2]

1. Much longer
2. Somewhat longer
3. About as long as I expected
4. Somewhat shorter
5. Much shorter

[Ask all]

### Sur04

If you would like to, this is an opportunity to leave comments about the survey you have completed today. This might be about the questions you were asked or the experience of completing the survey.

[INTERVIEWER: Please write down any key comments made by the respondent and please DO NOT censor what they say.]

[Open text field]

[Ask all]

**Sur05**

If you would like to, this is an opportunity to leave comments which we can pass on to Transport for Wales. This might include other opinions you would like to share or extra information about the topics covered in the survey.

[Open text field]

**CASI End**

[Ask if CASInt = 1 OR if CASInt2 = 1]

**CASIEndX**

Thank you very much for answering these questions. Your answers will help us understand how people's circumstances and feelings may affect their travel choices and vice versa.

PRESS 'SAVE AND CONTINUE' TO STORE YOUR ANSWERS.

[Ask if CASInt = 1 OR if CASInt2 = 1]

**CASIEndY**

PLEASE HAND THE COMPUTER BACK TO THE INTERVIEWER.

INTERVIEWER: PLEASE CONTINUE WITH THE REMAINING INTERVIEW

## Incentives

[Ask if MODE = WEB]

### **Incentyp**

We would like to send you a shopping voucher to say thank you for your time.

This will be sent to you by email which you will receive **within a week or so**. Are you able to provide us with an email address?

1. Yes, I have an email address
2. No, I do not have an email address
3. I do not want to receive a voucher

[DO NOT INCLUDE DK OR PTNS RESPONSE OPTIONS]

[ASK IF Incentyp =1]

### **EMAIL1**

Thank you. Please enter your email address below, so we can send you details of your voucher.

[Free text box]

[HARDCHECK: If answer provided does not include @ or full-stop: "Please check and amend. Email addresses should contain an @ character and a full stop."]

[Ask if Incentyp =1]

### **Email2**

Please confirm your email address.

[Free text box]

[HARDCHECK: IF Email2 <> Email1: "The two email addresses you have entered are not the same. Please check and amend"]

[Ask if Incentyp =2]

### **ADDVch**

We can send you a letter with your shopping voucher instead. Can we check we have your correct address details, so we can send your voucher through the post.

Please could you confirm that your current address is:

{Add1}

{Add2}

{Add3}

{Add4}

{Add5}

{Postcode}

Is this correct?

1. Yes – this address is correct
2. No – this address needs updating

[DO NOT INCLUDE DK OR PTNS RESPONSE OPTIONS]

[Ask if ADDVch =2 ]

**ADDVCH2 [DISPLAY]**

Please enter your address details.

[Ask if AddVch =2]

**AddVCH\_AddressLine1**

“First line:” [Free text box]

[DK/REF NOT ALLOWED]

[Ask if AddVch =2]

**AddVCH\_AddressLine2**

“Second line:” [Free text box]

[ALLOW NA]

[Ask if AddVch =2]

**AddVCH\_AddressLine3**

“Third line:” [Free text box]

[ALLOW NA]

[Ask if AddVch =2]

**AddVCH\_AddressLine4**

“Town:” [Free text box]

[DK/REF NOT ALLOWED]

[Ask if AddVch =2]

**AddVCH\_AddressLine5**

“County:” [Free text box]

[ALLOW NA]

[Ask if AddVch =2]

**AddVCH\_Postcode**

“Post Code:” [Free text box]

## Consent

[Ask all]

### ConsFutr

Thank you again for contributing to this important piece of research.

Would you be interested in taking part in similar projects in the future?

If you agree, you may be contacted in the future by Transport for Wales or another research organisation. When you are contacted, you can decide if you still want to participate at that time.

1. Yes – I would like to be given the option to take part in the future
2. No – I would not like to be invited to take part
3. I'm not sure – I would like more information

[DO NOT INCLUDE PTNS RESPONSE OPTION]

[Ask if ConsFutr = 3]

### ConsInfo

Please click on the links below for more information about possible future research.

[HELPTTEXT: What will taking part involve?

You will be invited to take part in a future survey similar to the one you have just completed, or other research such as a focus group. You can choose not to take part in the future when you are contacted again and it will always be made clear what taking part involves.]

[HELPTTEXT: Will I receive a voucher for taking part?

Future invitations will explain what you will receive for taking part. ]

[HELPTTEXT: What will you do with the information I give?

The information you give will be used for research purposes only and held securely in accordance with current data protection legislation. We may analyse your answers together with answers you gave previously to help us understand how people's views are changing over time.]

1. Yes – I would like to be given the option to take part in the future
2. No – I would not like to be invited to take part

[DO NOT INCLUDE DK OR PTNS REPSONSE OPTIONS]

## Contact details

[Ask if ConsFutr =1 or Consinfo =1]

### **Name** [DISPLAY]

It is important that we have the correct details for you so that we can keep in touch.

Please be assured that your details will only be used for the purpose of contacting you in relation to research.

Can you please provide us with your name, so we know who to contact for our future research? You can still take part without providing your name.

### **Title** (Title)

[free entry]

### **First name** (First name)

[free entry]

### **Surname** (Surname)

[free entry]

[SOFTCHECK: IF First name or Surname is only 1 character: "The first name you have provided is only one character long. Are you sure this is correct?"]

[HARDCHECK: IF First name or Surname contains numbers: "Please check and amend. First names should not contain numbers"]

[Ask IF (ConsFutr =1 OR Consinfo =1) AND Incentyp = 1]

### **SameEmail**

May we contact you on this email address?

This email address will only be used to contact you as part of this research.

[Programmer: Pipe in email address entered at Email2]

1. You may contact me on this email address
2. I wish to be contacted on a different email address
3. I do not wish to be contacted by email

[Ask IF ((ConsFutr =1 OR Consinfo =1) AND (Incentyp = 3 OR SameEmail = 2)) OR (Mode = CAPI AND (ConsFutr =1 OR Consinfo =1))]

### **ConsEmail**

Do you have an email address we can contact you on?

This email address will only be used to contact you as part of this research.

Please enter your email below

[Free text box]

1. I do not have an email address
2. I do not wish to give my email address

[HARDCHECK: If answer provided does not include @ or full-stop: "Please check and amend. Email addresses should contain an @ character and a full stop."]

[Ask IF ((ConsFutr =1 OR Consinfo =1) AND (Incentyp = 3 OR SameEmail = 2)  
OR (Mode = CAPI AND (ConsFutr =1 OR Consinfo =1))]

**ConsEmail2** (Confirmation of email address: keeping in touch)

Please confirm your email address.

[Free text box]

[HARDCHECK: IF consEmail2 <> consEmail: "The two email addresses you have entered are not the same. Please check and amend"]

[Ask if ConsFutr=1 or (Consinfo =1)]

**ConsMob**

Do you have a mobile number we could contact you on? This phone number will only be used to contact you as part of this research.

[Free text box]

1. {IF WEB: "I do"}{IF TEL: "Respondent does"} not have a mobile phone number
2. {IF WEB: "I do"}{IF TEL: "Respondent does"} not wish to give {IF WEB: "my"/IF TEL: "their"} mobile phone number

[HARDCHECK: If contains characters other than numbers "Please only use numbers without any additional characters or spaces."]

[HARDCHECK: If does not contain 10 or 11 digits or does not start with a 0. "Your answer is not a valid telephone number. UK phone numbers start with 0 and are 10 or 11 digits. Please check and amend.]

[Ask if (ConsFutr=1 or Consinfo =1) and (ConsMob <> 1 and ConsMob <> 2)]

**ConsOthn**

And do you have another phone number we could contact you on? Again, this will only be used to contact you as part of this research.

1. Yes
2. No

[Ask if ConsOthn =1]

**ConsTeln**

{IF WEB: "Please enter"}{IF TEL: "Could I take"} your other phone number {IF TEL: "?"}}

[Free text box]

1. {IF WEB: "I do"}{IF TEL: "Respondent does"} not have another phone number
2. {IF WEB: "I do"}{IF TEL: "Respondent does"} not wish to give {IF WEB: "my"/IF TEL: "their"} other phone number

[HARDCHECK: If contains characters other than numbers "Please only use numbers without any additional characters or spaces."]

[HARDCHECK: If does not contain 10 or 11 digits or does not start with a 0. "Your answer is not a valid telephone number. UK phone numbers start with 0 and are 10 or 11 digits. Please check and amend."]

[ASK IF MODE = WEB AND (ConsFutr =1 OR Consinfo =1)]

**AddrChk**

Finally, can we check we have your correct address details, so we can inform you of future research?

Could you please confirm that your current address is:

[IF ADDVch <> 2, display:

{Add1}  
{Add2}  
{Add3}  
{Add4}  
{Add5}  
{Postcode}

IF ADDVch = 2, display:

{AddVCH\_AddressLine1}  
{AddVCH\_AddressLine2}  
{AddVCH\_AddressLine3}  
{AddVCH\_AddressLine4}  
{AddVCH\_AddressLine5}  
{AddVCH\_Postcode}}

Is this correct?

1. Yes – this address is correct
2. No – this address needs updating

[Ask if AddrChk = 2]

**ConAddrUpd [DISPLAY]**

{IF AddrChk = 2: "{IF WEB: "Please enter"}{IF TEL: "Could I take"} your address" {IF TEL: "?"}}

[Ask if AddrChk = 2]

**ConAddrUpd\_AddressLine1** (AddressLine1 update: keeping in touch)

"First line:" [Free text box]

[DK/REF NOT ALLOWED]

[Ask if AddrChk = 2]

**ConAddrUpd\_AddressLine2** (AddressLine2 update: keeping in touch)

"Second line:" [Free text box]

[ALLOW NA]

[Ask if AddrChk = 2]

**ConAddrUpd\_AddressLine3** (AddressLine3 update: keeping in touch)

"Third line:" [Free text box]

[ALLOW NA]

[Ask if AddrChk = 2]

**ConAddrUpd\_AddressLine4** (AddressLine4 update: keeping in touch)

"Town:" [Free text box]

[DK/REF NOT ALLOWED]

[Ask if AddrChk = 2]

**ConAddrUpd\_AddressLine5** (AddressLine5 update: keeping in touch)

"County:" [Free text box]

[ALLOW NA]

[Ask if AddrChk = 2]

**ConAddrUpd\_Postcode** (Address postcode update: keeping in touch)

"Post Code:" [Free text box]

## **SAIL**

[ask all]

### **SAILCons**

The responses you provide to us are important and may be useful to other research studies.

Your anonymised responses may be securely linked to other anonymised data held by the Welsh Government and other public organisations. This linkage supports important research aimed at delivering public benefits. You will never be identified either by the researchers or any of the research outputs, as all personal details are removed.

If you are happy for your survey data to be linked, please select save and continue to confirm your name, date of birth and address on the following page.

- I do not want my survey data linked

[Ask if SAILCons <> "I do not want my survey data linked" AND Contact.FirstName OR Contact.Surname have been filled]

### **SAILName**

Please confirm your first name and surname.

[Present Contact.FirstName]

[Present Contact.Surname]

1. Yes – my name is correct
2. No – my name needs updating

[Ask if SAILCons <> "I do not want my survey data linked" AND ((no details have been entered at Contact.FirstName or Contact.Surname) OR SAILName = 2)]

### **SAILNameUpd**

Please confirm your first name and surname.

### **First name**

[free entry]

### **Surname**

[free entry]

[DO NOT INCLUDE DK OR PTNS RESPONSE OPTIONS]

[SOFTCHECK: IF First name or Surname is only 1 character: "The first name you have provided is only one character long. Are you sure this is correct?"]

[HARDCHECK: IF First name or Surname contains numbers: "Please check and amend. First names should not contain numbers"]

[Ask if SAILCons <> "I do not want my survey data linked"]

**SAILAge**

Please confirm your date of birth

**Date of birth**

Day: [Entry]

Month: [Entry]

Year: [Entry]

[DO NOT INCLUDE DK OR PTNS RESPONSE OPTIONS]

[Ask if SAILCons <> "I do not want my survey data linked"]

**SAILADD**

Could you please confirm that your current address is:

[IF AddrChk <> 2 AND ADDVch <> 2, display:

{Add1}

{Add2}

{Add3}

{Add4}

{Add5}

{Postcode}

[IF AddrChk <> 2 AND ADDVch = 2, display:

{AddVCH\_AddressLine1}

{AddVCH\_AddressLine2}

{AddVCH\_AddressLine3}

{AddVCH\_AddressLine4}

{AddVCH\_AddressLine5}

{AddVCH\_Postcode}

[IF AddrChk = 2, display:

{ConAddrUpd\_AddressLine1}

{ConAddrUpd\_AddressLine2}

{ConAddrUpd\_AddressLine3}

{ConAddrUpd\_AddressLine4}

{ConAddrUpd\_AddressLine5}

{ConAddrUpd\_Postcode}}

Is this correct?

1. Yes – this address is correct
2. No – this address needs updating

[DO NOT INCLUDE DK OR PTNS RESPONSE OPTIONS]

[Ask if SAILADD =2]

**SailAddrUpd [DISPLAY]**

{IF AddrChk = 2: "{IF WEB: "Please enter"}{IF TEL: "Could I take"} your correct address details" {IF TEL: "?"}}

[Ask if SAILADD =2]

**SailAddrUpd\_AddressLine1** (AddressLine1 update: keeping in touch)

"First line:" [Free text box]

[DK/REF NOT ALLOWED]

[Ask if SAILADD =2]

**SailAddrUpd\_AddressLine2** (AddressLine2 update: keeping in touch)

"Second line:" [Free text box]

[ALLOW NA]

[Ask if SAILADD =2]

**SailAddrUpd\_AddressLine3** (AddressLine3 update: keeping in touch)

"Third line:" [Free text box]

[ALLOW NA]

[Ask if SAILADD =2]

**SailAddrUpd\_AddressLine4** (AddressLine4 update: keeping in touch)

"Town:" [Free text box]

[DK/REF NOT ALLOWED]

[Ask if SAILADD =2]

**SailAddrUpd\_AddressLine5** (AddressLine5 update: keeping in touch)

"County:" [Free text box]

[ALLOW NA]

[Ask if SAILADD =2]

**SailAddrUpd\_Postcode** (Address postcode update: keeping in touch)

"Post Code:" [Free text box]

## **CAPI Incentives**

[Ask if IntMode = 1]

### **CAPICard**

Please record the gift card number and give the card to the respondent

[IncentiveCard1]: "Please enter the last 8 numbers on the card" [OPEN TEXT FIELD]

[IncentiveCard2]: "Please re-enter the last 8 numbers on the card" [OPEN TEXT FIELD]

[CardRefused]: "The respondent did not want a gift card" [EXCLUSIVE BUTTON]

## Recall

[Ask if PersonNumber = 3]

### **Recall3ACAgree**

Our Quality Team randomly check a percentage of survey completions to make sure those who take part in our surveys are satisfied with how these are carried out.

Would you be happy to be contacted again for this purpose? This may be via post and/or telephone and/or email depending on the information you are willing to provide.

As the interviews we check are selected at random, you may not necessarily be contacted.

1. Yes, I would be happy to be contacted again
2. No, I don't want to be contacted again

[ASK IF (Recall3ACAgree = 1 & (Email2<>MISSING OR ConsEmail2<>MISSING))]

### **Recall3ACEmail2**

You have provided this email earlier: [PROGRAMMER: If ConsEmail2 <> MISSING, pipe in ConsEmail2. If ConsEmail2 = MISSING, pipe in Email2.]

May our quality team contact you to understand your experience at this email address?

1. Yes, you may contact me on this email address
2. No, I wish to be contacted on a different email address
3. No, I do not wish to be contacted via email

[Ask if (Recall3ACAgree = 1 & (Email2 = MISSING & ConsEmail2 = MISSING)) OR (Recall3ACEmail2 = 2)]

### **Recall3ACEmail1**

Please can you share your email address below, this will only be used by our quality team to understand your experience.

[STRING]

[HARDCHECK: If answer provided does not include @ or full-stop: "Please check and amend. Email addresses should contain an @ character and a full stop."]

1. I do not have an email address
2. I do not wish to give my email address

[ASK IF (Recall3ACEmail1<> MISSING & (Recall3ACEmail1 <> 1 & Recall3ACEmail1 <> 2))]

### **Recall3ACEmail1CK**

Please confirm your email address.

[STRING]

[HARDCHECK: IF Recall3ACEmail1CK <> Recall3ACEmail1: "The two email addresses you have entered are not the same. Please check and amend. If the email you entered at the previous question was incorrect, please press back and enter the correct email address."]

[ASK IF (Recall3ACAgree = 1 & (ConsMob<>MISSING & (ConsMob<>1 OR ConsMob<>2)))]

**Recall3ACPhone2**

You have provided this telephone number earlier: [PROGRAMMER: Pipe in telephone number provided at ConsMob]

May our quality team contact you to understand your experience at this telephone number?

1. You may contact me on this telephone number
2. I wish to be contacted on a different telephone number
3. I do not wish to be contacted via telephone

[ASK IF (Recall3ACAgree = 1 & (ConsMob = MISSING OR ConsMob = 1 OR ConsMob = 2)) OR Recall3ACPhone2 = 2]

**Recall3ACPhone1**

Please can you share your telephone number below, this will only be used by our quality team to understand your experience.

[NUMERIC FIELD]

[HARDCHECK IF CHARACTERS < 10 LENGTH: UK telephone numbers have 10 or more digits. Please make sure you have entered the number in correctly.]

[HARDCHECK IF CHARACTERS < 11 LENGTH: UK telephone numbers typically have 11 digits. Please make sure you have entered the number in correctly.]

[HARDCHECK IF CHARACTERS > 11 LENGTH: UK telephone numbers typically have 10 or 11 digits. Please make sure you have entered the number in correctly.]

99. I do not wish to share my telephone number

[Ask if Recall3ACPhone1 <> MISSING & Recall3ACPhone1 <> 99]

**Recall3ACPhone1CK**

Please can you confirm again the telephone number our quality team can contact you on?

[NUMERIC FIELD]

[HARDCHECK IF Recall3ACPhoneCK<>Recall3ACPhone: The number provided does not match the number entered earlier. If the number you've entered here is correct, please press back and re-enter this correct number at the previous question.]

ASK IF [(Recall3ACAgree = 1 & (Consteln<>MISSING & (Consteln<>1 & Consteln<>2)) & Recall3ACPhone2<>3)]

**Recall3ACPhone3**

You have provided this other telephone number earlier: [PROGRAMMER: Pipe in telephone number provided at Consteln]

May our quality team contact you to understand your experience at this telephone number?

1. Yes, you may contact me on this telephone number
2. No, you may not contact me on this telephone number

[ASK IF Recall3ACAgree = 1]

**Recall3ACAdd**

Finally, can we check we have your correct address details?

Could you please confirm that your current address is:

{Add1}

{Add2}

{Add3}

{Add4}

{Add5}

{Postcode}

Is this correct?

1. Yes – this address is correct
2. No – this address needs updating

[Ask if Recall3ACAdd = 2]

**Recall3ACAdd2 [DISPLAY]**

Please enter your address details.

[Ask if Recall3ACAdd = 2]

**Recall3ACAdd\_AddressLine1**

“First line:” [Free text box]

[DK/REF NOT ALLOWED]

[Ask if Recall3ACAdd = 2]

**Recall3ACAdd\_AddressLine2**

“Second line:” [Free text box]

[ALLOW NA]

[Ask if Recall3ACAdd = 2]

**Recall3ACAdd\_AddressLine3**

“Third line:” [Free text box]

[ALLOW NA]

[Ask if Recall3ACAdd = 2]

**Recall3ACAdd\_AddressLine4**

“Town:” [Free text box]

[DK/REF NOT ALLOWED]

[Ask if Recall3ACAdd = 2]

**Recall3ACAdd\_AddressLine5**

“County:” [Free text box]

[ALLOW NA]

[Ask if Recall3ACAdd = 2]

**Recall3ACAdd\_Postcode**

“Post Code:” [Free text box]

[Ask if MODE = CAPI]

**RECALL**

Our Quality team randomly check a percentage of all our interviews to make sure those that take part in our surveys are satisfied with how these are carried out.

Would you be happy to provide your telephone number for this purpose? Your telephone number will not be shared for any other reason.

As the interviews we check are selected at random, you may not necessarily receive a call.

**NUMERIC FIELD**

- Refused, respondent does not want to be contacted again.

[HARDCHECK IF CHARACTERS ARE < 10 LENGTH: Telephone numbers are at least 10 DIGITS in the UK, please correct]

[HARDCHECK IF CHARACTERS < 11 LENGTH: Telephone numbers are at typically 11 DIGITS in the UK, please check this with the respondent]

[HARDCHECK IF CHARACTERS > 11 LENGTH: please confirm the number entered, this number is longer than expected, telephone numbers in the uk are 10-11 digits]

[HARDCHECK FOR ANY NON-NUMERIC CHARACTERS: please check correct this information, this should only contain numbers]

[ASK IF RECALL IS NOT REFUSED AND MODE = CAPI]

**RECALLCK**

Please can you confirm again the telephone number our quality team can contact you on?

**NUMERIC FIELD**

[HARDCHECK IF RECALLCK <> RECALL: The number provide does not the match the number entered earlier, please resolve this ]

[ASK IF RECALL IS NOT REFUSED AND MODE = CAPI]

**RECALLNAME**

Please can we also take your name, to pass along to the quality team.

This will be used so that they know who they are contacting and who to ask for in the future.

Again, this information will not be used for any other reason but to ask you how the interview went.

STRING

[SOFTCHECK: IF First name or Surname is only 1 character: "The first name you have provided is only one character long. Are you sure this is correct?"]

[HARDCHECK: IF First name or Surname contains numbers: "Please check and amend. First names should not contain numbers"]

- Refused, respondent does not want to provide a name

## **CAPIIssues**

[ASK IF MODE = CAPI]

### **Intlss**

Did you encounter any issues using the map during your interview?

1. Yes, it was in some way unusable
2. Yes, but I managed to work through the issues with the respondent
3. Yes, and I had to complete with respondent remotely at another time
4. Yes, and I had to use the offline, paper back-up diary
5. No

[ASK IF Intlss = 1, 2, 3, or 4]

### **IssWhy**

Can you please provide a brief summary of the issues you faced and the cause

[STRING]

[ASK IF Intlss = 4]

### **PaperDiary**

Please follow the link below to enter the journey details you recorded for this case into the 2-day travel record.

<Link to diary>

[ASK IF MODE = CAPI]

### **WelReq**

Did the respondent at any point request for the interview to be in Welsh or any other language?

1. Yes, Welsh
2. Yes, some other language
3. No

[ASK IF WelReq = 1]

### **WelReq2**

Were you able to secure a Welsh interview with them by yourself or with another person?

1. Yes, myself
2. Yes, someone else
3. No

[ASK IF WelReq2 = 2]

### **WelReqEasy**

How easy or difficult was it to secure a Welsh translator and complete this interview with somebody else?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult

[ASK IF WelReqEasy = 4 OR 5]

**WelReqDifficulty**

Please provide details on why it was difficult to secure a translator or to complete the interview in Welsh with somebody else.

[STRING]

[ASK IF WelReq2 = 3]

**WelWhy**

Please provide details on why we were unable to provide a translator for this Welsh interview.

[STRING]

[ASK IF WelReq = 2]

**LanReq**

What other language did the respondent request?

[STRING]

[ASK IF WelReq = 2]

**LanReq2**

Were you able to secure the necessary translation with them, by yourself or someone else?

1. Yes, myself
2. Yes, someone else
3. No

[ASK IF LanReq2 = 3]

**LanWhy**

Please provide details on why we were unable to provide a translator for this interview.

[STRING]

[ASK IF LanReq2 = 2]

**LanReqEasy**

How easy or difficult was it to secure a translator and complete this interview with somebody else?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult

[ASK IF LanReqEasy = 4 OR 5]

**LanReqDifficulty**

Please provide details on why it was difficult to secure an interview in another language with

somebody else.

[STRING]

[Ask IF (WeiReq=1 or WeiReq=2) and (WeiReq2 <> 3 and LanReq2 <> 3)]

**TranslateWhy**

Do you have any final comments on any of the translation processes?

[STRING]

**Out Screen (Receipt page)**

Thank you for completing the Wales National Travel Survey.

Your answers have been recorded. They will help us to understand and improve transport services and travel experiences in Wales.

Geoff Ogden  
Chief Transport Planning and Development Officer  
Transport for Wales

Diolch am gwblhau Arolwg Teithio Cenedlaethol Cymru.

Mae eich atebion wedi'u cofnodi a byddant yn ein helpu i ddeall a gwella gwasanaethau a phrofiadau trafnidiaeth ledled Cymru.

Geoff Ogden  
Prif Swyddog Cynllunio Trafnidiaeth a Datblygu  
Trafnidiaeth Cymru