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 or call Freephone 0800 652 9296.

I gael rhagor o gefnogi, e-bostiwch ATCC@natcen.ac.uk neu ffoniwch y Rhadffôn 0800 652 9296.

[ACCESS CODE ENTRY]

Welcome Page

Thank you for taking 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.

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 50 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.

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

Agree to proceed [ ]

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]

[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 XX)

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 plus

[Ask if AgebBnd=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.

Nuisance Noise

[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.

1. Yes
2. No

[Ask if HmeNse=1]
NseTyp
Which of the following describes the types of noise that regularly bothers you whilst at home?

Please select all that apply.
[CAPI: Showcard XX]

1. Road traffic
2. Trains
3. Aeroplanes or helicopters
4. Construction works
5. Other (Please describe)

[Ask if NseTyp = 5]
NseTypOth
Can you please describe the type of noise that regularly bothers you whilst at home?
[Free text box]

[Ask if NseTyp=1]
RdNse
Thinking about the road traffic noise you hear which regularly bothers you, is this noise caused by a particular type of vehicle?

Please select all that apply.
[CAPI: Showcard XX]

1. Heavy goods or construction vehicles
2. Buses
3. Cars
4. Vans or home deliveries
5. Motorcycles
6. Vehicles playing loud music
7. Idling vehicles
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?
[Free text box]

[Ask if NseTyp=4]
ConWkNse
Thinking about the noise from construction work that bothers you, is this noise caused by construction work on part of the transport network?

Please select all that apply.

1. Roads
2. Railway
3. Other
4. Don't know [exclusive]

[Ask if ConWkNse=3]
ConWkNseOth
Can you please describe on which part of the transport network construction work creates noise that bothers you?
[Free text box]

Household vehicles

[Ask all]
CarNum
How many cars, 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.

[Free 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 remember, please provide the car model, a nickname or some other identifier such as what the vehicle is used for or the colour. This information is only used to help you know which questions are being asked about each vehicle.

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 car with this nickname, number or initial, please amend this earlier as we will refer back to this in the future."]

Car1 [Free Text]

[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 XX]

   1. Motorcycle, moped
   2. Car
   3. Light van or goods vehicle
   4. Minibus, 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?

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]

Respondent Selection

[Ask all]

RespSel

To ensure the project represents the population and everyone has an equal chance to take part we need to understand who lives in your home that would also be eligible to take part.

Including yourself, how many people 16 or over regularly live in your home? Please include yourself in the number below

1. I am the only person aged 16 or over
2. Two
3. Three
4. Four
5. More than four (Please specify)

RespSelOther

Including yourself, how many people aged 16 or over regularly live in your home? Include yourself in the number below.

[Numeric entry]

[compute If RespSel>1]

RespComp
[Compute a random number from 1- max number provided at RespSel]

[Ask if Respsel>2 and >2]
RespSel2
Other than yourself, which adult has had the most recent birthday? Please can you provide their name.

[Text entry]

[Ask if RespSel2 = DK]
Kish
So that we can randomly select someone in your household to interview, please can you provide the first name and age of the adults currently living in this household. Please do not include yourself

Person 1
First name:
Age:

[Programmer: please populate number of entry based on total number provided at RespSel – 1]

[Compute if RespSel2= DK]
KishComp
[Computed based on Kish format to select respondent.]

KishSel
['NAME SELECTED AT KISHCOMP'] has been selected to participate in the next part of this study.

[Ask if RespSel=1 or RespComp= 1]
RespCnt
Thank you for confirming, this allows us to ensure everyone has an equal opportunity to take part. We will now continue with our survey and send you a £10 at the end as thank you for your time.

[Ask if RespSel=2 and RespComp=2]
RespName
The other adult in the household has been selected to participate in the next part of the study. What is the other adult's first name?

[Open text]

[Ask if RespSel=2 and RespComp=2 or RespSel2 <> DK, or KishComp <> DK]
RespSel3

Please can you pass the device to {IF RespSel2 <> DK: RespSel2 or if Respname <>":
Respname or if KishComp <>"} so we can continue. This process ensures everyone has an
equal chance to take part.

1.   I have passed the device
2.   I am unable to pass the device at this time
3.   The selected person does not want to take part

[Ask if Respsel3=1]
RespConf
Please can you confirm you are {IF RespSel2 <> DK: RespSel2 or if Respname <>":
Respname or if KishComp <>"}?

1.   Yes
2.   No

[ask if Respconf=1]
RespCont
Thank you for agreeing to help us with our important survey. This allows us to ensure
everyone has an equal opportunity to take part.

We will now continue with our survey and we can offer you a £{VouchType} voucher for
taking part.

[Ask if RespSel3=2]
RespOut
Thank you for confirming. To preserve representation we need to speak to {IF RespSel2 <>
DK: RespSel2 or if Respname <>": Respname or if KishComp <>"}.

Please can you pass them our letter and let them know we would like them to help us
understand transport in Wales.

If you have entered this information incorrectly please select the 'back' button.

[Ask if RespSel3=2 and SessionNumber>1]
RespSes2
Thank you for taking part in this important study, based on the information provided earlier
from this household we need to speak to {IF RespSel2 <> DK: RespSel2 or if Respname
<>": Respname}.

Please can you confirm you are {IF RespSel2 <> DK: RespSel2 or if Respname <>":
Repsname}?

1. Yes
2. No

[ask if RespSes2 =1]
RespCont2
Thank you for agreeing to help us with our important survey. This allows us to ensure everyone has an equal opportunity to take part.

We will now continue with our survey and we can offer you a £10 voucher for taking part.

[Ask if RespSel3=3 or RespConf=2 or Respses2=2]
RespRef
Thank you for confirming this, in order to preserve representation, we do need to speak to {IF RespSel2 <> DK: RespSel2 or if Respname <>'': Respname or if KishComp <>"}. If they do not want to take part we cannot proceed with the interview but we thank you for your time and interest.

If you have entered this information incorrectly please select the 'back' button.

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

Travel Tickets and Discounted Travel

[Ask All]
SsnTkB
Do you currently use a ticket that allows unlimited **bus** travel over a certain period?

[HELPTEXT: What is 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 ticket cover?

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

[Ask if SsnPdB = 6]
SsnPdBOth
Can you please describe the period your 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 import for us to fully understand transport within Wales. Would you be able to provide an estimate of the cost for your day ticket?

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]
SsnCsBWk
This information is really import for us to fully understand transport within Wales. Would you be able to provide Tran estimate of your cost for your weekly ticket?

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]
SsnCsBMth
This information is really import for us to fully understand transport within Wales. Would you be able to provide an estimate of your cost for your monthly ticket?

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=4, 5, 6]
SsnCsBOth
This information is really import for us to fully understand transport within Wales. Would you be able to provide an estimate of the cost of your ticket from the following?

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 All]
SsnTk
Do you currently have a season or multi-trip ticket for **train** travel?

[HELPTEXT What is a season or multi-trip ticket?
Seasons tickets offer unlimited travel between two specific stations. This includes weekly, monthly and annual tickets. Multi-trip tickets, such as Transport for Wales' Mulitflex, offer a discounted bundle of single or day tickets between two specific stations.]

1. Yes
2. No

[Ask if SsnTk=1]
SsnPd
What period does your season or multi-trip ticket cover?

1. Weekly
2. A month
3. Three months
4. A year
5. Other (Please describe)

[Ask if SsnPd = 5]
SsnPdOth
Can you please describe the period your season or multi-trip ticket covers?
[Free text box]

[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 season or multi-trip ticket?

[Numeric entry]

[Ask if SsnCs=Don't know and SsnPd=1]
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 weekly or multi-trip ticket from the following?

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=2]
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 season ticket from the following?

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 = 3 OR 5]
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 season ticket from the following?

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= 4]
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 season ticket from the following?

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 all]
TrvDisc
Do you currently hold, or are you in the process of receiving, a discounted or concessionary travel card or pass? Such as a 60 and over card or a disabled person's card.

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

Please select any that apply.

1. Yes, I have a discounted or concessionary travel card or pass for use on buses
2. Yes, I have a discounted or concessionary travel card or pass for use on trains
3. No, I don't have a discounted or concessionary travel card or pass for use on buses or trains [Exclusive]

Welsh Language

[Ask all]
WlshUse
Can you understand, speak, read, or write Welsh?

Please select all that apply.

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

Travel Frequency

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 and cycling as a form of transport and not those for exercise.
[CAPI: Showcard XX]

[HELPTEXT: Click here for more information on what we mean by 'walking as a form of travel'

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, or 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 just for pleasure, exercise or walking the dog.

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

[HELPTEXT: Click here for more information on what we mean by 'cycling as a form of travel'

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. 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.]

[HELPTEXT: 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.]

[HELPTEXT: 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.]

GRID ROWS:

1. Walking (including any mobility aids)
2. Cycling
3. Plane
4. Boat or Ferry

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: WlkFrq
VARNAME2: CycFrq
VARNAME3: AirFrq
VARNAME4: SeaFrq

[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 XX]

[HELPTEXT: 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.]

[HELPTEXT: 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' fflecsi services.

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

[HELPTEXT: 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.]

[HELPTEXT: Click here for more information on what we mean by 'travel by taxi'

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

GRID ROWS:

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

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: CarFrq
VARNAME2: BusFrq
VARNAME3: TrnFrq
VARNAME4: TaxFrq

Community transport

[Ask all]
CmnFrq
In the past 12 months, how often, if at all, have you used any form of **community transport**?

[HELPTEXT: What is community transport?

Community transport services are local services, generally run by charities or community groups, that 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.]

[CAPI: Showcard XX]

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

[Ask if CmnFrq = 7]
CmtSrv
Are there **community transport** services in your local area?

1. Yes
2. No

[Ask if CmnFrq <> 7]
CMTSat
On your most recent **community transport** journey in Wales how satisfied or dissatisfied were you with the following?

[CAPI: Showcard XX]
GRID ROWS:

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

GRID COLS:

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

5. Not applicable

[Ask if CmnFrq <> 7]
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 XX]

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 XX]

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 last **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 WlshUse <> 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

Taxi

[Ask all]
TaxInt
The following set of questions focus on **taxis**.

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

[Ask all]
TaxSrv
Are **taxi** services available in your local area?
1.   Yes, there is lots of choice
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 XX]
GRID ROWS:

1.   Overall journey
2.   Safety

GRID COLS:

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

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 XX]

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

GRID COLS:
1. Very dissatisfied
2. Fairly dissatisfied
3. Fairly satisfied
4. Very satisfied

5. Not applicable

SatTaxi3

Still thinking about your most recent **taxi** journey, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:
1. Punctuality
2. Reliability

GRID COLS:
1. Very dissatisfied
2. Fairly dissatisfied
3. Fairly satisfied
4. Very satisfied

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 XX]

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 XX]

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 WlshUse <> 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 WlshUse <> 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 all that apply.
[CAPI: Showcard XX]

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

[Ask if TaxEnc = 5]
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 you don't use taxis. Which of the following, if any, would encourage you to travel by **taxi** in Wales?

Please select all that apply.
[CAPI: Showcard XX]

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

[Ask if TaxEncNon = 5]
TaxEncNonOth
Can you please describe what would encourage you to travel by taxi in Wales more often?
[Free text box]

Car

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.

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

CarSat
On your most recent **car** journey in Wales, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:

1. Overall journey
2. Safety

GRID COLS:

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

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 last **car** journey, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:

1. Availability of information
2. Journey time reliability
3. Roadside facilities for taking breaks

GRID COLS:

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

5. Not applicable

CarSat2

On your most recent **car** journey in Wales 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 last car trip.
[CAPI: Showcard XX]

GRID ROWS:

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

GRID COLS:

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

5. Not applicable

[Ask if CarFrq =1 thru 5]
CarSat3

On your most recent **car** journey in Wales, how satisfied or dissatisfied were you with the management of traffic on the road network?

[CAPI: Showcard XX]
GRID ROWS:

1. Incidents, such as collisions or breakdowns
2. Congestion
3. Severe weather
4. Roadworks

GRID COLS:

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

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 XX]

1. I was the passenger and the driver decided
2. Cheapest option
3. Most direct route
4. It seemed safer
5. I was worried I would be late
6. I felt it would be more reliable
7. I had too much to take with me
8. Only option available
9. Other (Please describe)
10. None of the above [exclusive]

[Ask if CarRsn = 9]
CarRsnOth
Can you please describe the other reason you chose to travel by **car**?
[Free text box]

Walking and Wheeling

[Ask if WlkFrq = 1 thru 7]
WalkIntro
The following questions will ask about how much you **walk** or **wheel**.

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 just for pleasure or exercise, or walking the dog.

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, or roller-skates, skateboards or non-motorised scooters.

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

[Ask if WlkFrq = 1 thru 5]
WlkSat
On your last **walking** or **wheeling** journey in Wales, how satisfied or dissatisfied were you with the following?

[CAPI: Showcard XX]
GRID ROWS:

1. Overall journey
2. Safety

GRID COLS:

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

5. Not applicable

[PROGRAMMER: Please randomly assign either WlkSat2 or WlkSat3 to respondents if WlkFrq = 1 thru 5]

WlkSat2
Still thinking about your last **walking** or **wheeling** journey, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:
1. Pavement or footpath condition
2. Lighting

GRID COLS:

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

5. Not applicable

WlkSat3
Still thinking about your last **walking** or **wheeling** journey, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:
1. Space to move and pass others
2. Crossing points

GRID COLS:

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

5. Not applicable

[ask if WlkFrq =1 thru 5]
WelWlk
How welcome or unwelcome did you personally feel on your last **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 XX]
1. Very welcome
2. Fairly welcome
3. Fairly unwelcome
4. Very unwelcome

[Ask if WelWlk = 3 or 4]
UnWelWlk
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 XX]

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 UnWelWlk = 4 or 5]
SafWlkOth
Can you please provide details of the other reason(s) why you felt personally unwelcome during your last **walking** or **wheeling** trip?
[Free text box]

[Ask if WlkFrq = 1 thru 6]
WlkEnc
Which of the following, if any, would encourage you to **walk** (including the use of any mobility aids) or **wheel** as a means of transport in Wales more often?

Please select up to three answers from the following.
[CAPI: Showcard XX]

[Programmer: Please randomise response list; keep items 7-8 static]

1. Less or slower traffic
2. More considerate drivers and path users
3. More places to stop and rest
4. More safe crossing points

5. More pleasant walking routes
6. Less obstruction on the path, such as parked vehicles
7. Other (Please describe)
8. None of these [exclusive]

[Ask if WlkEnc = 7]
WlkEncOth
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 WlkFrq =7]
WlkEncNon
You mentioned that you don't **walk** or **wheel** as a means of transport in Wales. Which of the following, if any, would encourage you to **walk** (including the use of any mobility aids) or **wheel** as a means of transport?

Please select up to three answers from the following.
[CAPI: Showcard XX]

[Programmer: Please randomise response list; keep items 7-8 static]

1. Less or slower traffic
2. More considerate drivers and path users
3. More places to stop and rest
4. More safe crossing points
5. More pleasant walking routes
6. Less obstruction on the path, such as parked vehicles
7. Other (Please describe)
8. None of these [exclusive]

[Ask if WlkEncNon = 7]
WlkEncNonOth
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 all]
Cycintro

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

By **cycling** we mean when you cycle to get to a particular destination, such as work, the shops, or to visit friends. We do not want you to include cycling just for pleasure or exercise.

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 all]
CycAbl
Can you ride a pedal **cycle**?
1. Yes
2. No

[Ask if CycAbl =1]
CycOwn
Do you own a cycle or have regular use of a **cycle** owned by someone else?
Please do not include exercise bikes.

[HELPTEXT: What is 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 XX]

1. Pedal cycle
2. Electric cycle or e-bike (one that is assisted by an electric motor when you pedal)
3. I don't own or have regular use of a cycle
4. I use a bike hire scheme if I want to cycle as a means of transport
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 last **cycling** journey in Wales, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:

1. Overall journey
2. Safety

GRID COLS:

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

5. Not applicable

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

CycSat2
Still thinking about your last **cycling** trip, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:

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

GRID COLS:

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

5. Not applicable

CycSat3

Still thinking about your last **cycling** journey, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:

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

GRID COLS:

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

5. Not applicable

[ask if CycFrq = 1 thru 5]
WelCyc
How welcome or unwelcome did you personally feel on your last **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 XX]

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?

[CAPI: Showcard XX]
Please select all that apply.

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 last **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?

[CAPI: Showcard XX]

Please select up to three answers from the following.

1. Less or slower traffic
2. More direct routes
3. More routes away from traffic
4. Secure cycle storage at destination
5. Cycle training or cycle maintenance training
6. Access to cycle hire schemes or support to purchase a cycle
7. Other (Please describe)
8. None of these [excusive]

[Ask if CycEnc = 7]
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 don't **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 XX]

Please select up to three answers from the following.

1. Less or slower traffic
2. More considerate drivers and other path users
3. More direct routes
4. More routes away from traffic

5. Secure cycle storage at destination
6. Cycle training or cycle maintenance training
7. Other (Please describe)
8. None of these [excusive]

[Ask if CycEncNon = 7]
CycEncNonOth
Can you please describe what would encourage you to cycle as a means of transport in Wales more often?

[Free text box]

Trains

[Ask if TrnFrq = 1 thru 7]
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 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 XX]

GRID ROWS:

1. Overall journey
2. Safety

GRID COLS:

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

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?

[HELPTEXT; What is 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 XX]

GRID ROWS:
1. Availability of information
2. Ticketing

GRID COLS:

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

5. Not applicable

TrnSat3

Still thinking about your most recent **train** journey, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:
1. Punctuality
2. Reliability

GRID COLS:

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

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 XX]

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 on your most recent **train** journey?

Please select all that apply.
[CAPI: Showcard XX]

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 WlshUse <> 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. If you used Welsh and English, please select both.

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 WlshUse <> 5 and LanTrn <> 2]

LanTrnProv
At any point when booking or during this **train** journey did you want to read, listen to or speak 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 XX]

    1. Shorter journey times
    2. More frequent services, including more off-peak services
    3. Newer trains
    4. Improved reliability
    5. Cheaper, simpler tickets
    6. Better links to stations by bus, walking and cycling
    7. More accessible trains and stations
    8. Guarantee of a seat
    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** as a means of transport in Wales more often?

[Free text box]

[Ask IF TrnFrq =7]
TrnEncNon
You mentioned you don't 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 XX]

    1. Shorter journey times

2. More frequent services, including more off-peak services
3. Newer trains
4. Improved reliability
5. Cheaper, simpler tickets
6. Better links to stations by bus, walking and cycling
7. More accessible trains and stations
8. Guarantee of a seat
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** as a means of transport in Wales more often?

[Free text box]

Bus

[Ask if BusFrq = 1 thru 7]
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' fflecsi services.

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

[Ask if BusFrq = 6, or 7]
BusAvd
You mentioned that you don't use **bus** services in Wales {if BusFrq=6: often} at the moment. Have you travelled by **bus** regularly prior to the last 12 months?
1. Yes
2. No

[Ask if BusAvd = 1]

BusAvdRsn

You mentioned that you used to travel regularly by **bus** in Wales but haven't in the last 12 months. Which of the following, if any, are reasons you have stopped using the **bus** in Wales?

Please select all that apply.
[CAPI: Showcard XX]

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 more than one answer at BusAvdRsn]
BusAvdMain

From the following, which would be your main reasons for no longer travelling by **bus** in Wales?

Please select one option.

[PROGRAMMER: below response list is present based on answers selected at BusAvdRsn]

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

[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 XX]

GRID ROWS:

1. Overall journey

2. Safety

GRID COLS:

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

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?

[HELPTEXT; What is 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 XX]
GRID ROWS:
1. Availability of information
2. Ticketing
GRID COLS:

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

5. Not applicable

BusSat3

Still thinking about your most recent **bus** journey, how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:
1. Punctuality
2. Reliability
GRID COLS:

1. Very dissatisfied

2. Fairly dissatisfied
3. Fairly satisfied
4. Very satisfied
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 XX]

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 on your most recent **bus** journey?

Please select all that apply.
[CAPI: Showcard XX]

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 WlshUse <> 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. If you used Welsh and English, please select both.

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 WlshUse <> 5 and LanBus <> 2]
LanBusProv
At any point when booking or during this bus journey did you want to read, listen to or speak 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 XX]

1. Shorter journey times
2. More direct routes
3. More frequent services, including at quieter times of day
4. Improved reliability and/or punctuality
5. Cheaper, simpler tickets
6. Better route, stop and timing information
7. More accessible buses, stops and interchanges
8. Better walking or cycling links to bus services
9. Guarantee of a seat
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
You mentioned you don't use **bus** services. 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 XX]

1. Shorter journey times
2. More direct routes
3. More frequent services, including at quieter times of day
4. Improved reliability and/or punctuality
5. Cheaper, simpler tickets
6. Better route, stop and timing information
7. More accessible buses, stops and interchanges
8. Better walking or cycling links to bus services
9. Guarantee of a seat
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]

Plane

[Ask if AirFrq = 1 thru 6]
ArInt
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 last flight, which UK **airport** did you fly from or into?

Please select all that apply.
[CAPI: Showcard XX]

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]
PlnBusPls
Thinking about your last **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 PlnBusPls = 3]
PlnBusPlsOth
Can you please describe the purpose of your last **flight** into or out of the UK?

[Free text box]

[Ask if AirFrq = 1 thru 6]
PlnTrv

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

Please select all that apply.
[CAPI: Showcard XX]

1. Walking (including any mobility aids)
2. Cycling
3. Train
4. Bus
5. Coach
6. Taxi
7. Car, either as a passenger or the driver
8. Other (Please describe)

[Ask if PlnTrv = 8]
PlnTrvOth
Can you please describe how you travelled to the **airport** on your last flight out of a UK **airport**?

[Free text box]

[Ask if AirPrt = 1]
PlnSat
On your most recent plane journey, at the **airport** how satisfied or dissatisfied were you with the following?
[CAPI: Showcard XX]

GRID ROWS:

1. Overall experience
2. Safety
3. Accessibility

GRID COLS:

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

5. Not applicable

[Ask if Airprt = 1]
WelPln
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 XX]

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

[Ask if WelPln = 3, 4]
UnWelPln
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 XX]

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

[Ask if UnWelPln=4 or 5]
SafPlnOth
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 WlshUse <> 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 WlshUse <> 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 holiday destination, going on a cruise ship 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 all that apply.
[CAPI: Showcard XX]

1. Holyhead
2. Fishguard
3. Milford Haven
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 XX]

1. Walking (including any mobility aids)
2. Cycling
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 XX]

GRID ROWS:

1. Overall experience
2. Safety
3. Accessibility

GRID COLS:

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

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 XX]

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 XX]

1. Other passengers
2. Ferry or 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 WlshUse <> 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 WlshUse <> 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.

Employment

[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 XX]

1. In any paid employment or self-employment (or temporarily away from work ill or on holiday)
2. On maternity or paternity 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 XX]

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 for example 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']

CASI Start

CASIInt
I now have some questions for you to answer yourself, on the computer. The questions are primarily for equality monitoring purposes and some other transport items.
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: 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
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.
1. Self-completion by respondent
2. Self-completion by interviewer
3. Self-completion refused

[ASK If CASIInt = Self-completion by respondent]
CASIPra1
Practice question
The first two questions are practice questions.
Have you used a computer before?

Please choose one answer.
Press the number next to the answer you want to give then press 'enter' to move on.

1. Yes
2. No

[ASK If CASIInt = 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 'next' 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 CASIInt = Self-completion by respondent]
CASIExpl
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.

Impairment or health conditions

[Ask all]
Imp12
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

1. Yes
2. 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.

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 above [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

Does your condition or illness/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 NOTE: 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 don't 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?

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.

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 don't start your journey with?

[HELPTEXT: What do we mean by independence?
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.]

1. Very satisfied
2. Fairly satisfied
3. Fairly dissatisfied
4. Very dissatisfied
5. I don't 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 don't start your journey with?

[HELPTEXT; What do we mean by independence?
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.]

1. Very satisfied
2. Fairly satisfied

3.   Fairly dissatisfied
4.   Very dissatisfied
5.   I don't travel by bus
6.   Bus services are not available in my area

Travel card and affordability

[Ask if TrvDisc <> 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.

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 can't afford to travel by bus at all [exclusive]
6. I don't know the cost of bus travel [exclusive]
7. Bus services aren't available in my local area [exclusive]

[ask if TrvDisc = 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.

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 can't afford to travel by bus at all [exclusive]
7. I don't know the cost of bus travel [exclusive]
8. Bus services aren't available in my local area [exclusive]

[ask if TrvDisc=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 afford to travel by bus at all [exclusive]
6. Bus services aren't available in my local area [exclusive]

[Ask If TrvDisc<>2]
TrnCost
There are many reasons why some people could struggle with transport costs. 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.

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 can't afford to travel by train at all [exclusive]
6. I don't know the cost of train travel [exclusive]
7. Train services aren't available in my local area [exclusive]

[ask if trvdisc=2]
TrnCostDsc
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 **train** in Wales for the following purposes?

Please select all that apply.

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 can't afford to travel by train at all [exclusive]
7. I don't know the cost of train travel [exclusive]
8. Train services aren't available in my local area [exclusive]

[ask if trvdisc=2 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 afford to travel by train at all [exclusive]
6. I don't know the cost of train travel [exclusive]
7. Train services aren't available in my local area [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?

A question about gender will follow.

1. Female
2. Male

[Ask all]
RspGnd
Is your gender the same as your sex registered at birth?

1. Yes
2. No, state your gender

[Ask if RspGnd=2]
RspGndOth
If you would like to provide further information 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?

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?

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 [Free text box]

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?

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?

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?

1. Yes
2. No

CASI END

[ASK If CASIInt = Self-completion by respondent]

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 'NEXT' TO STORE YOUR ANSWERS.

[ASK If CASIInt = Self-completion by respondent]
CASIEndY
PLEASE HAND THE COMPUTER BACK TO THE INTERVIEWER.
INTERVIEWER: PLEASE CONTINUE WITH THE REMAINING INTERVIEW

[Ask all]
DiaOut2
Thank you for sharing your trip information over the last few days. We will now ask you about your experience completing this survey, whether you would like to take part in future research and how you can receive your voucher.

Survey assessment items

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?

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?

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

Incentives

[Ask all]
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

[ASK IF Incentyp =1]
EMAIL1
Thank you, please enter your email address below, so we can send you details of your voucher.

Please enter below.

[Free text box]

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

[Ask if Incentyp =1]
Email2
Please confirm your correct 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

[Ask if ADDVch =2]
ADDVCH2 [DISPLAY]
Please enter your correct 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 it be okay for us to contact you again in the future for similar projects such?

If you agree, you may be contacted in the future by the Transport for Wales or another research organisation to take part. 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

[Ask if ConsFutr = 3]
ConsInfo
Please click on the links below for some more information about the study

[HELPTEXT: What will taking part involve?
You will be invited to take part in the future for a survey similar to the one you have just completed or this may involve other research methods such as focus groups. 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.]

[HELPTEXT: Will I receive a voucher for taking part?
Future invitations will explain what you will receive for taking part.]

[HELPTEXT: 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

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]

1. I do not wish to give my name

[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]
ConsEmail
Do you have an email address we can contact you on?

Your 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 e-mail address

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

[Ask if ConsEmail <> 1 or 2]

ConsEmail2 (Confirmation of email address: keeping in touch)

Please confirm your correct 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? Your 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 not 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 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:

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

Is this correct?

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

[Ask if AddrChk =2]
AddrUpd [DISPLAY]
{IF AddrChk = 2: "{IF WEB: "Please enter"}{IF TEL: "Could I take"} your correct address details" {IF TEL: "?"}}

[Ask if AddrChk =2]
AddrUpd_AddressLine1 (AddressLine1 update: keeping in touch)
"First line:" [Free text box]

[DK/REF NOT ALLOWED]

[Ask if AddrChk =2]
AddrUpd_AddressLine2 (AddressLine2 update: keeping in touch)
 "Second line:" [Free text box]

[ALLOW NA]

[Ask if AddrChk =2]
AddrUpd_AddressLine3 (AddressLine3 update: keeping in touch)
 "Third line:" [Free text box]

[ALLOW NA]

[Ask if AddrChk =2]

AddrUpd_AddressLine4 (AddressLine4 update: keeping in touch)
 "Town:" [Free text box]

[DK/REF NOT ALLOWED]

[Ask if AddrChk =2]
AddrUpd_AddressLine5 (AddressLine5 update: keeping in touch)
 "County:" [Free text box]

[ALLOW NA]

[Ask if AddrChk =2]
AddrUpd_Postcode (Address postcode update: keeping in touch)
 "Post Code:" [Free text box]