

Frequently asked questions

What is the Wales National Travel Survey?

The Wales National Travel Survey (WNTS) involves around 15,000 people a year across Wales. The study is carried out for Transport for Wales by the National Centre for Social Research (NatCen). The results will help us understand how people experience transport across Wales.

Who are the National Centre for Social Research (NatCen)?

NatCen is Britain's largest independent social research agency. For over 50 years, they have worked with charities, government and academic institutions. They are independent of all government departments and political parties.

Why is the study important?

The WNTS is your chance to tell us about your experiences, opinions and use of all forms of transport in Wales. We value your contribution as we want to hear from people of different genders, ages and all walks of life, living in all parts of Wales.

Why should I take part?

Participation is voluntary, but your answers will help us to understand and take action on things that are important to you. The survey will take about 40 minutes and you will receive a £10 Love2Shop voucher as a thank you.

How did you get my contact details?

Your address was randomly selected from the Royal Mail's publicly-available list of all addresses in Wales.

Can I take part in Welsh?

Yes. You can participate in this survey in Welsh or English.

Are my answers kept confidential?

Yes. The information you give us will be kept confidential and only used for research purposes. More details about the survey and how we store and process your information can be found on our website.

<https://tfw.wales/projects/wales-national-travel-survey>

What if I have any other questions?

You can contact NatCen at: **WNTS@natcen.ac.uk** or **0800 652 9296**

Or contact Transport for Wales directly at: **travelsurvey@tfw.wales** or **03333 211 202**

To request this information in large print or Braille, or if there is any way we can make it easier way for you to take part, just call us on 0800 652 9296