

Tweed Byron Household Travel Survey

Information sheet

We need your help to plan the transport future for New South Wales.

Your household has been randomly selected to participate in the **Tweed Byron Household Travel Survey**.

Transport for NSW uses travel surveys to better understand how residents get around in their daily lives. The **Tweed Byron Household Travel Survey** will provide Transport with vital information about how and why you travel; at what time of the day these trips occur; and their average distance and duration.

Results from the survey will be used to shape planning for roads, bus, and train services, as well as walking and cycling infrastructure in your local area.

This survey will help us to plan transport right across the Tweed and Byron areas, now and for the future.

Why have I been selected?

We have randomly selected a number of households in the Tweed and Byron Bay Local Government Areas (LGA's) to participate. By taking part, you'll help Transport to build an overall picture of daily travel across the two LGA's.

The survey is open to all members of your household over five years old. Kids under five are included in the travel of their primary caregiver.



Byron Bay bus interchange

How do I complete the survey?

We ask participating households to take note of how, when, and why each person travels in a single day.

Once everyone has returned home, record your travel information through an easy-to-use and secure online trip diary. That's it!

Don't worry if you can't access the internet – there are other ways to participate, just let a friendly member of our survey team know.

A representative from Roy Morgan Research, part of Transport's survey team, will visit your household in the coming week to deliver a unique survey kit and answer any questions you may have.

Your survey kit will contain all the information you need to participate. Don't worry if you're not home when we visit, we'll leave the kit in your mailbox (sealed in an envelope) for you to look at later.

What is the survey kit?

The survey kit contains all the information participating households need to complete the survey.

What if I don't travel on the day you allocate me?

You will be able to tell us this by completing the survey. This is important information for helping us understand travel patterns in your area.

My movements on my nominated travel day aren't indicative of my normal travel – is this a problem?

This is not a problem at all – we're after an overall picture of people travelling on a single day.

What happens if I don't return home at the end of the day?

Still record your movements over the course of the day. When you get an opportunity, upload your travel via the online trip diary – or through your preferred communication channel.

What if I travel interstate?

If you leave New South Wales on your nominated travel day, still make note of all the trips you make. Interstate travel is a very important aspect of cross border communities daily life, and we would like to know how those trips are made.

If you are out of the state entirely on your nominated travel day, please indicate this within the survey.

What if I don't have a computer?

If you are unable to complete the Tweed Byron Travel Survey via the online platform, please contact the survey team on 1800 659 596* for assistance.

What if I need help completing the survey?

We'd be happy to give you a hand. Simply call 1800 659 596* for help.

What if I drive for a living?

It'd be difficult for professional drivers – couriers, taxi drivers, and so on – to record a full day's worth of travel. Fortunately, we don't expect you to record all your movements; instead, we ask that you only record your personal travel – including trips from home to work and back again.

If you are not a 'professional driver', but sometimes travel as part of your work (for example, to go to meetings or to visit clients and customers) then we ask that you record all travel you do as part of your work.

We take your privacy seriously

Transport, its employees and the survey team are bound by the Information Privacy Act 2009 to handle the information you provide in a way that protects your privacy. Please be assured that all information collected through the survey will be treated as strictly confidential and will be used for planning purposes only. No personal data will be released to a third party unless required by law. All information that may identify individuals or households will be deleted from the survey records before they are used. No names, addresses or telephone numbers will be used for marketing purposes.

More information

If you have any questions or would like more information, please contact our survey team via email tweedbyrontravelsurvey@roymorgan.com or call 1800 659 596*

**Free call from anywhere in Australia, call charges apply for mobile phones and payphones. Check with your service provider for call costs.*



Translating and interpreting service

If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 659 596

September 2022

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