

Tweed Byron Travel Survey

Frequently asked questions

What is the Tweed Byron Household Travel Survey (HTS)?

This survey will provide a source of information on the day-to-day travel of people living in the Tweed/Byron Local Government Areas (LGA's).

The survey collects information about people's day-to-day travel, such as where they go, when they travel, the purpose of the trip, the modes of transport used, and the costs associated with the trip.

Why is this survey needed?

The data collected in the survey is essential to gain a complete picture of travel patterns in the Tweed and Byron LGA's and how they change over time. This information is used in planning decisions for future transport infrastructure and services.

What if I don't travel on the travel day?

We are interested in understanding the travel behaviour of everyone selected to take part in the survey. While some people will make a lot of trips, it is just as important for us to know about those who don't travel much, or at all.

We are also interested in all types of travel – cars, buses, trains, light rail, planes, taxi, ridesharing, trucks, motorbikes, bicycles, and walking.

So, on your travel day, it does not matter whether:

- you do not go anywhere at all;
- you only leave the house once or twice; or
- you make lots of trips.

Please record what actually happened on your travel day, even if this is different to your typical daily routine.

Who is responsible for the survey?

Transport for NSW is responsible for transport planning for whole of NSW and is the owner of the survey. The survey is being carried out by Roy Morgan Research Institute and Bitsios on behalf of Transport.



Byron bus interchange

How is the survey being carried out?

960 households are chosen at random to participate in the survey. Selected households are notified by post that they have been chosen to participate and that an interviewer will phone or visit the household to explain the survey and collect the information via interviews with all household members. Participants can also complete the survey online.

What will be done with the information that is collected?

The information that is collected from households will be summarised statistically to describe a variety of travel patterns. For example, how many trips are made on average, where do these trips come from and go to, what methods of transport are used on these trips, and at what time of day are the trips made.

Is the survey compulsory?

The survey is not compulsory. However, participation by selected households is encouraged and appreciated so that a representative picture of travel by all residents of the study area is obtained. We rely on your participation to provide accurate information to help inform transport infrastructure and services planning.

What about the privacy and confidentiality of the data?

All information collected during the survey is confidential and will remain confidential.

Transport is committed to protecting the privacy of your personal information in accordance with the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*.

Information collected from households is treated with absolute confidentiality and is merged with other households for analysis.

Please [click here](#) to access the Privacy Notice for the Tweed Byron Household Travel Survey.

You can read [here](#) about how Transport protects your privacy and manages personal information we collect.

How was my household selected for the survey?

Addresses are selected randomly from a list of street addresses obtained from the Global National Address File (GNAF). Households residing at these addresses then become prospective survey participants and are sent a letter informing them of the same.

What sort of questions will be asked?

During the first phone call, the interviewer will collect basic information about your household, such as the type of household and how many people live there. The interviewer will also inform you of your allocated Travel Day and explain how to fill out the Memory Jogger (paper travel diary) on the allocated Travel Day. The interviewer will then arrange a mutually suitable time for the next phone call a few days after your household's Travel Day to conduct the detailed travel survey with each household member.

During this second phone call the interviewer will collect travel related information for each household member. This will cover information such as:

- depart/arrive times for trips you made
- addresses of the locations you went to (these are needed to determine travel distances)
- what you did there (this helps us understand travel purpose such as work, education, recreation etc.)
- how you travelled, i.e., car, walking, bus, train etc.

The interviewer will also collect other generic information about you/other household members.

Why do you need details of everyone in my household?

Different people travel in different ways, even within the same household. To get a good picture of the travel by people in your area, the survey needs to get answers from all types of households and people within the household.

This is why, in addition to asking about your travel, we also ask questions about age, gender, occupation, household type and income to make sure we have included a cross section of the community and households in our sample. This information is then combined with those from all other households in the survey to give a complete picture of the day-to-day travel and activities of all people in the community.

Why do you want to interview all household members individually?

While household members may have a general idea of regular travel that other members made on their Travel Day, they may not have all the specific details of the trips *unless they travelled together throughout the day*. For example, you may know that on the Travel Day your partner or spouse went to work and back but may not necessarily know if they stopped for a coffee on their way or about work meetings or other trips they may have made throughout the day. For this reason, it is best that we collect travel details from each household member individually as they are best placed to provide us accurate details.

Why do you collect information on children?

We know that travel patterns of households can be impacted by commitments around children in the family such as pick up or drop off trips to/from school or childcare, sporting and other academic or extra-curricular activities.

The survey is currently the only reliable source of travel data for those under 18 years of age. This data is essential to gain a complete picture of travel patterns across different demographics to inform our planning decisions.

Why do you insist on a specific Travel Day?

Each household is assigned a specific Travel Day by the survey team. This ensures we collect data for all days of the week across every area. Travel Days are assigned in the randomisation process and ensures there is no bias in the day of week assigned to households.

The household is asked to report all travel on this specific day, even if they feel that this day is not "normal" for them (for example, if the trips taken on the assigned Travel Day are more than you would typically take, or you didn't travel at all). By having each household report about their specific Travel Day, a good average of all the travel days is obtained.

Why do you ask questions about the vehicles in my household?

We ask several questions about the vehicles in your household (including any company or government cars that are garaged at your household on the night before your Travel Day) so that we can get an idea of how these vehicles are used. It is important to know what type of vehicles you are using so that we can then estimate things like the fuel consumption and Greenhouse Gas emissions caused by daily travel patterns.

Why do you want details about my employer and work address?

Individual's transport needs are linked to where they work and the kind of work they do. The street address of your workplace is collected so we can accurately determine the distances people travel for work. Workplace addresses are converted into geospatial coordinates to compute distances. This information is important to transport planning as most people regularly travel for work.

Why do you want details of my child's school/childcare address?

School or childcare addresses are collected so we can accurately determine the distances people travel for education. School or childcare addresses are converted into geospatial coordinates to compute distances. This information is important to transport planning since travel for education is undertaken regularly and the data will help us determine the transport needs of school children and children who attend childcare. This information is also used to understand the distances that parents travel to pick/drop their children at their place of education/childcare.

I don't have the time or the interest to complete this survey.

We understand that any survey takes time to complete, particularly when you have other things that you would prefer to be doing. This research is an extremely important government study, used to identify the travel needs of the people of the Tweed and Byron areas. The results may directly influence government decisions and policies. Your answers will be used to represent the views of many households similar to your own, so your answers count. We ask for you to take the time to complete this important survey.

What's in it for me?

Any changes in policy or infrastructure priorities may well affect your local area, the time taken to commute to work or school, the quality of the roads, traffic calming, infrastructure or the availability of public transport services. If you and others who live around here don't take part, your area may lack the information to drive priority changes. If changes have been made the survey will look if these have had a positive or negative affect on those who live in the area. If the policy makers aren't aware of how you are affected or what you need how can they be expected to make decisions taking you into account? A few minutes of your time now could have long reaching effects on your everyday life.

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.

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

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