



All aboard!

Appetite for travelling on public transport

Summary of survey findings

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RiDC

Summary

- **7 in 10 of panel members have not used public transport in the past month.**
- **3 in 5 of panel members feel uncomfortable using public transport now that restrictions are being eased. However, 3 in 5 expressed a willingness to take part in travel-related research – with the majority indicating that they would feel would feel comfortable conducting it on trains, buses and taxis.**
- **2 in 5 of panel members would not be willing to take part in travel-related research for reasons relating to not using public transport in general and not feeling comfortable whilst travelling due to the rising cases of Covid-19, the relaxation of restrictions and poor accessibility and cleanliness on public transport.**
- **Other passengers and staff wearing PPE (e.g. face coverings, visors), continued social distancing and travelling during quieter times were considered the most important conditions for travel amongst panel members.**
- **Of the 78% of panel members who are not exempt from wearing a face covering, 91% said they would continue to wear one on public transport after the full easing of restrictions. 87% of almost all panel members felt that the wearing of face coverings on public transport should remain mandatory for the foreseeable future.**

Who completed our survey?

A total of 998 respondents from RiDC's consumer panel responded between the 7th and 16th July 2021.

Demographics

Age

| | n | % |
|--------------|-----|-------|
| Under 18 | 14 | 1.4% |
| 18-39 | 102 | 10.4% |
| 40-59 | 392 | 39.9% |
| 60-79 | 443 | 45.1% |
| 80 and above | 32 | 3.3% |

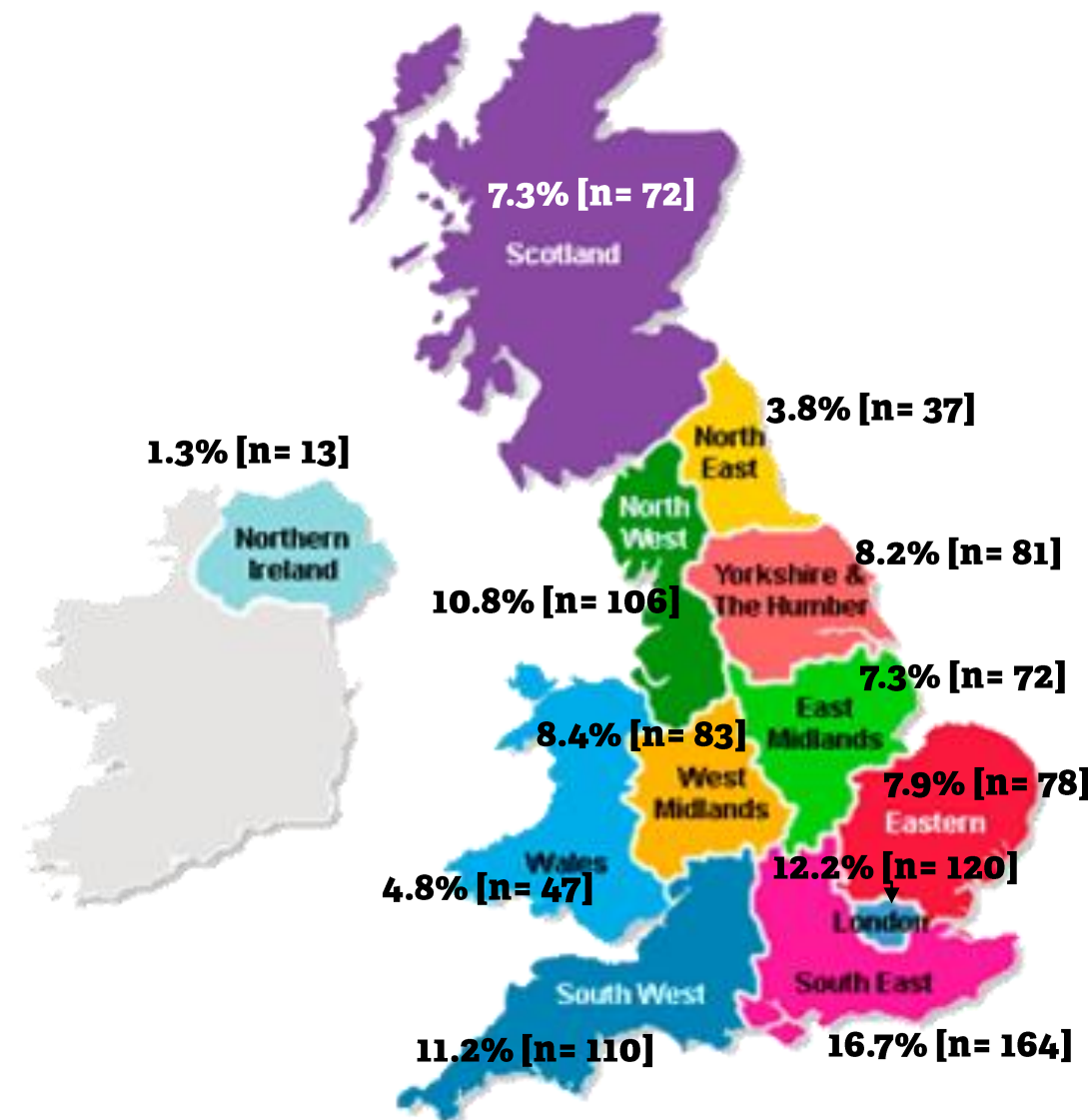
Gender

| | n | % |
|-------------------|-----|-------|
| Female | 588 | 59.0% |
| Male | 399 | 40.0% |
| Other | 6 | 0.6% |
| Prefer not to say | 4 | 0.4% |

Impairment

| | n | % |
|---------------|-----|-------|
| Mobility | 899 | 90.1% |
| Sight | 461 | 46.2% |
| Hearing | 493 | 49.4% |
| Learning | 412 | 41.3% |
| Communication | 446 | 44.7% |
| Mental health | 100 | 10% |
| Memory | 515 | 51.6% |
| Behaviour | 410 | 41.1% |

Region



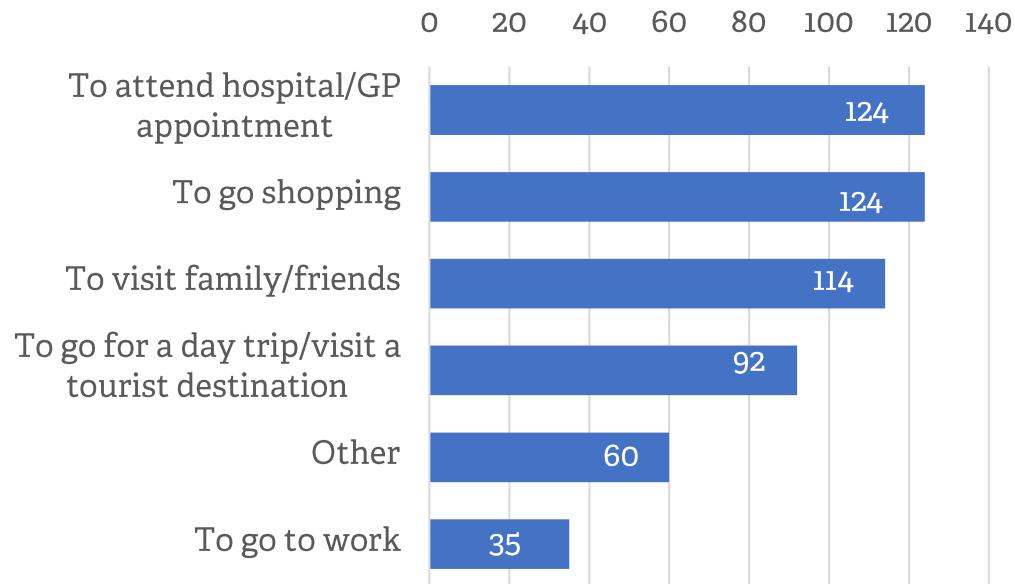
n = total responding in each region.

Recent travel activity

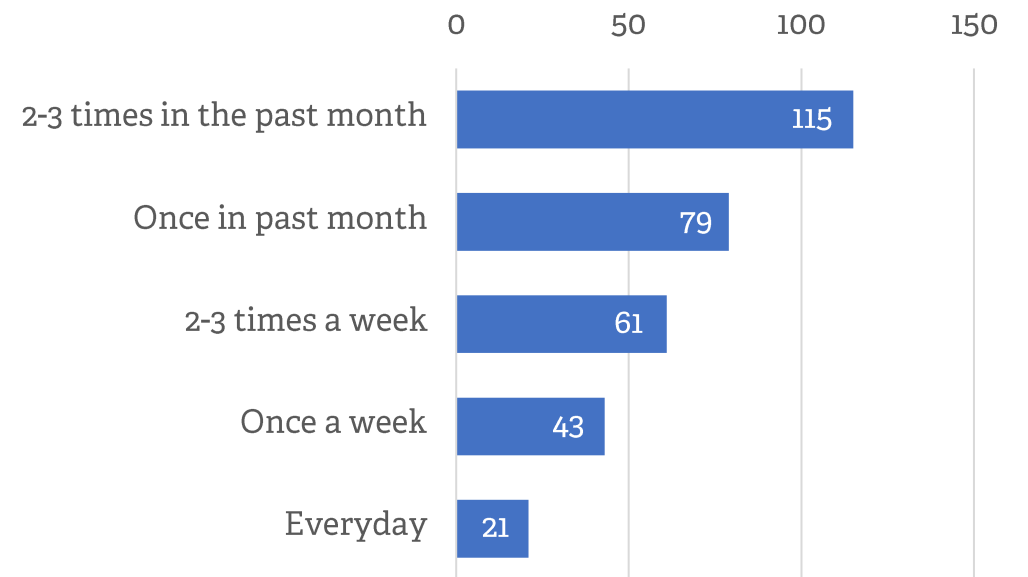
Q1. Over the past month, have you used any transport services?

| | n | % |
|-----|-----|-----|
| Yes | 319 | 32% |
| No | 679 | 68% |

Q2. What were your main reasons for using public transport? (n= 319)



Q3. How often have you used public transport in the past month? (n= 319)



Only 3 in 10 of panel members have used public transport in the past month. Of those that have used it infrequently to mainly attend health-related appointments, go shopping and visit friends and family.

Confidence in travelling

Q4. Now that restrictions are being eased, how comfortable do you feel using public transport?

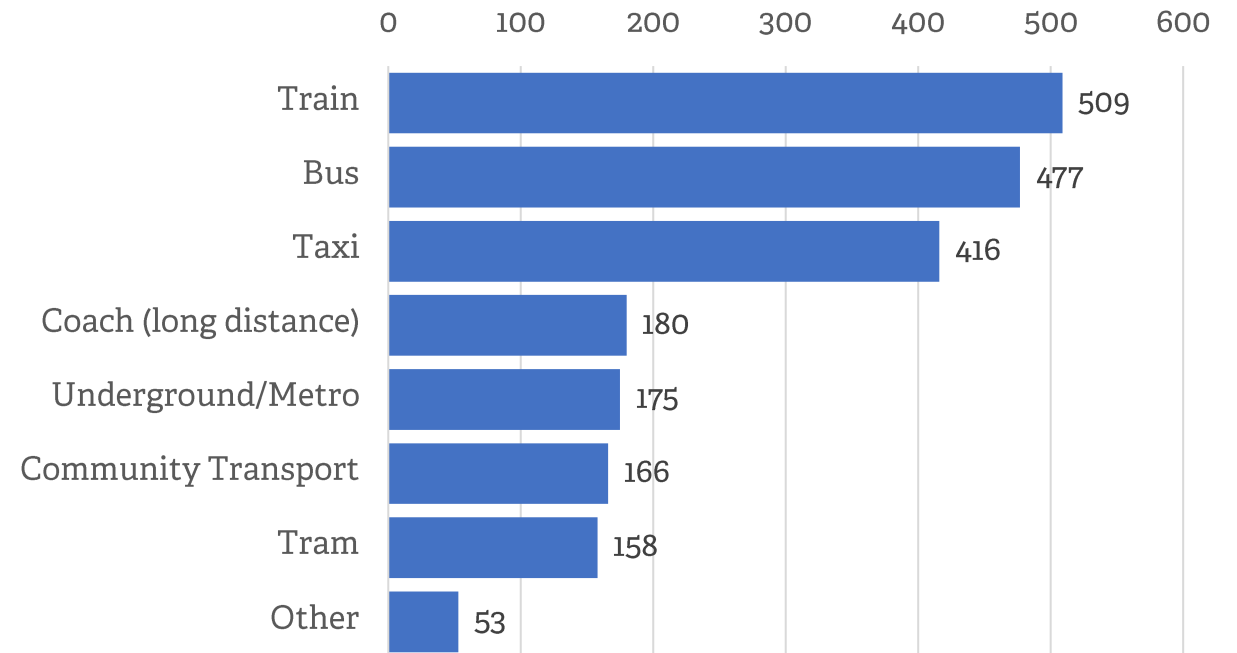
| | n | % |
|---------------------------------------|-----|-------|
| Extremely comfortable | 60 | 6% |
| Somewhat comfortable | 163 | 16.4% |
| Neither comfortable nor uncomfortable | 156 | 15.7% |
| Somewhat uncomfortable | 297 | 29.9% |
| Extremely uncomfortable | 306 | 32% |

Q5. Would you be willing to take part in research projects that involve travelling on public transport?

| | n | % |
|-----|-----|-------|
| Yes | 622 | 62.4% |
| No | 374 | 37.6% |

- About **3 in 5 of panel members** indicated that they **currently feel uncomfortable using public transport**.
- However, **3 in 5 would be willing to take part in travel-related research**.
- Of those that expressed a willingness to take part, **the majority would feel most comfortable doing travel-related research on trains, buses and taxis**.

Q6. Which of the following modes of transport would you feel comfortable using if you were to participate in travel-related research? (n= 622)



Confidence in travelling

Q5. Would you be willing to take part in research projects that involve travelling on public transport?

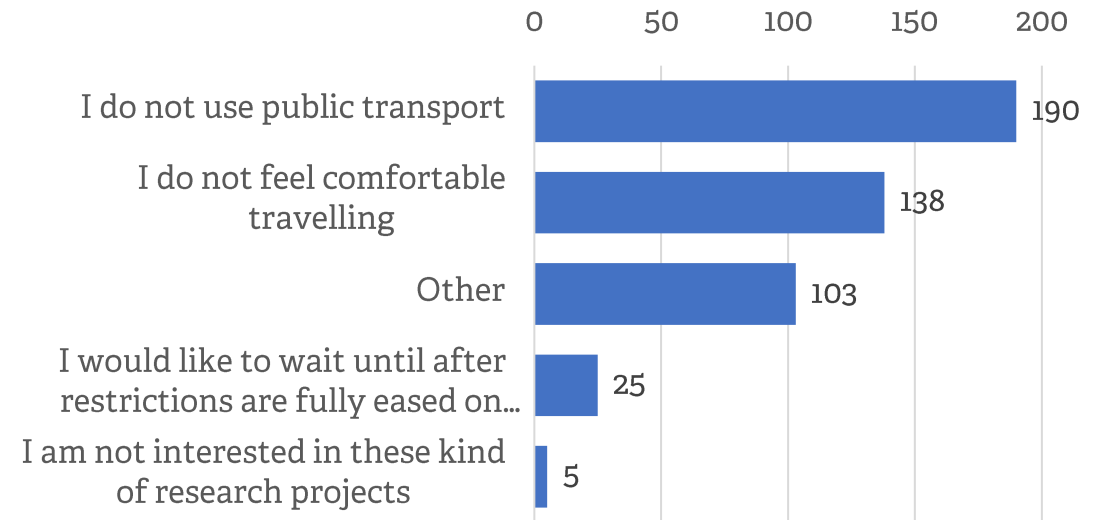
| | n | % |
|-----|-----|-------|
| Yes | 622 | 62.4% |
| No | 374 | 37.6% |

Nearly 2 in 5 of panel members said they are not willing to take part in travel-related research.

Reasons for this mainly related to not using public transport in general and not feeling comfortable whilst travelling.

Not feeling comfortable whilst travelling was mainly attributed to the rising cases of Covid and relaxation of restrictions as well as poor accessibility and cleanliness on public transport.

Q7. Could you please tell us why you would not be willing to take part in research projects that involve travelling on public transport? (n= 374)

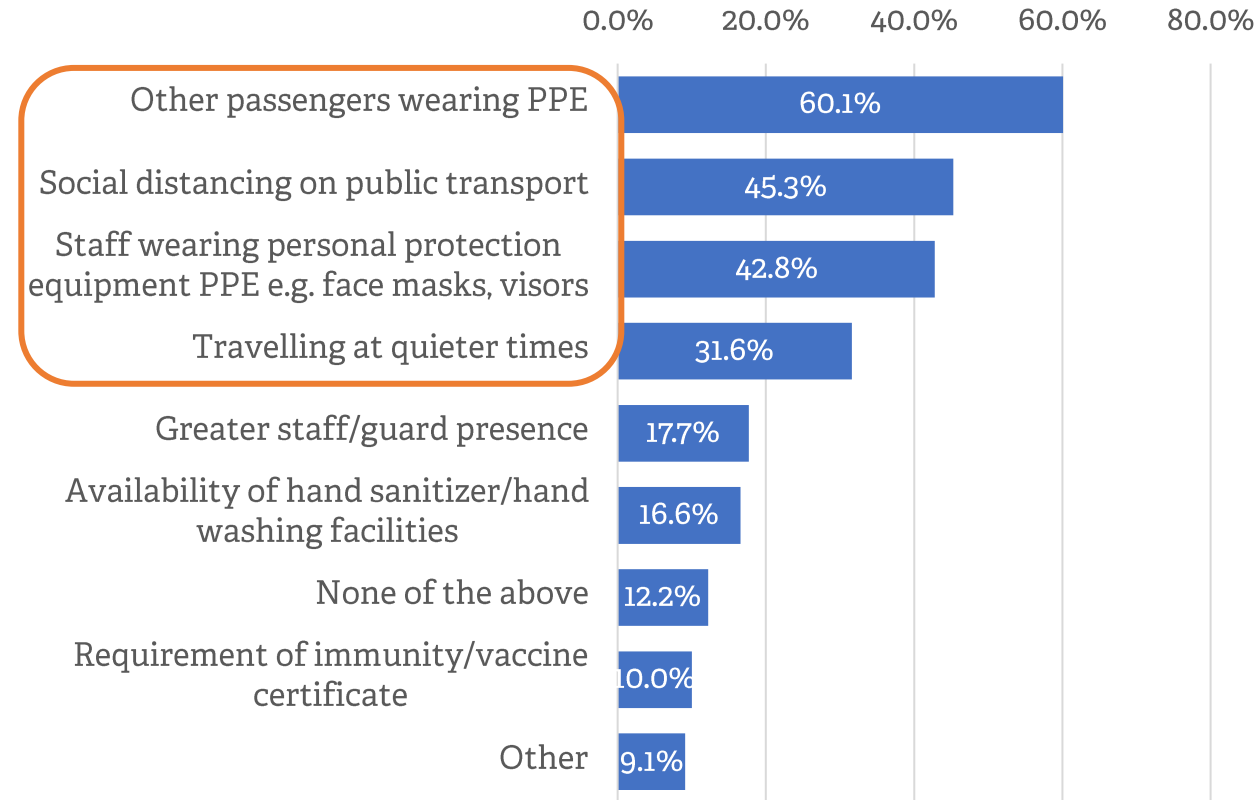


'Other':

- Rising cases of Covid
- Fear of other passengers not social distancing or wearing masks
- Poor accessibility on public transport
- Lack of cleanliness on public transport
- Fear of relaxation of restrictions (e.g. social distancing, mask wearing, overcrowding on public transport due to the re-opening of businesses).

Desired conditions for travelling

Q8. What are the most important factors that would encourage you to use public transport?



Conditions that panel members considered most important when using public transport and participating in travel-related research would be **the wearing of PPE by other passengers and staff, continued social distancing** as well as **travelling during off-peak times**.

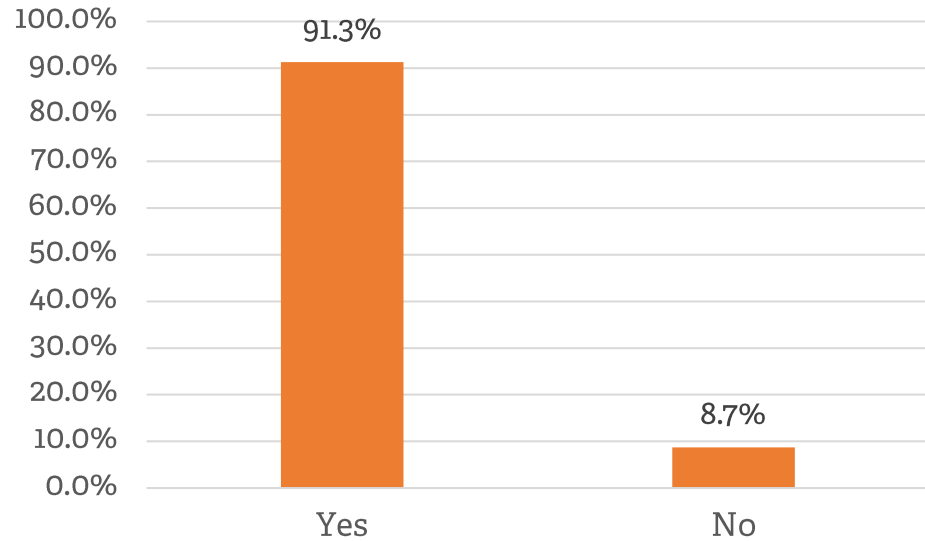
Q12. Is there anything we (RiDC) could do to support you if you were to participate in travel-related research?

- Ensure participants travel at off-peak times by instructing them about what times to travel
- Instruct participants to wear PPE and use hand sanitiser (where possible)
- Enable participants to travel shorter distances
- Cover travel expenses (e.g. taxi fares) to and from the station in addition to train fares
- Allow enough time and flexibility about when to complete the research by

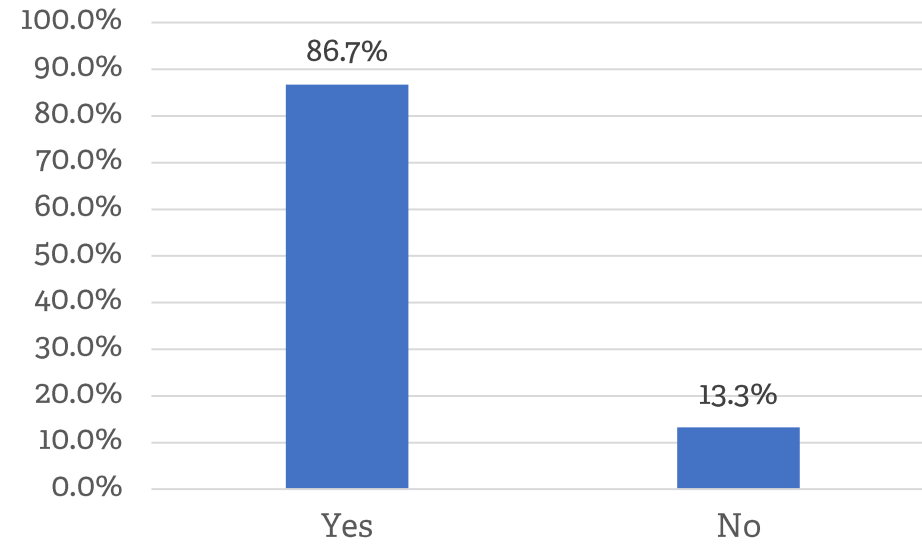
Attitudes toward wearing masks on public transport

Of the 952 panel members who completed our survey, 21.6% are currently exempt from wearing a mask.

Q10. After the full easing of restrictions, will you continue to wear a mask when travelling on public transport? (n= 755)



Q11. Do you think the wearing of masks on public transport should be mandatory for the foreseeable future? (n= 957)



- **9 in 10 of panel members who are not exempt from wearing a mask indicated that they would continue wearing a mask on public transport after the full lifting of restrictions.**
- **86.7% of panel members felt that the wearing of masks on public transport should remain mandatory for the foreseeable future.**