



RiDC

# Confidence in using public transport Covid -19 #4 RiDC Consumer Panel

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## Findings

28<sup>th</sup> August 2020

[www.ridc.org.uk/news/coronavirus-useful-links](http://www.ridc.org.uk/news/coronavirus-useful-links)

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RiDC

# Background to research

Fourth Covid-19 survey to explore the current attitudes towards using public transport was sent to 1,665 individuals on RiDC consumer panel.

- 724 completed responses (45%)
- No surveys over the telephone were completed

Survey was sent on Monday 17<sup>th</sup> August at 5.30pm and closed on Friday 21<sup>st</sup> August at 12.30pm.

- Survey 1 (6<sup>th</sup> April) 842 response (51%)
- Survey 2 (5<sup>th</sup> May) 816 responses (49%)
- Survey 3 (5<sup>th</sup> June) 759 responses (46%)
- Survey 4 (21<sup>st</sup> August) 724 responses (45%)

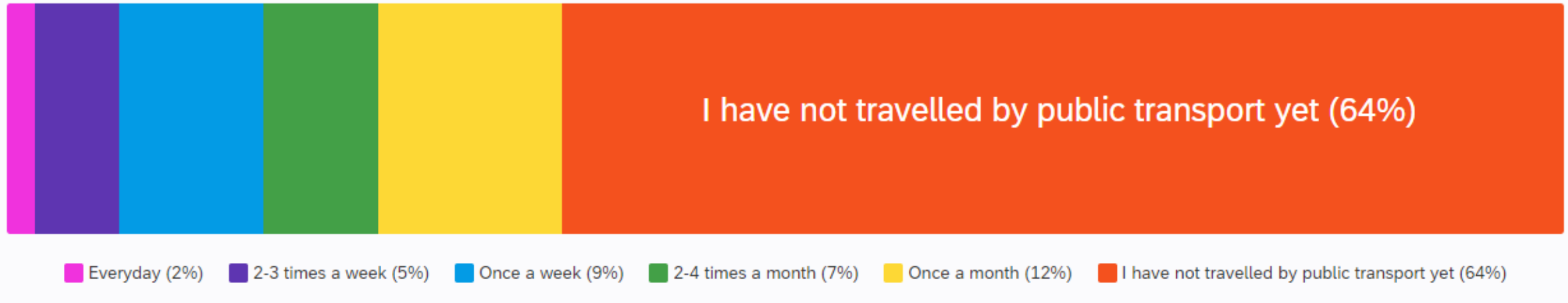
Age	Survey 1 %	Survey 2 %	Survey 3 %	Survey 4 %
18-24	0.3%	0.3%	0.3%	0.3%
25-49	15.3%	14.4%	11.7%	13.2%
50-64	34.0%	34.6%	33.2%	34.5%
65 plus	50.4%	50.7%	54.8%	52%

Gender	Survey 1 %	Survey 2 %	Survey 3 %	Survey 4 %
Female	59.0%	57.1%	57.7%	59.5%
Male	41.0%	42.0%	41.3%	40%
Prefer not to say	-	0.9%	1.0%	0.4%

Region	Survey 1 %	Survey 2 %	Survey 3 %	Survey 4 %
London	13.5%	13.8%	13.1%	14%
Southern England	25.6%	27.2%	28.3%	26.3%
Midlands/Wales/East of England	30.2%	30.2%	30.7%	30.8%
Northern England	22.5%	21.5%	20.5%	21.6%
Northern Ireland	1.3%	1.4%	1.2%	1.7%
Scotland	6.5%	5.8%	6.2%	5.5%

# How often have you used public transport after the Covid-19 restrictions began to ease? (from the beginning of July onwards)

People who normally use public transport n=337



**“It is not safe and there is no one making sure people wear masks, that includes staff and police, there needs to be extra staff and security”**

**“I am particularly vulnerable to Covid-19 and so do not intend to venture forth until a vaccine or cure arrives”**

# Do you have any notable experiences on public transport concerning ...

Not all the comments recorded in this section [Q9 & Q10] were negative although positive comments were in the minority

## **receiving assistance ?**

*"I have trouble getting in and out of a taxi and walk with crutches one taxi driver said I had to sit in the back behind a plastic sheet that was partly covering the back floor area .. no assistance or help offered either in or out the driver saw me struggle ..stood and watched ...left in chronic pain for two days all for a twenty minute ride"*

*"I am blind and would normally rely on being guided when in unfamiliar environments. Since I cannot currently rely on guidance being available, I am deliberately limiting my use of public transport, only travelling when it is essential for my work. Greater clarity around assistance provision would give me the confidence to travel more"*

*"Used Passenger Assistance at Market Harborough, Leicester, Birmingham and Great Malvern rail stations. Very efficient and no problems, Staff appeared well aware of restrictions and were very helpful and supportive"*

## **attitudes of staff and/or other passengers?**

*"Despite the fact that I am technically exempt from wearing a mask because I'm autistic I try and make the effort, but you will find that if you don't wear the mask on public transport people will stare at you, making you feel uncomfortable"*

*"I cannot wear a face mask because I cannot breathe wearing it and i feel sensory overload when i have it on my face so I do not wear one. Other passengers gave me dirty looks and kept turning around to look at me whilst I was sitting on the bus without my mask on"*

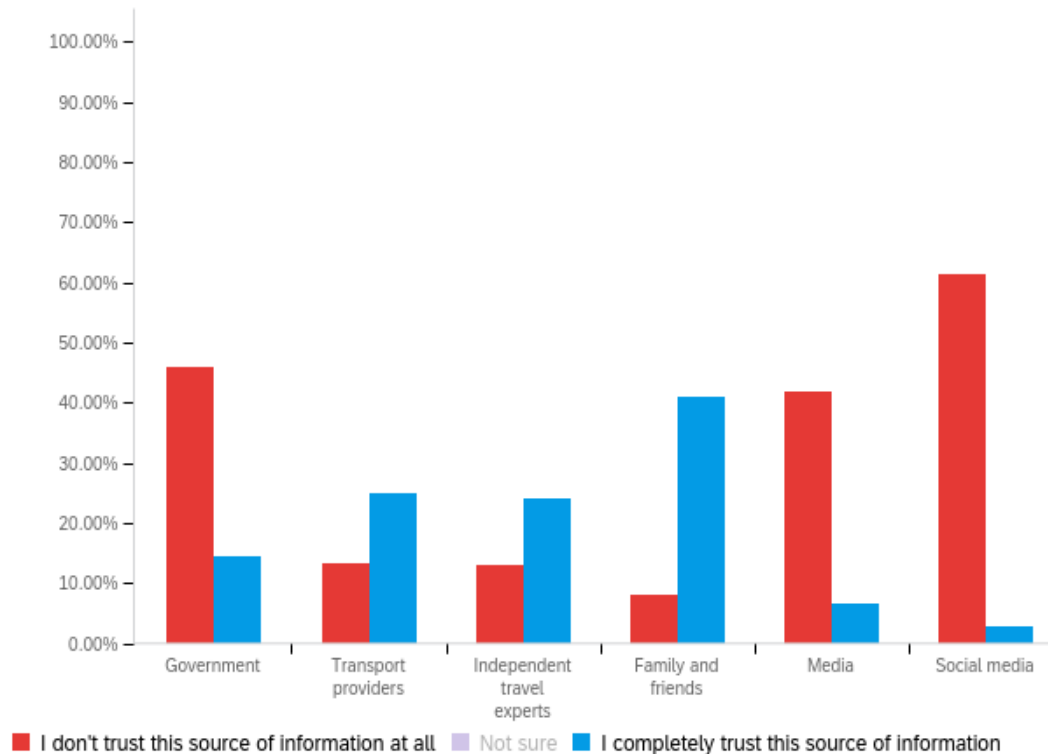
*"Despite being mandatory in Wales, only about half of passengers wore masks. No-one was challenged by the driver. However, because of small numbers of passengers, social distancing was observed"*



# Trust in sources of information

We asked our respondents how much they trusted each information source with respect to advice about using public transport.

- Social media was least trusted with 61% saying they do not trust this source
- 46% of people said they don't trust the government advice for using public transport
- Family and friends were trusted the most



## Selected comments

*“COVID -19 has shown the government’s and media disrespect for Deafblind, blind and disabled people”*

*“We don’t know enough about this novel virus, and the government/expert advice is contradictory and unreliable”*

*“I think it may take a long time to gain trust especially with the elderly and disabled”*

*“I’m very concerned and angry that the Government have barely said anything about mask exemptions on public transport. They announced the mandatory mask wearing with a day or twos notice. As a result, this has not made the public aware of exemptions & why they are used”*

*“There have been mixed messages from and between Government and other stakeholders, which has not helped”*

# Returning to use public transport

**52%** of respondents said they were unsure about returning to using public transport after Covid-19 travel restrictions are fully removed.

This reflects the general unease that our panel members reported about safety of public transport. However, there is a willingness to return to using public transport with 39% of respondents saying they would return to using public transport, but it is fair to say their confidence of doing so is presently low.

*“The risk of infection remains unacceptably high and my chances of surviving an infection with Covid-19 are unacceptably low”*

Q16 - Once COVID-19 travel restrictions are fully relaxed, do you think you will...

