

Covid-19 Travel change survey

Wave 1

Methodology

An online survey was promoted via WMCA social media channels and emailed directly to members of WMCA/TfWM data bases.

6188 responses were received in total:-

2940 (48%) would like to receive further updates

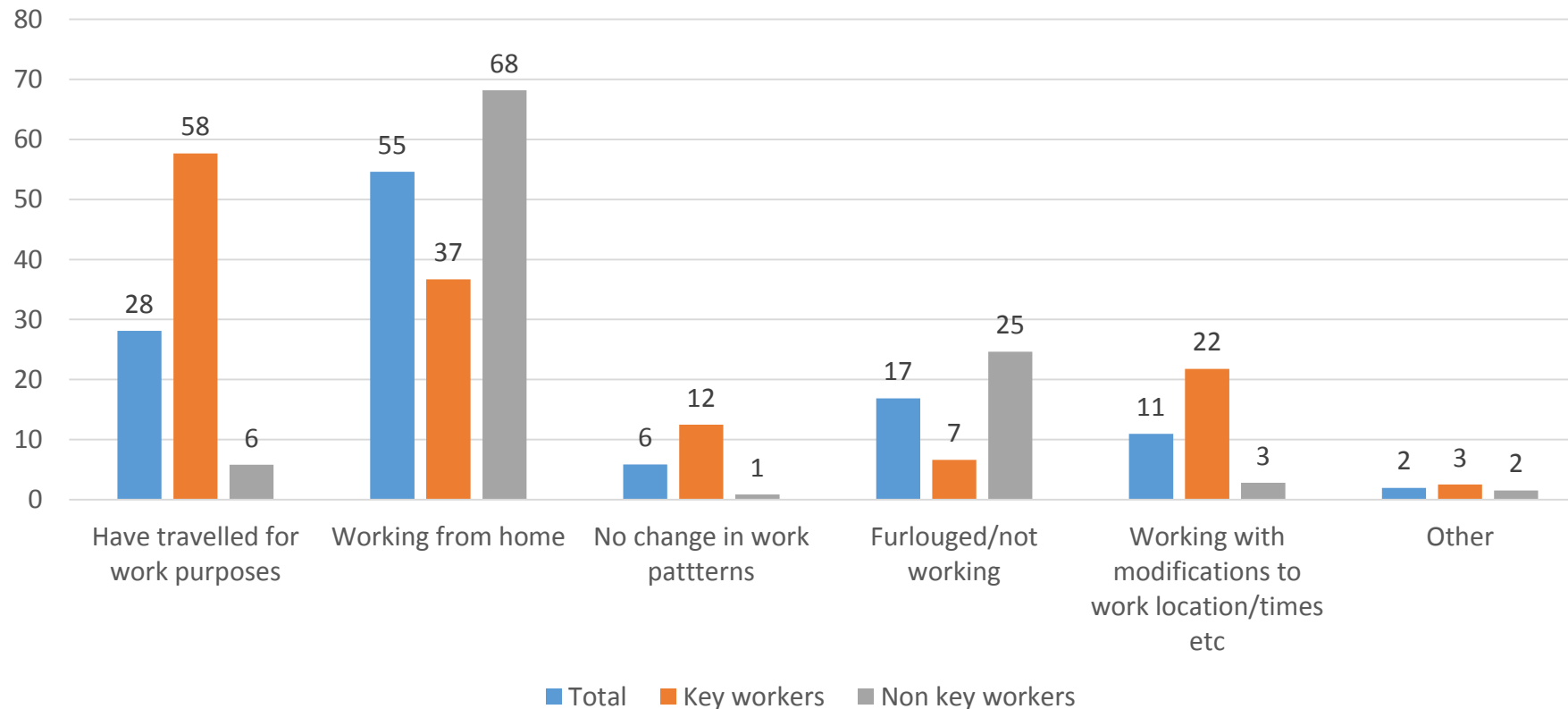
2859 (46%) would like to take part in future research

Work Related Travel

Wave 1

Work patterns during outbreak

Work patterns during pandemic by key worker status

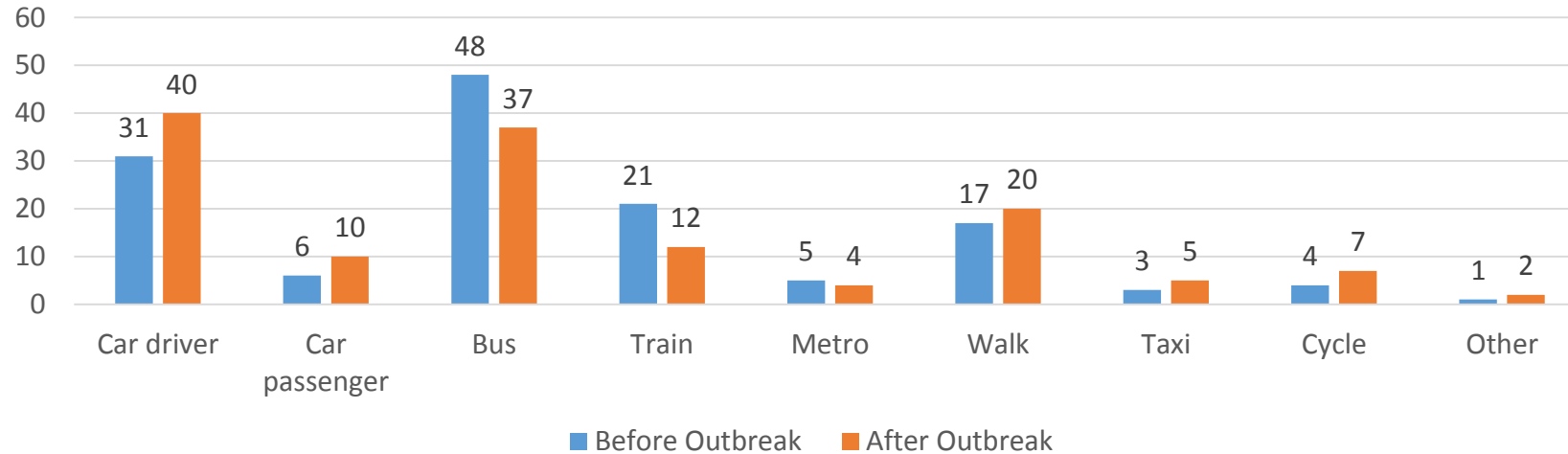


28% of workers had made a work related journey during the outbreak. This rose to 58% amongst key workers.

Q: I have travelled for work purposes during pandemic? Q: Which of the following best describes your working situation during the Coronavirus (COVID-19) outbreak? Base 4456 respondents in full/part time work. % exceed 100 due to multiple responses

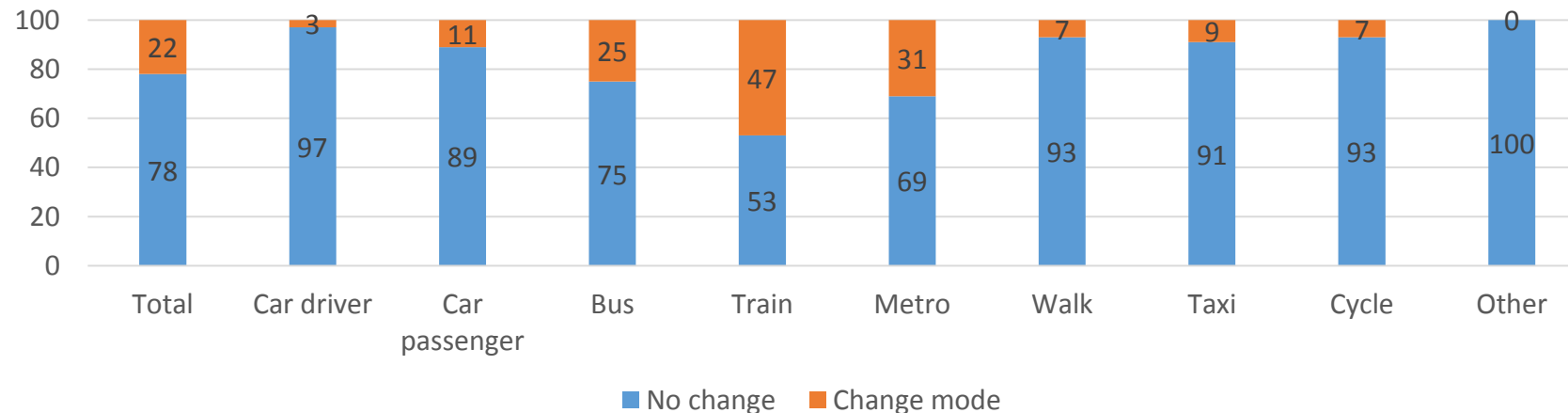
Changes to work travel

Mode of travel to work before and after outbreak



There was an increase in car driving, walking cycling and a decline in public transport use

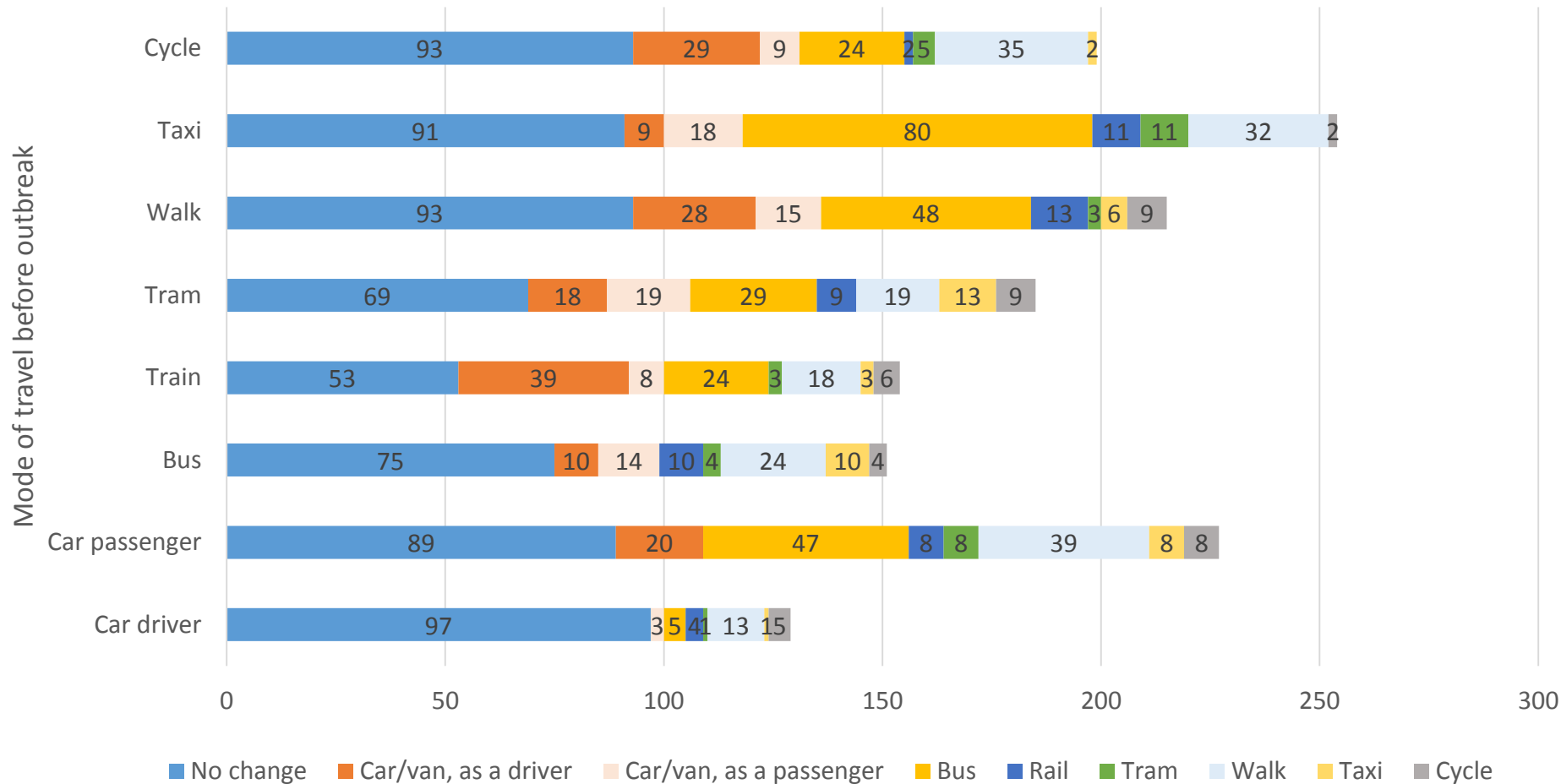
Mode of travel to work before and after outbreak



Car drivers were least likely to have changed the way they travelled to work during the pandemic (97% no change). Rail users were most likely to have changed (47% changed).

Modal shift

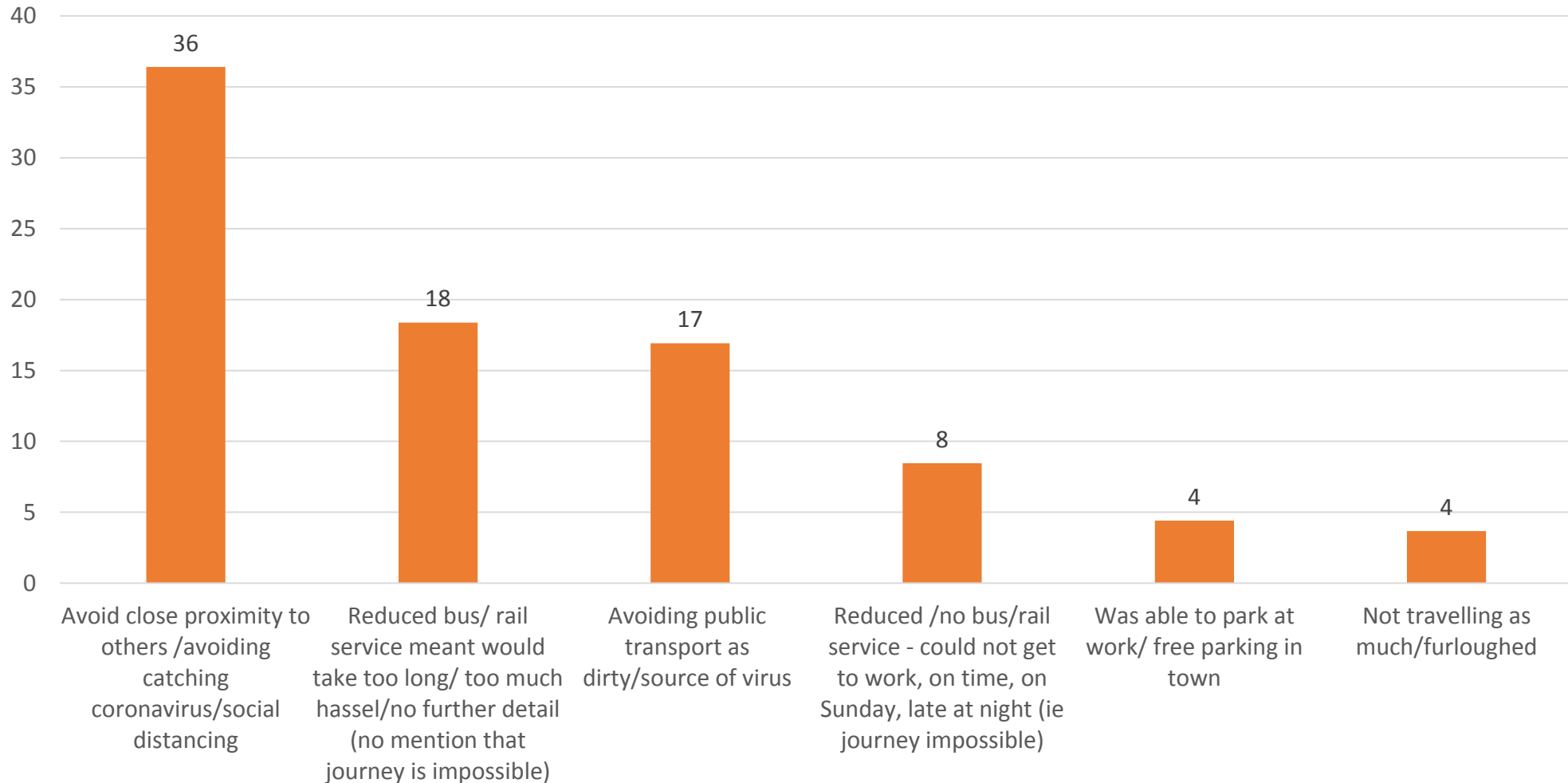
Mode before compared to any change during outbreak



Rail users who changed mode, were most likely to have transferred to car (39%). 29% of Metro users had transferred to bus. A quarter of bus users were walking.

Q: How have you mainly travelled when making journeys to work since the Coronavirus(COVID-19) outbreak? Q: Is this the same method of transport you would have used before the Coronavirus (COVID-19) outbreak? Q: How did you mainly travel when making these journeys to work before Coronavirus (COVID-19) Outbreak? Base 1252 workers who travelled during outbreak % exceed 100 due to multiple mode specified

Main reasons for changes to work travel

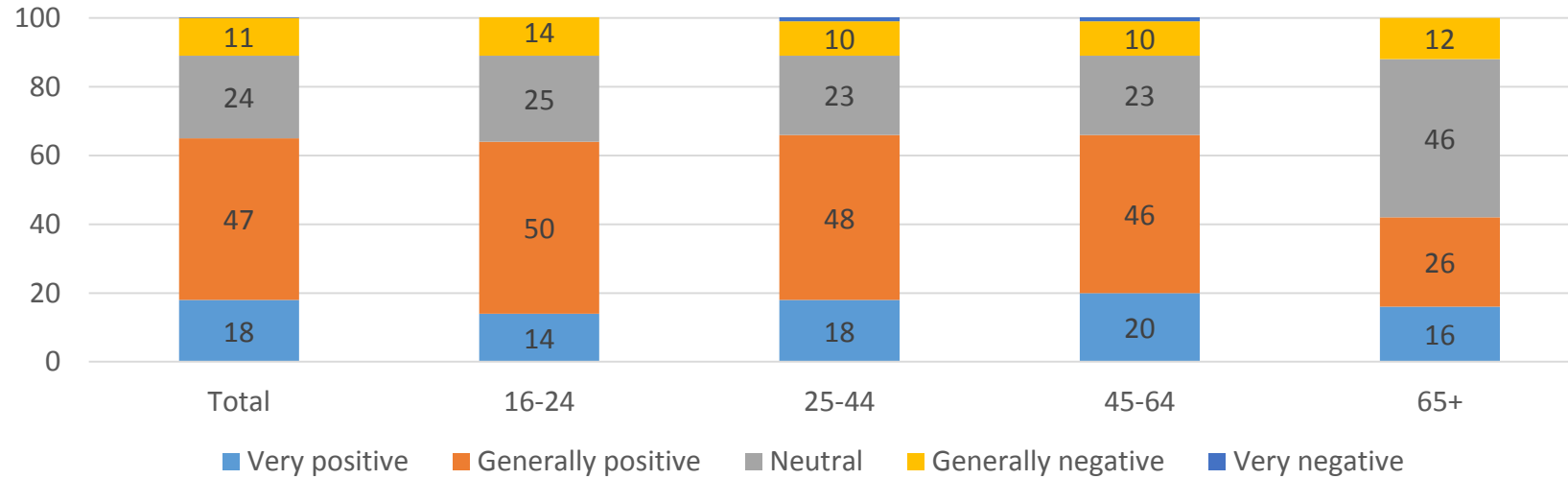


The main reasons for travelling to work in a different way was to ensure social distancing (36%). Reduced service levels and fear of contracting Coronavirus from public transport were other factors.

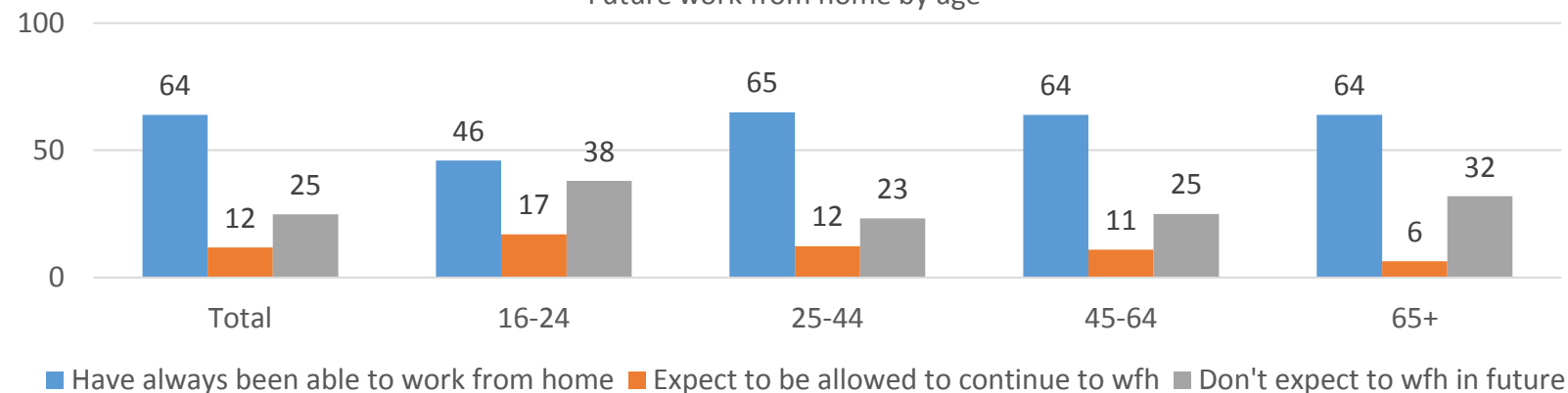
Q: What was the main reason for you using a different method of transport when travelling to work since the Coronavirus (COVID-19) outbreak compared to beforehand? Base 272 respondents who had changed way they travelled

Home working

Experience of homeworking by age



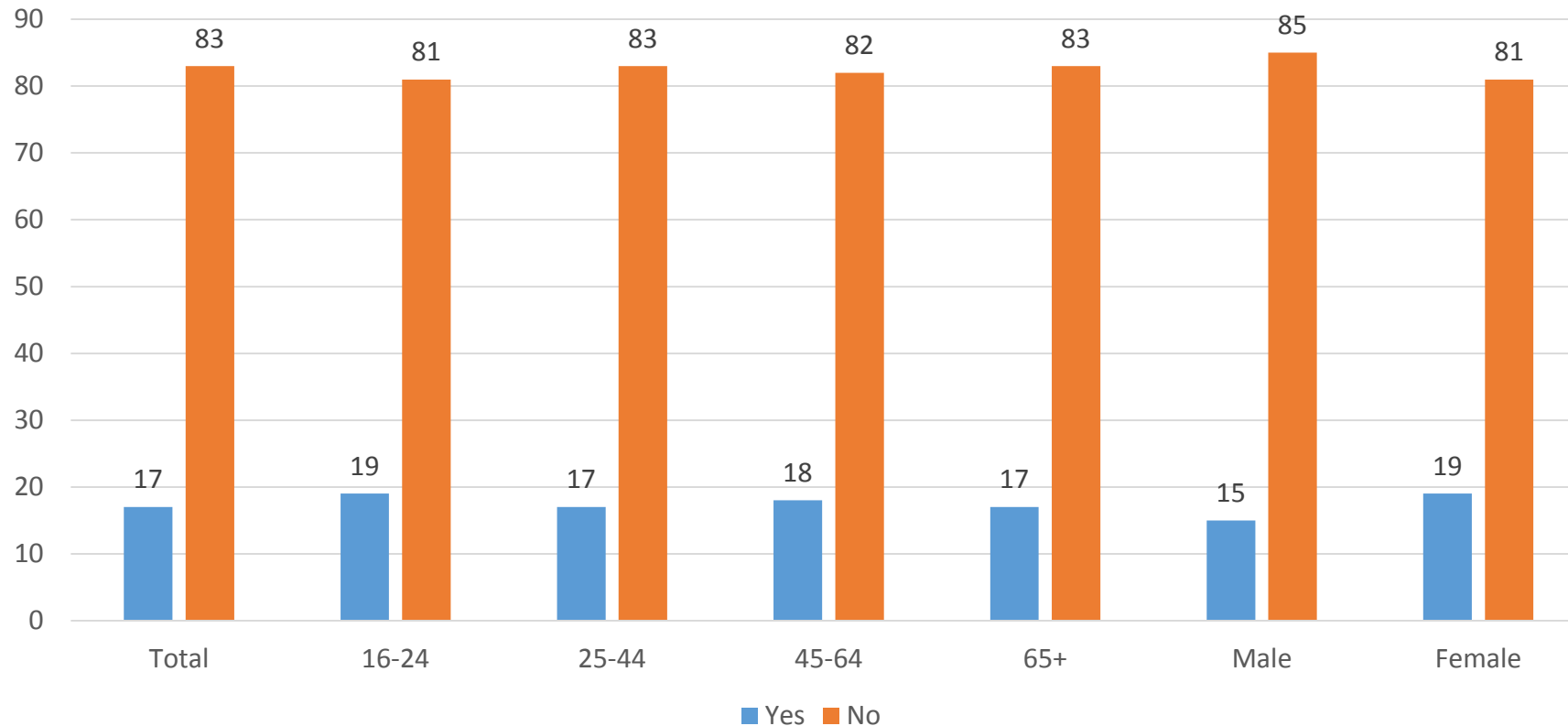
Future work from home by age



55% of workers worked from home during the pandemic, this rose to 68% amongst non key workers.

Home working was largely viewed positively (65%) with many (75%) feeling they would be allowed to work in this agile way in the future.

Change to work role



17% had noted a change in their work role since the pandemic. This rose to 19% amongst those aged 16-24 and females.

Q: Has your role changed since the Coronavirus (COVID-19) outbreak? Base: 4285 respondents in work

How has your working role changed



Of those whose role had changed it was mainly due to a move to online/telephone (20%), redeployment (17%) and an inability to conduct business face to face (12%).

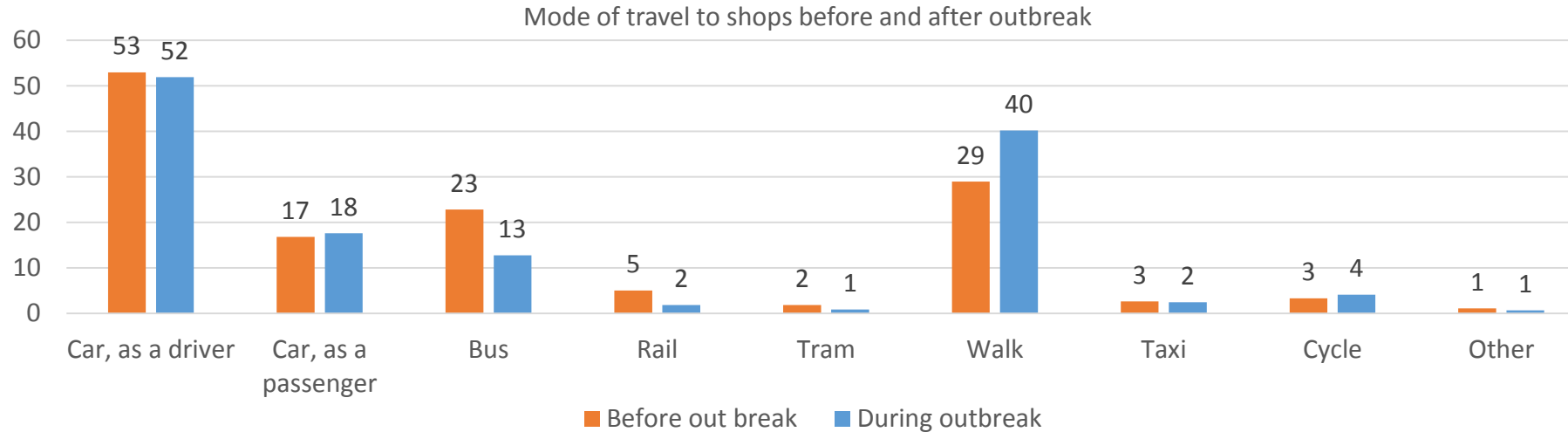
Some had been furloughed (11%), suffered reduced hours (6%) or redundancy (6%).

For some, the crisis had increased their workload (16% collectively) or offered promotion (6%).

Shopping Trips

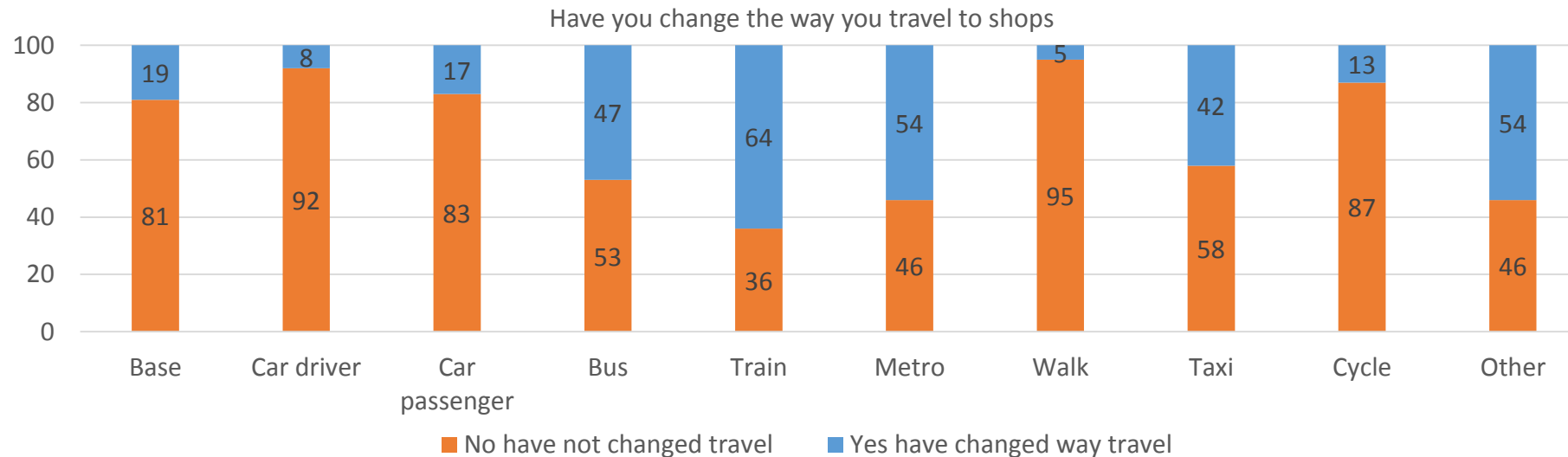
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Changes to shopping trips



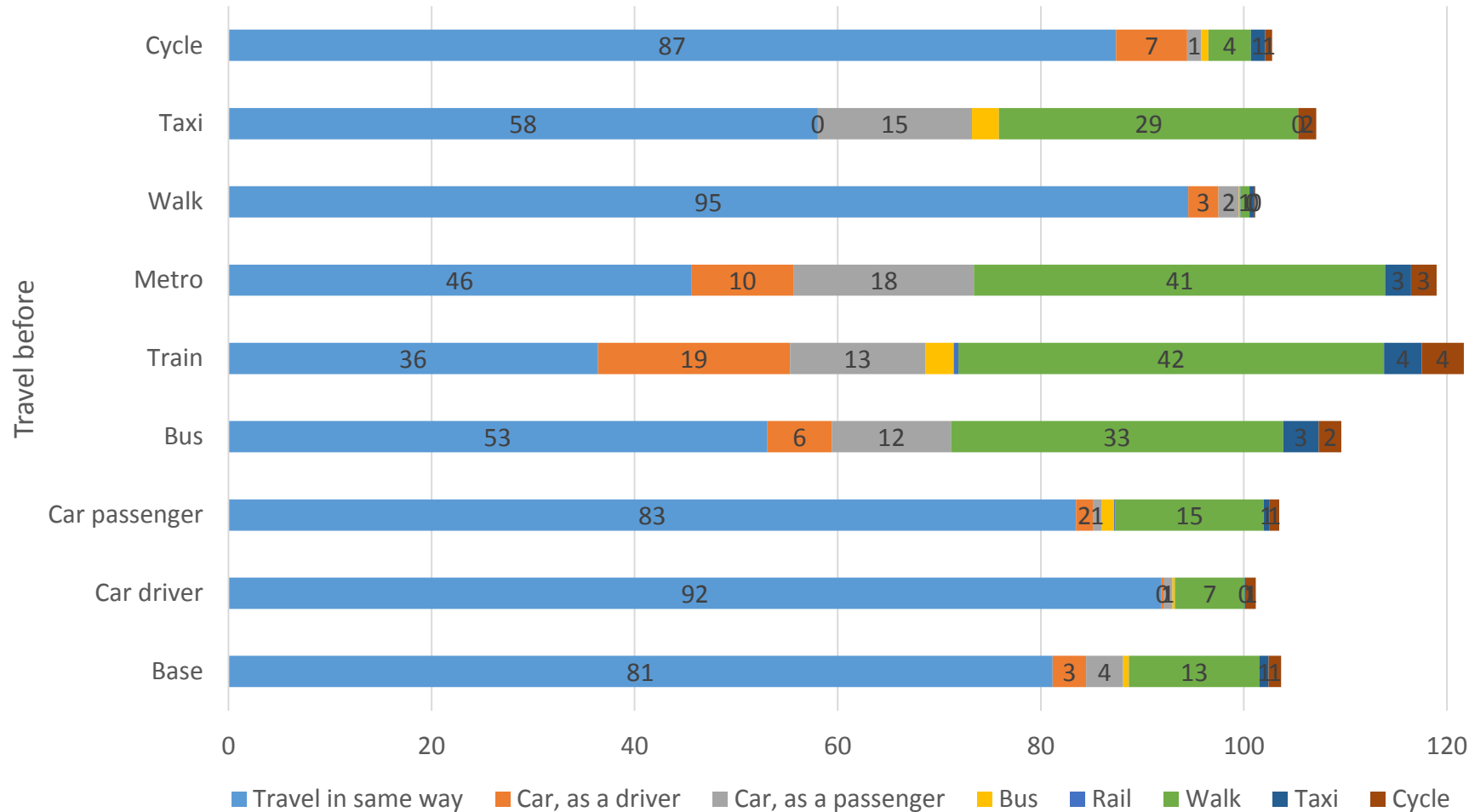
71% made a shopping trip during the pandemic.

Car drivers were least likely to have changed the way they travel (92%).



Rail (64% changed) and Metro users (54%) were most likely to have changed mode.

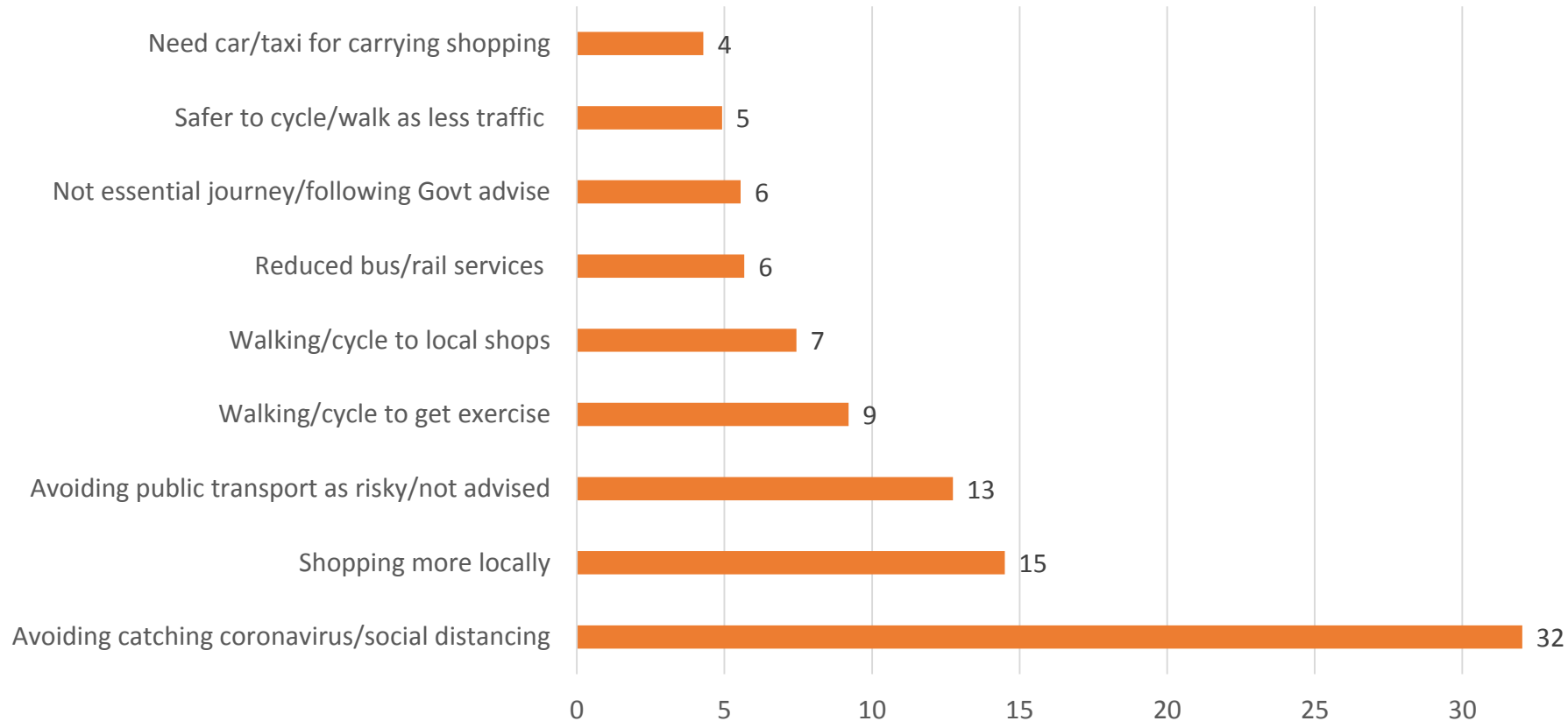
Modal shift for shopping trips



There was a big increase in walking trips (13% overall) – ranging from +7% amongst car drivers to +42% amongst Rail and Metro users, respectively.

How did you mainly travel when making these shopping trips? Is this the same method of transport you would have used before the Coronavirus (COVID-19) outbreak? Base : 4338 shoppers

Main reasons for changing travel for shopping



The main reason for changing the mode of travel for shopping trips was to ensure social distancing (32%). Other factors were shopping more locally (15%), walk/cycling to local shops (7%), specifically for exercise (9%) or to avoid the risk of catching the virus on public transport (13%).

Q: What was the main reason for you using a different method of transport when shopping since the Coronavirus (COVID-19) outbreak compared to beforehand? Base 793 respondents who had changed mode of travel for shopping trips

Changes in shopping patterns

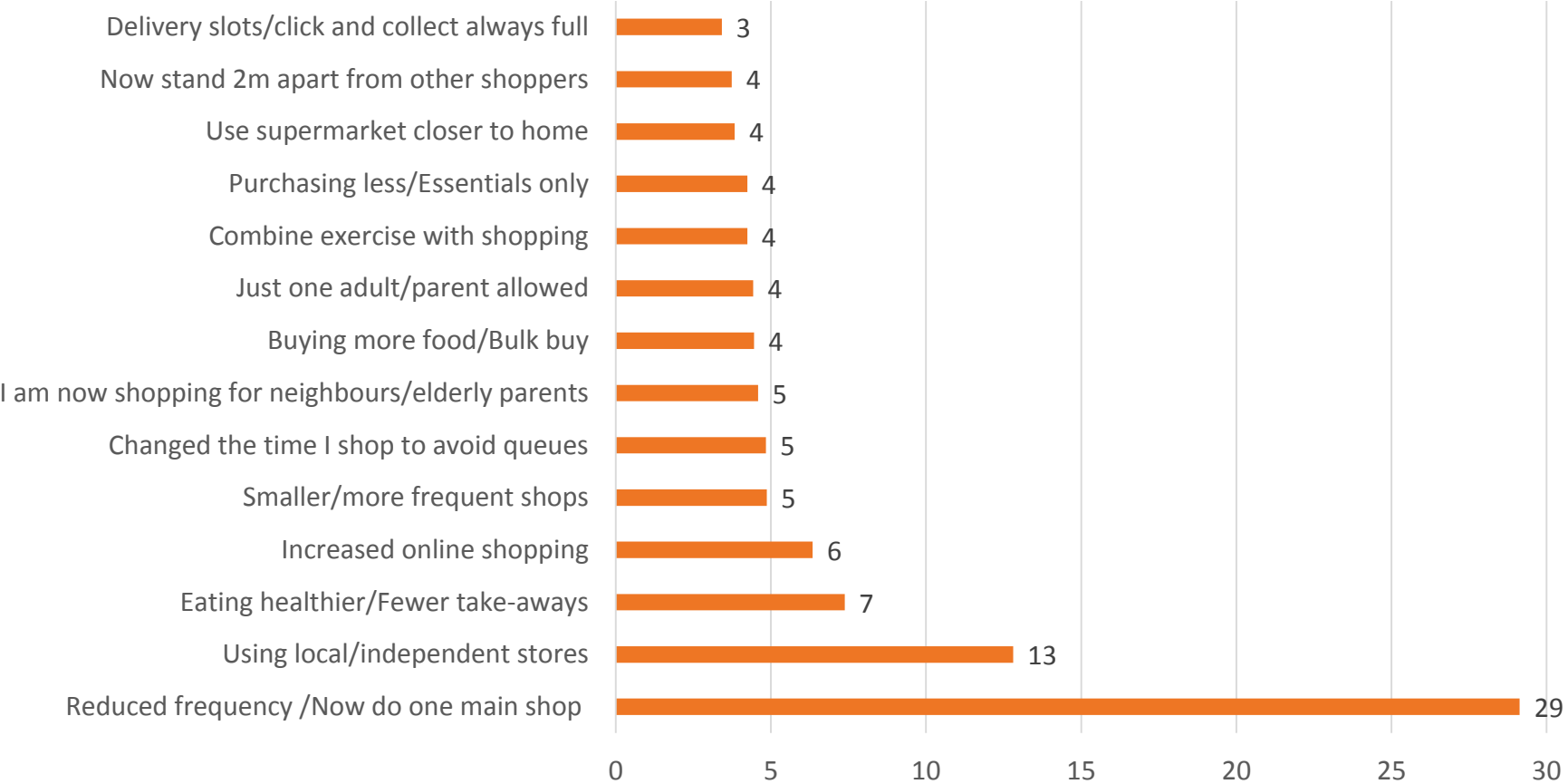
Changes in shopping habits during outbreak



Shopping for the 1st time/more at local independent shops (48%), online for non food (41%) and changing the destination of the main shop (44%) were the most common shopping changes. 26% shopped online for groceries more/for 1st time, 15% did so less. The biggest decline was in the use of takeaways (34% less).

Q: Have you done any of the following for the first time, more often or about the same since the Covid 19 outbreak

Further information about changing to shopping



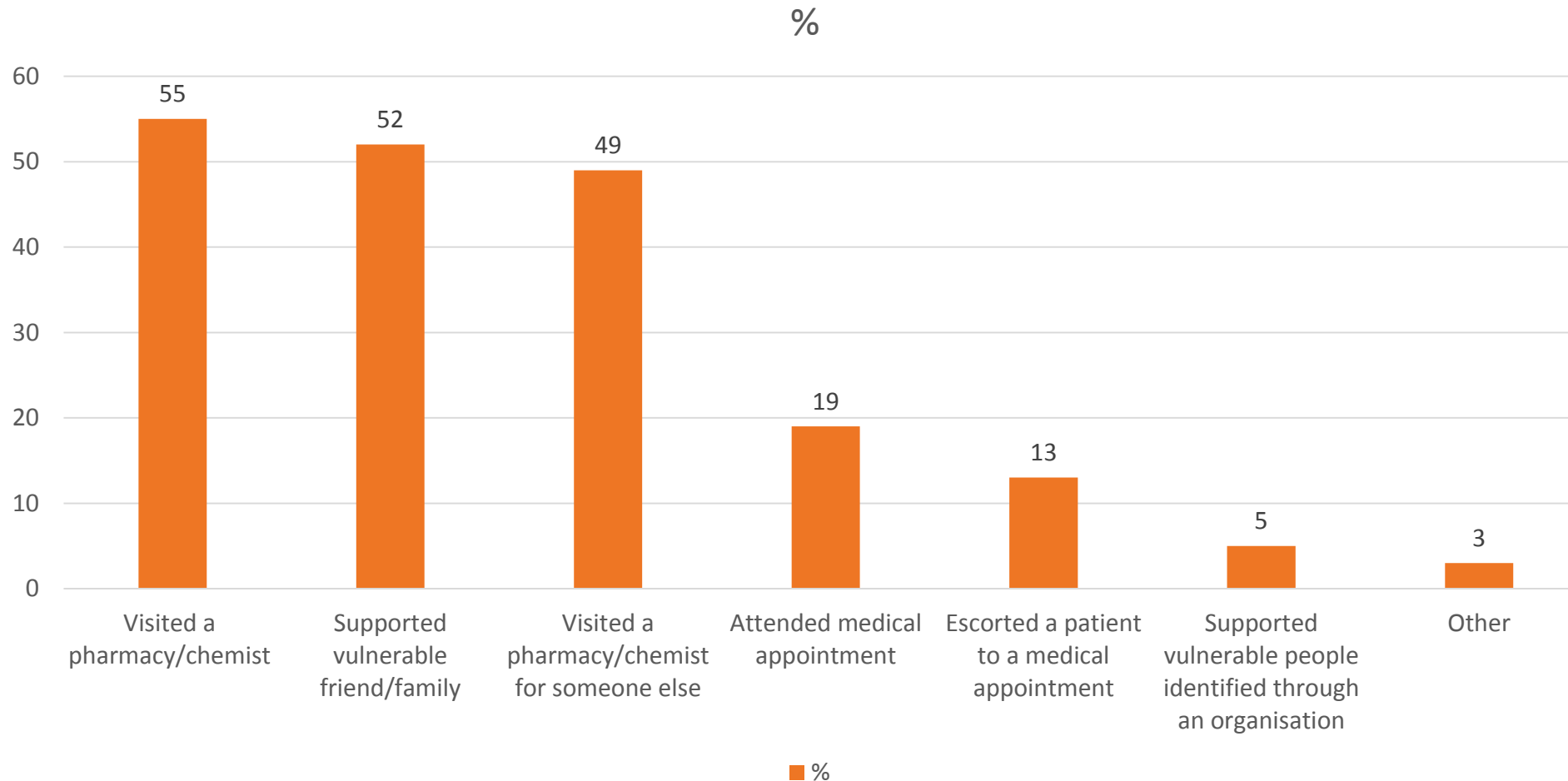
When asked to give further information about changing to shopping habits, the main change was to do a main shop, (29%), followed by increased use of local shops (13%) and reduced use of takeaways/healthier eating (7%).

Q: Please provide any further information about any changes you have made to the way you shop since the Coronavirus (COVID-19) outbreak? Base 3185 respondents who had changed the way they shopped

Trips for Medical Need

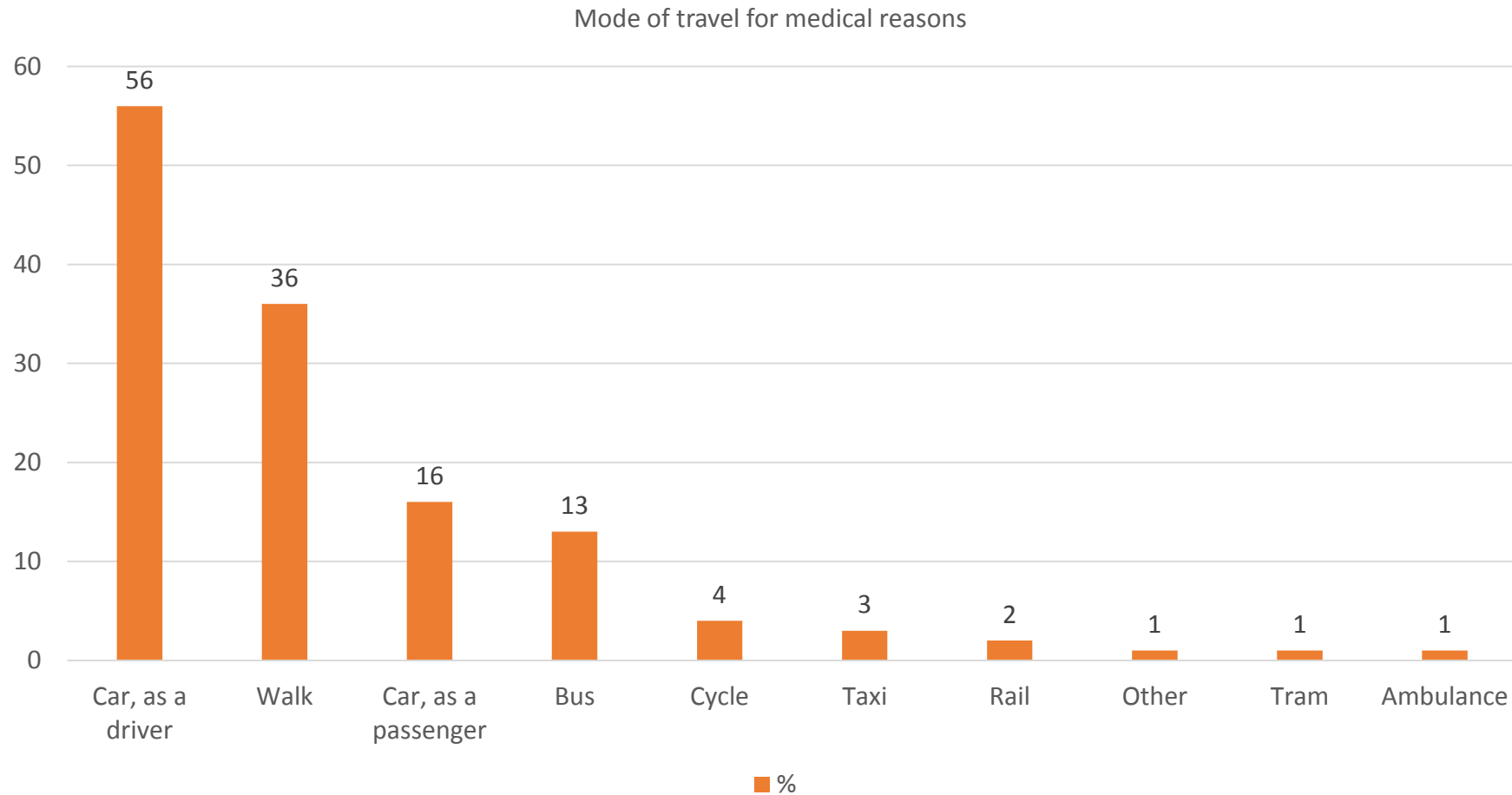
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Travel for medical reasons



24% had made a journey for medical reasons, mainly to visit a chemists or to support vulnerable family /friends.

Mode of travel for medical reasons

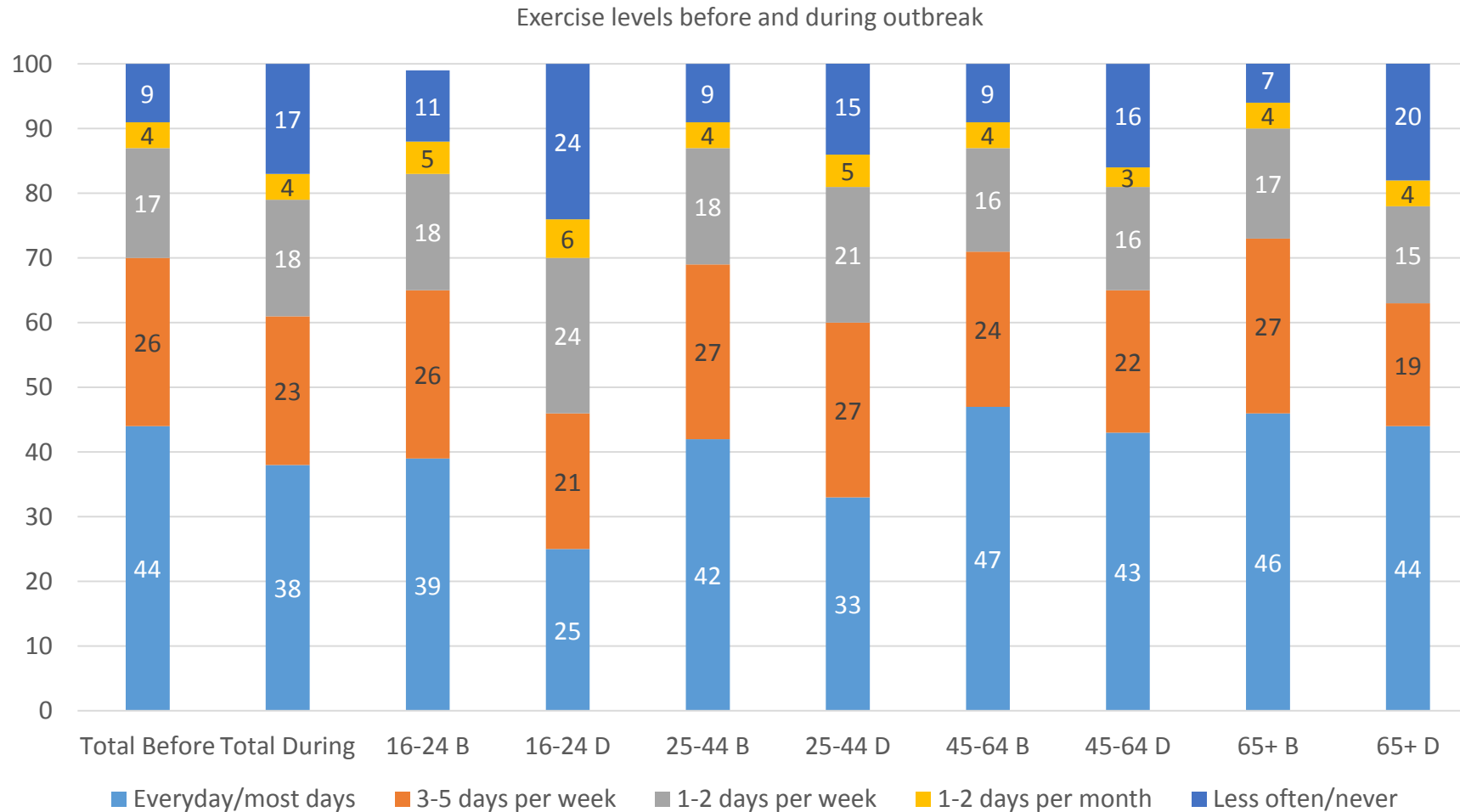


The majority of medical trips were made by car as a driver (56%) or on foot (36%)

Changes to Exercise

Wave 1

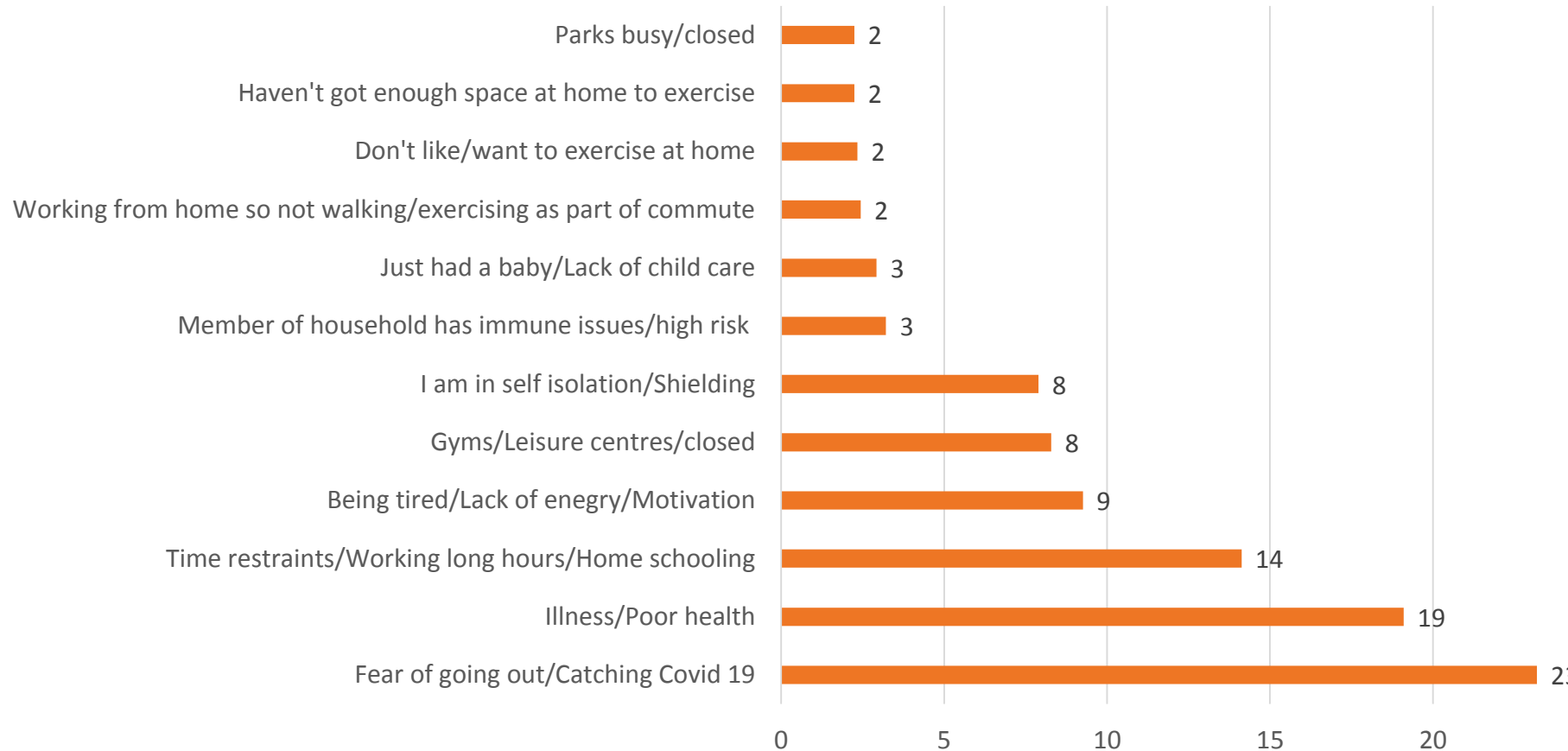
Changes in exercise frequency



People were exercising less often (61% weekly) since the pandemic (70% weekly).

This pattern was noted across all age groups, particularly those aged 16-24 (a quarter hadn't exercised since outbreak) and those aged 65+ (a fifth hadn't exercised since).

Main barriers to exercise

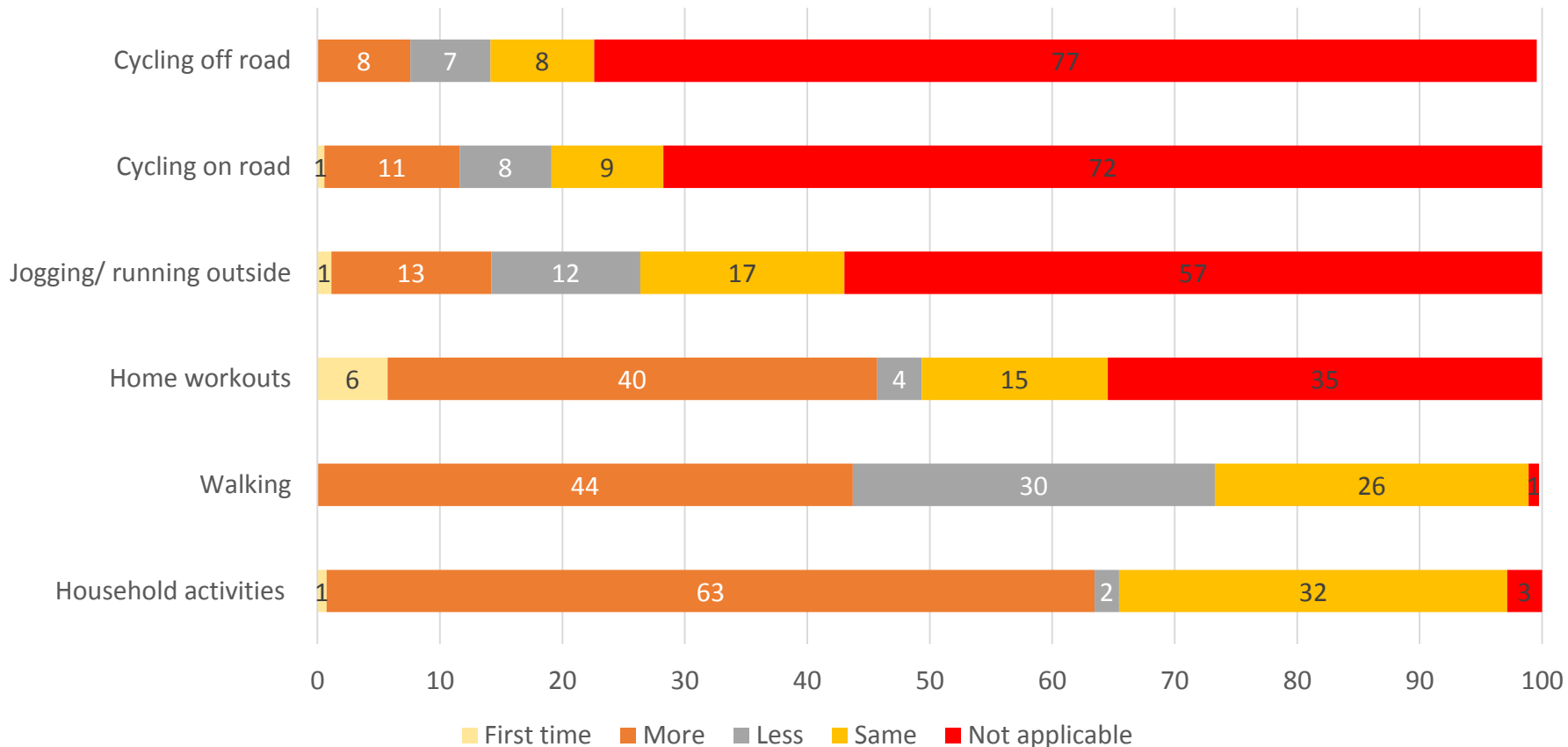


The main barriers to exercise was fear of catching the virus (23%), followed by poor health in general (19%).

Time restraints such as increased workloads (14%), feeling tired (9%) were other reasons, along with the closure of facilities (8%) and self isolation (8%).

Changes in type of exercise

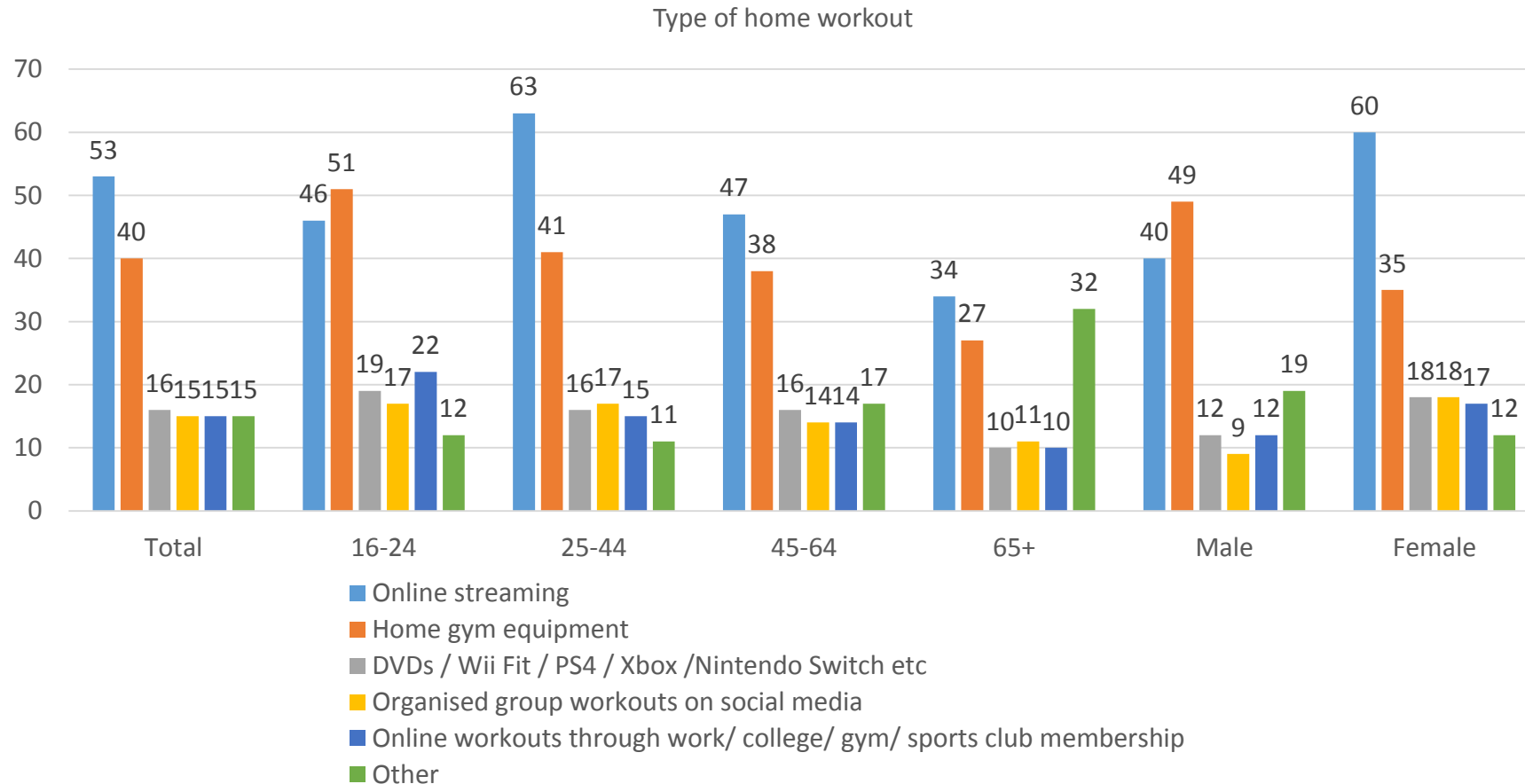
Change in type of exercise carried out since virus



Significant proportions felt they were doing more household chores (64%), walking (44%) and home workouts (46%) since the outbreak, albeit it should be noted a third felt they were walking less.

Increases in jogging (14%), and cycling (12% on road) were largely negated by those who felt they were now doing these activities less (12% and 8% respectively).

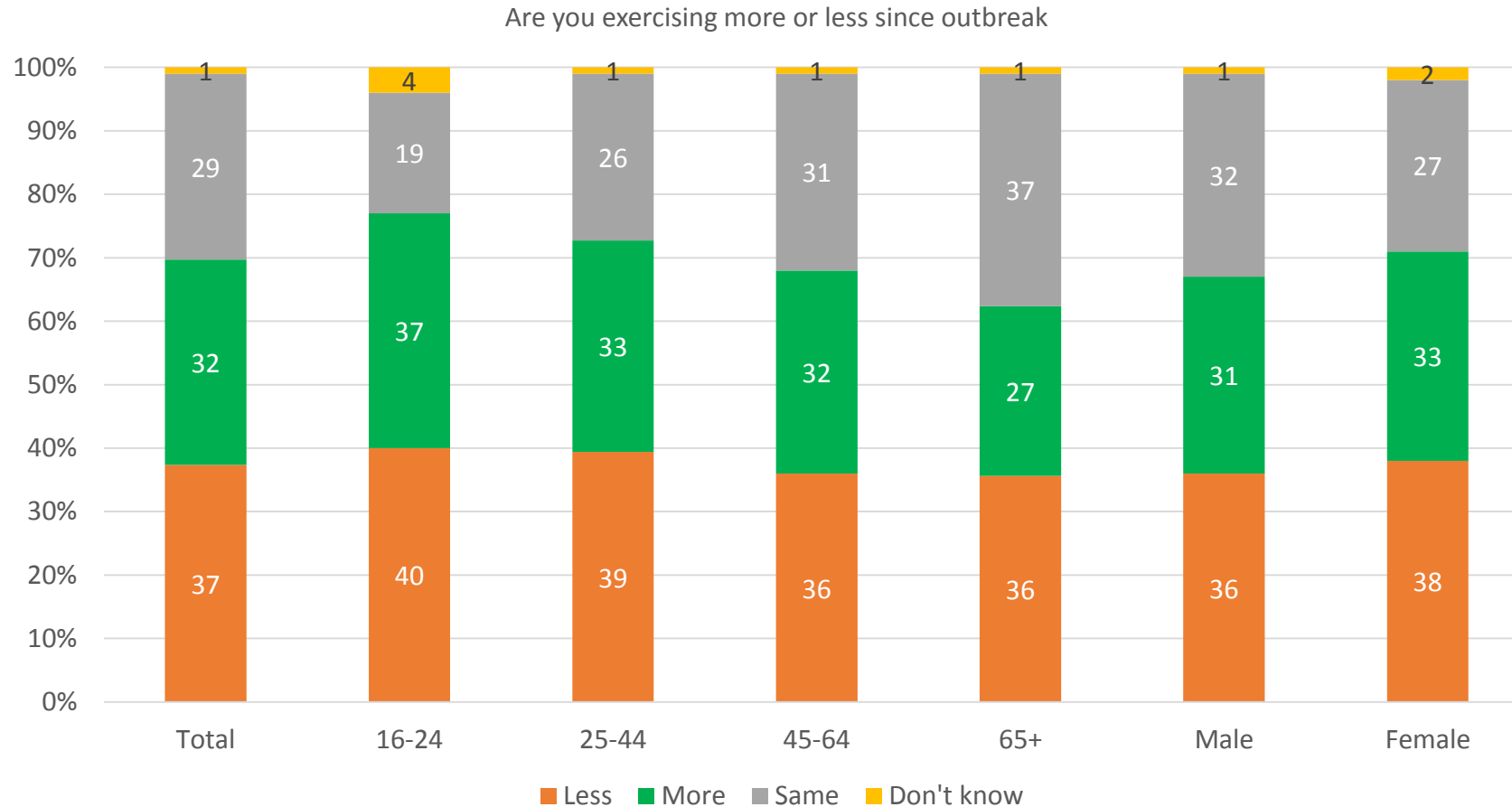
Home workouts



Home workouts using online streaming were most popular (53%), especially along those aged 25-44 (63%) and females (60%).

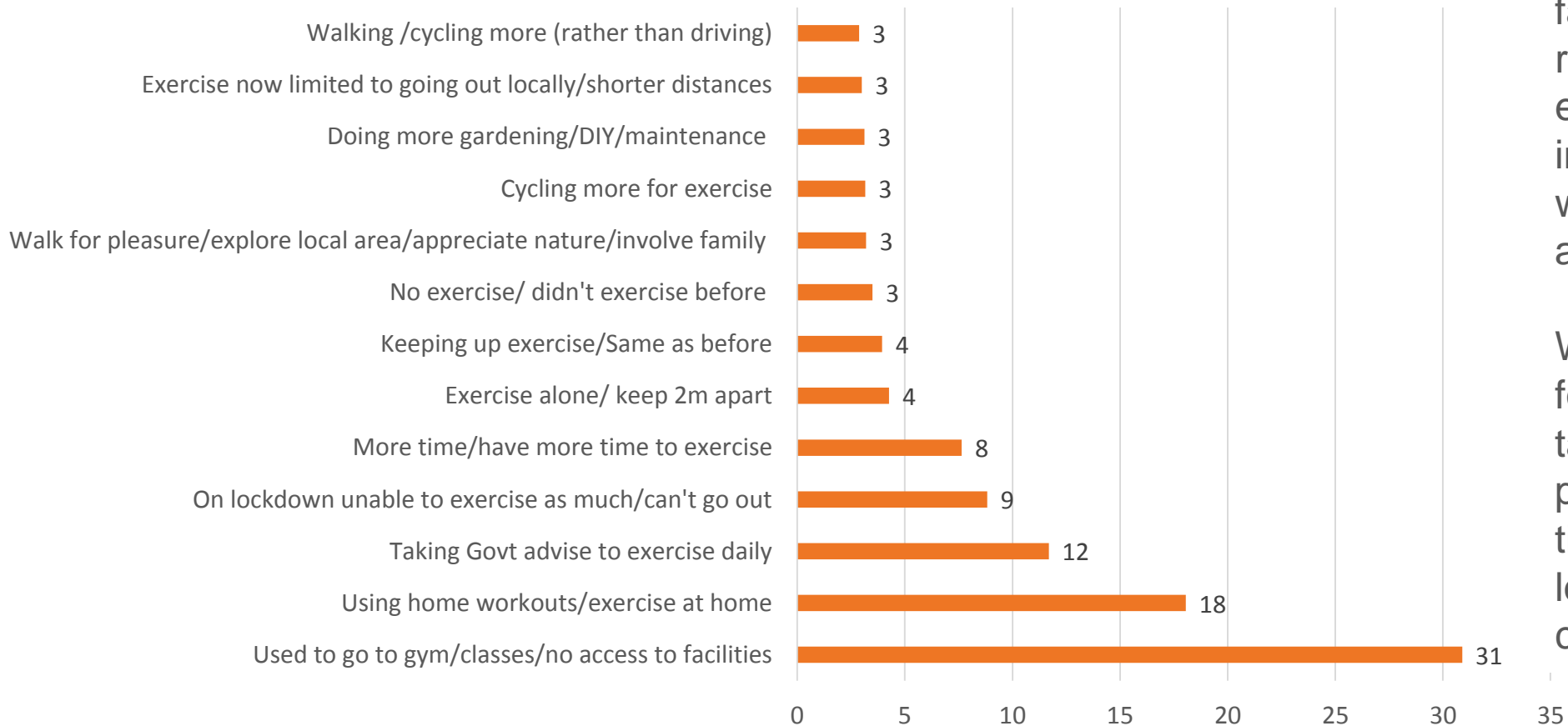
Home gym equipment was more popular amongst respondents aged 16-24 (51%) and males (49%).

Overall exercise change



Overall 37% of respondents thought they were exercising less since the Outbreak, outweighing the 32% who stated they were exercising more. This proved to be the case across all age groups and genders

How has the way you exercise changed

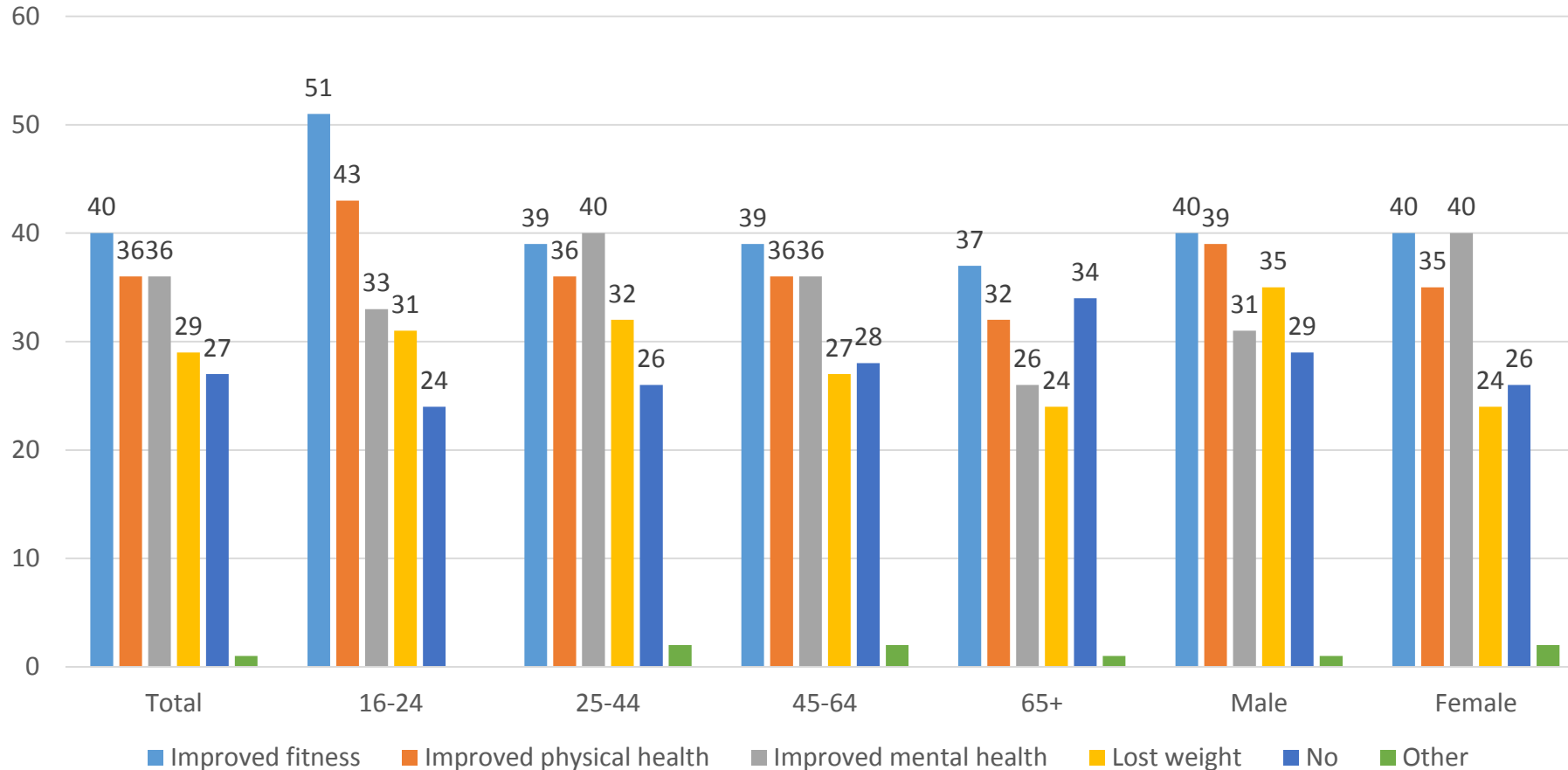


The lack of access to facilities was the main reason for changes to exercise, (31%) with an increase in home workouts as an alternative (18%).

While some were following the advice to take daily exercise perhaps for the first time, others felt lockdown meant they could not go.

Improvements to health

Effect on health



40% of those exercising more had noticed improved fitness, physical health (36%) and/or mental health (36%). 27% had seen no benefit

Q: Have you experienced any health benefits from the exercise you have been doing since the Coronavirus (COVID-19) outbreak? Base 1595 who were exercising more

Concerns over Future Public Transport use

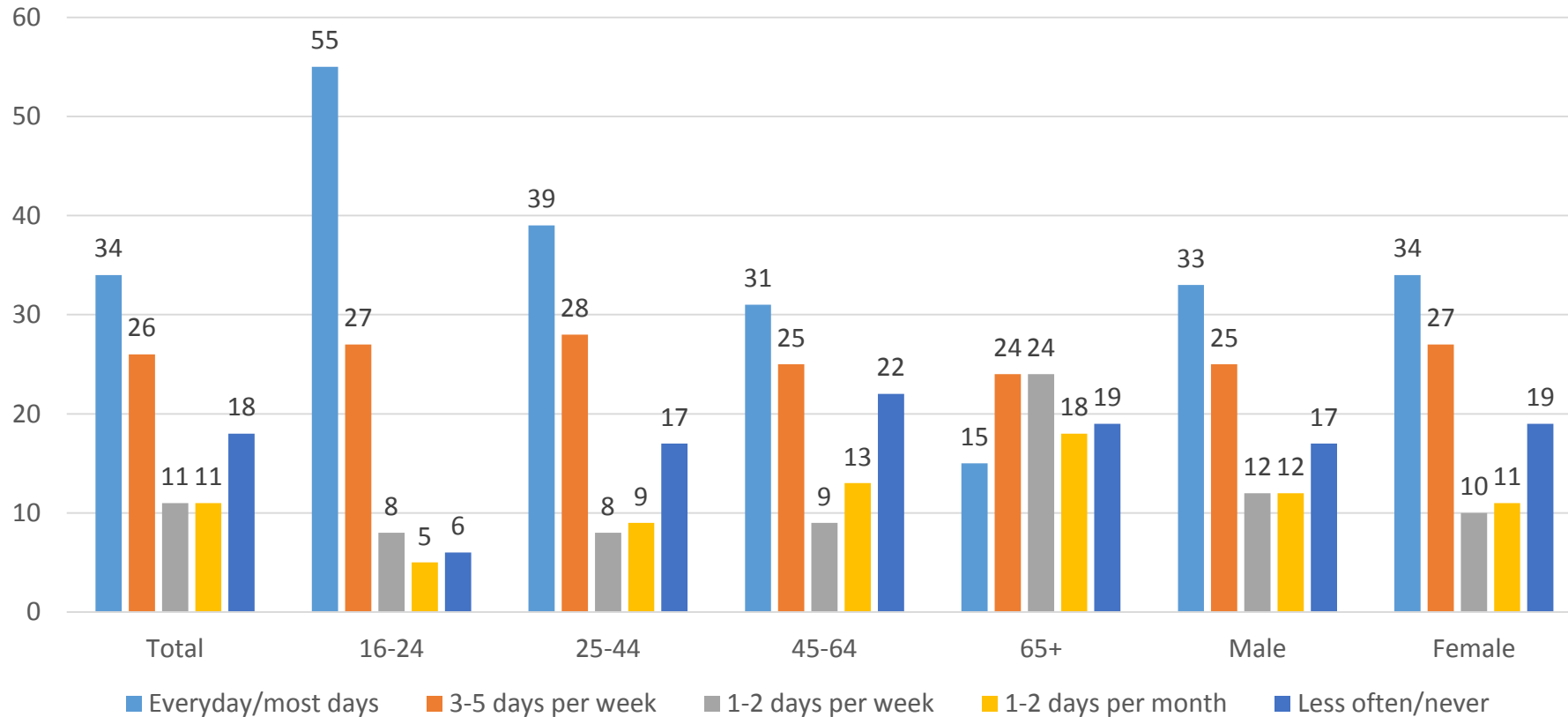
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Public transport use prior to outbreak



Transport for
West Midlands

Frequency of public transport use



Prior to the outbreak, 34% used public transport daily, this rose to 55% amongst the youngest group of respondents

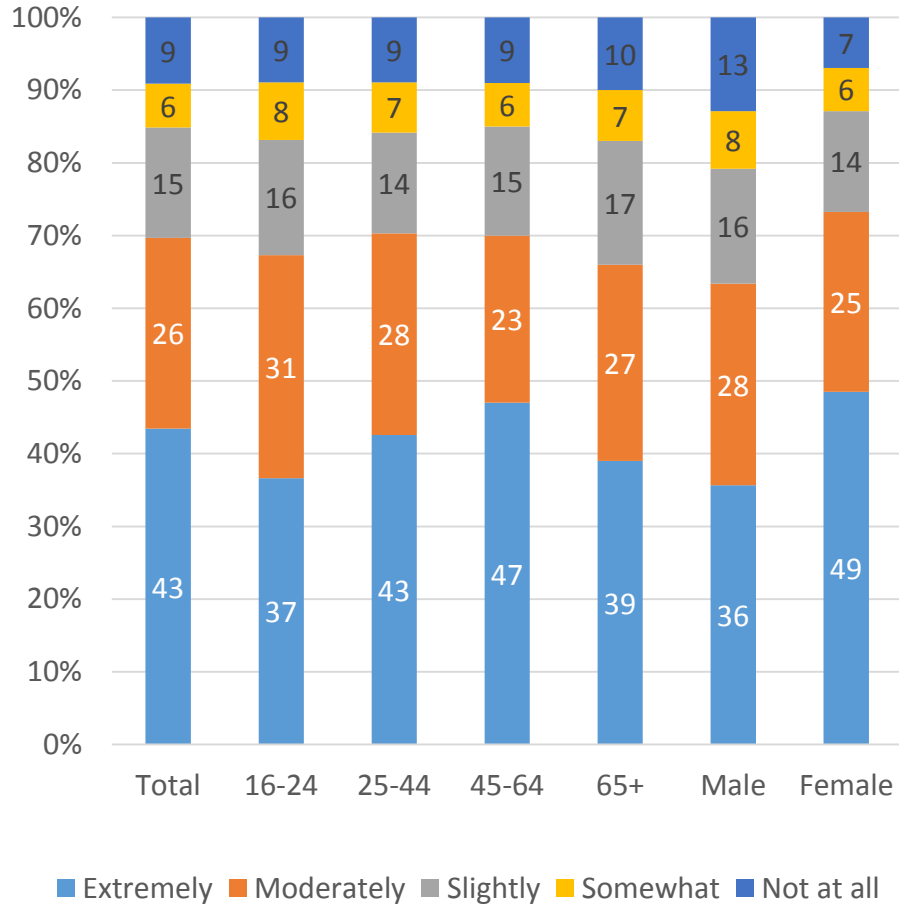
Q: How often did you travel by local public transport (bus, train and tram) before the Coronavirus (COVID-19) outbreak? Base all respondents

Concerns about future public transport use

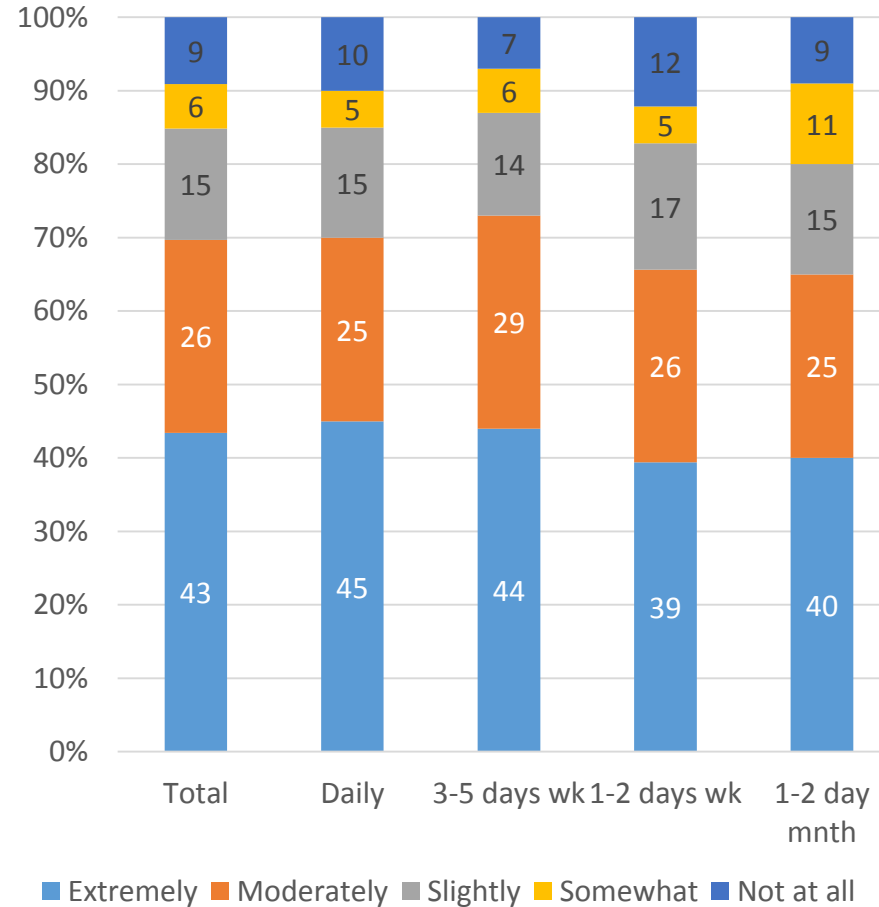


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Level of concern by age and gender



Level of concern by public transport use



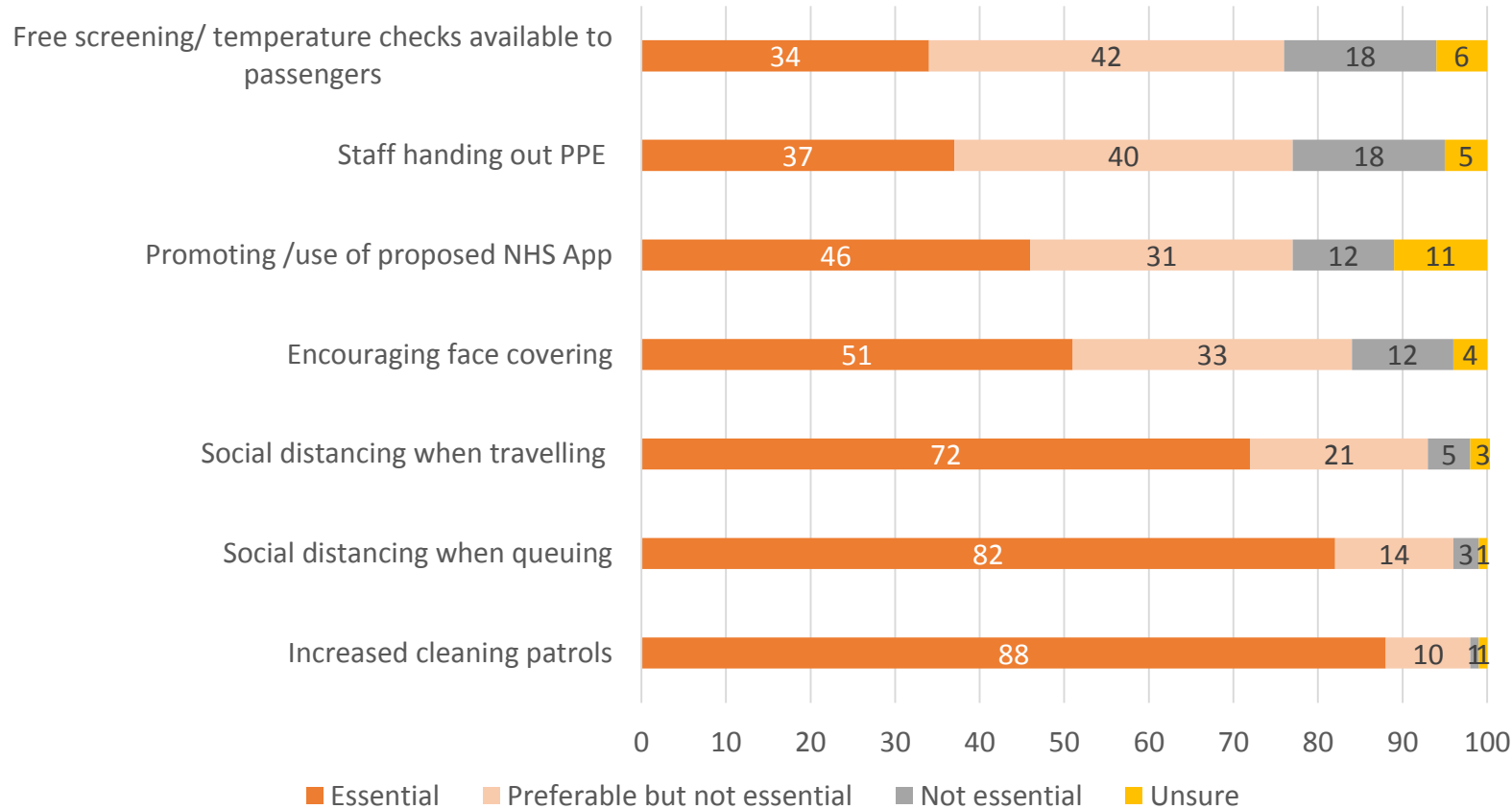
69% of public transport users were extremely/moderately concerned about using public transport in the future.

Respondents aged 25-64, females and the most regular users had the highest levels of concern.

Q: As and when the current lockdown situation eases, how concerned are you about travelling by local public transport? Base 4833 public transport users

Measures to make transport feel safer

How essential are these measures

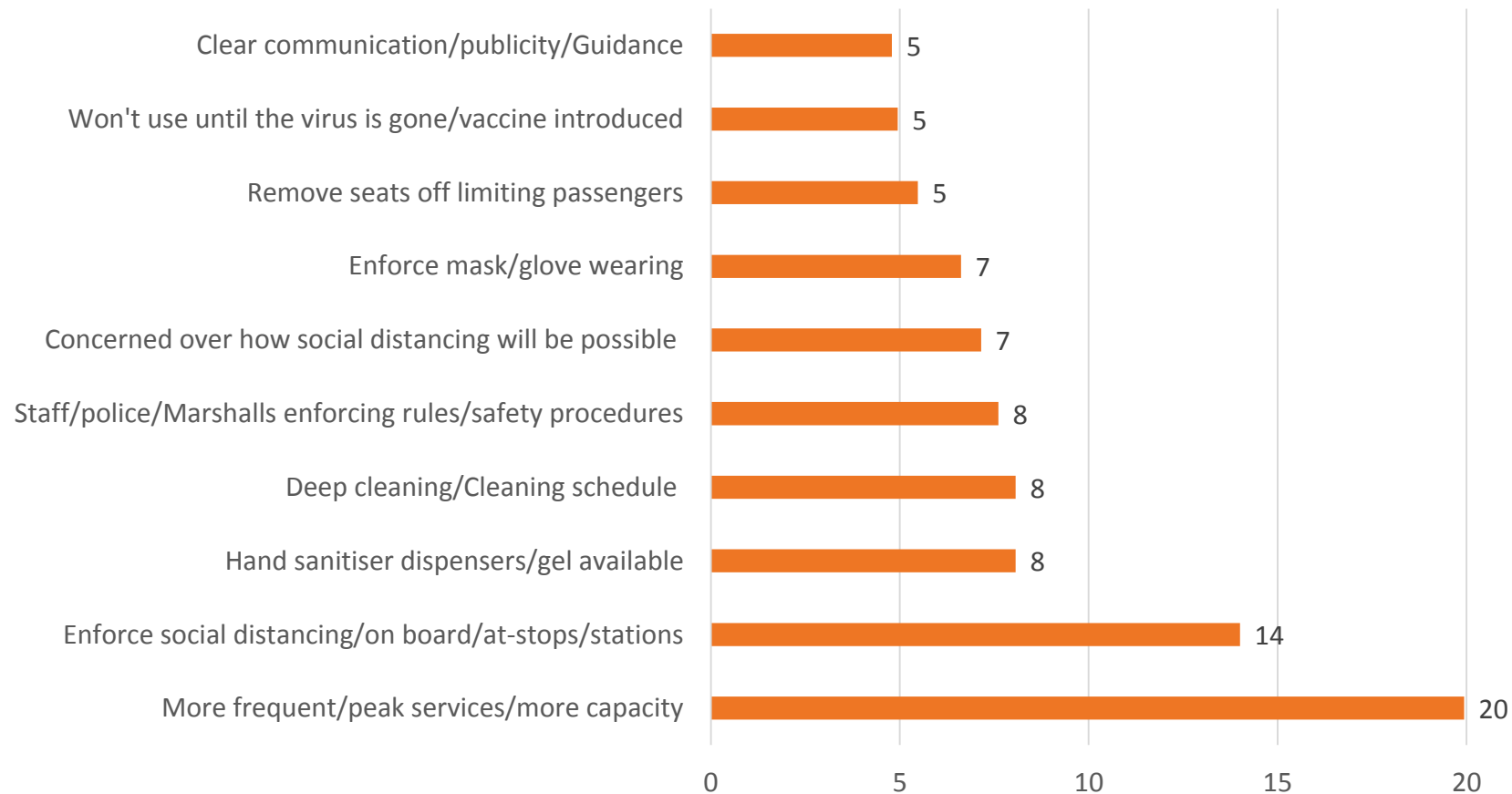


Increased cleaning patrols (88%), social distancing when queuing (82%) and when travelling (72%) were considered by most to be essential changes to make passengers feel safer.

Half (51%) thought the encouraging of face covering was essential

Q: Below are some potential measures that could be introduced as the lockdown eases to reassure the public that it is safe to travel by local public transport. How essential or not do you think these measure are? Base Public Transport Users

Main suggestions to make using public transport safer

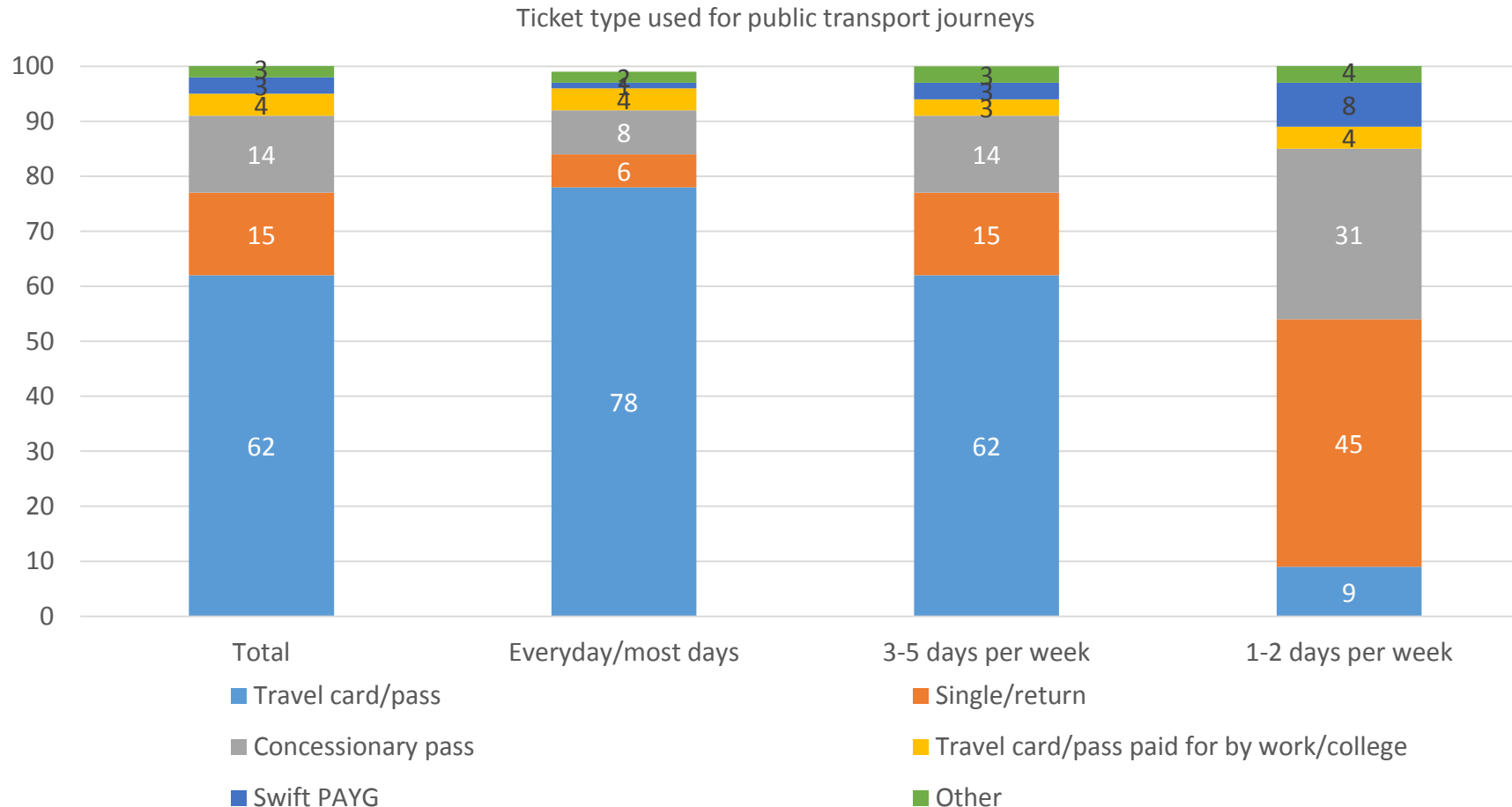


Other suggestions for making public transport safer were for more services/capacity (20%), to ensure social distancing was possible (7%), along with ensuring it is enforced (14% generally) and by staff/police etc specifically (8%). The provision of hand sanitisers (8%) and deep cleaning (8%) would also make people feel safer

Effects on Public Transport Ticket purchase

Wave 1

Ticket use prior to pandemic

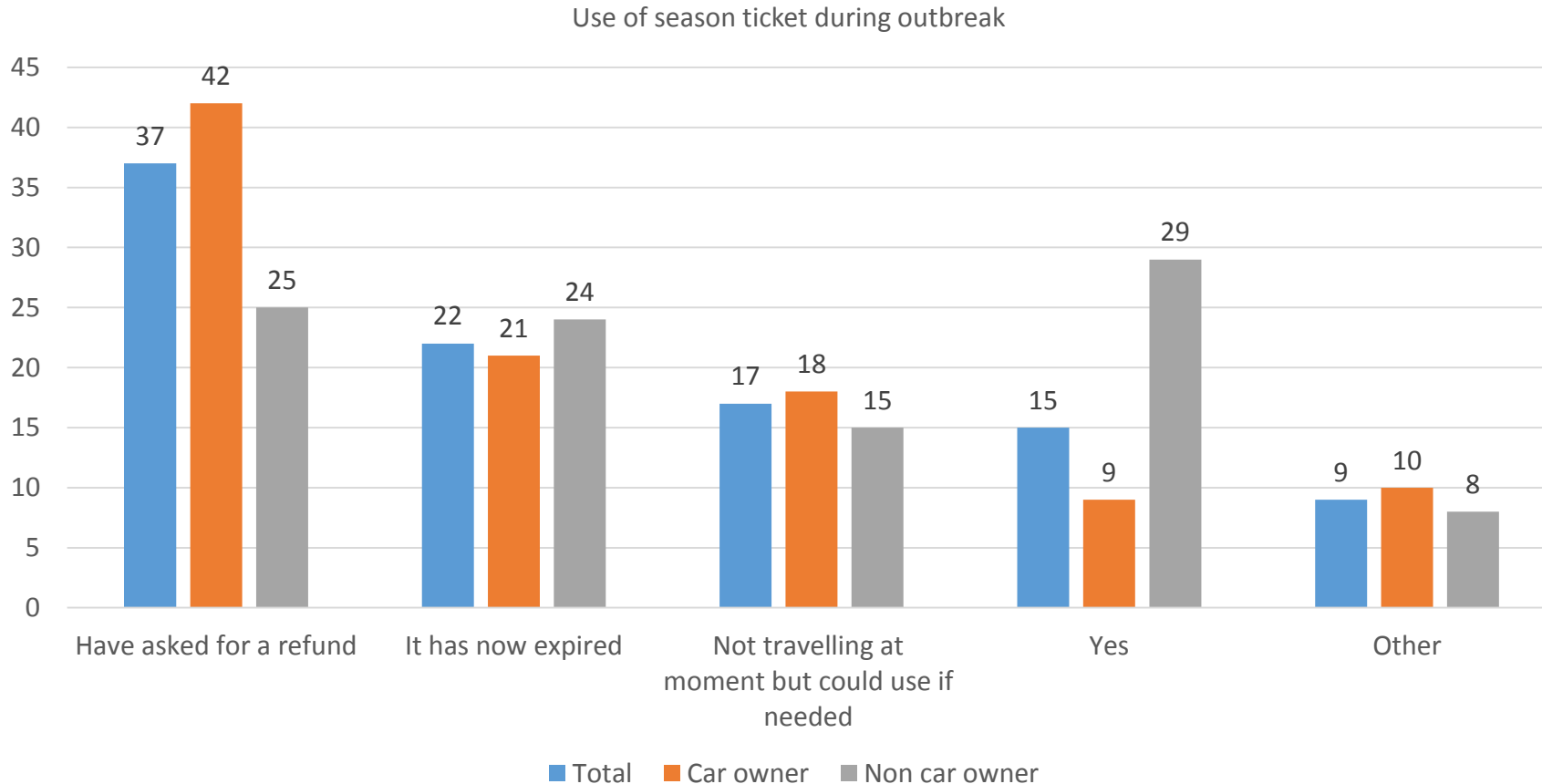


Prior to the pandemic, 62% of regular public transport users travelled using a season ticket, this rose to 78% amongst daily users dipping to 9% amongst those travelling only 1 or 2 days a week

Season ticket use during outbreak



Transport for
West Midlands



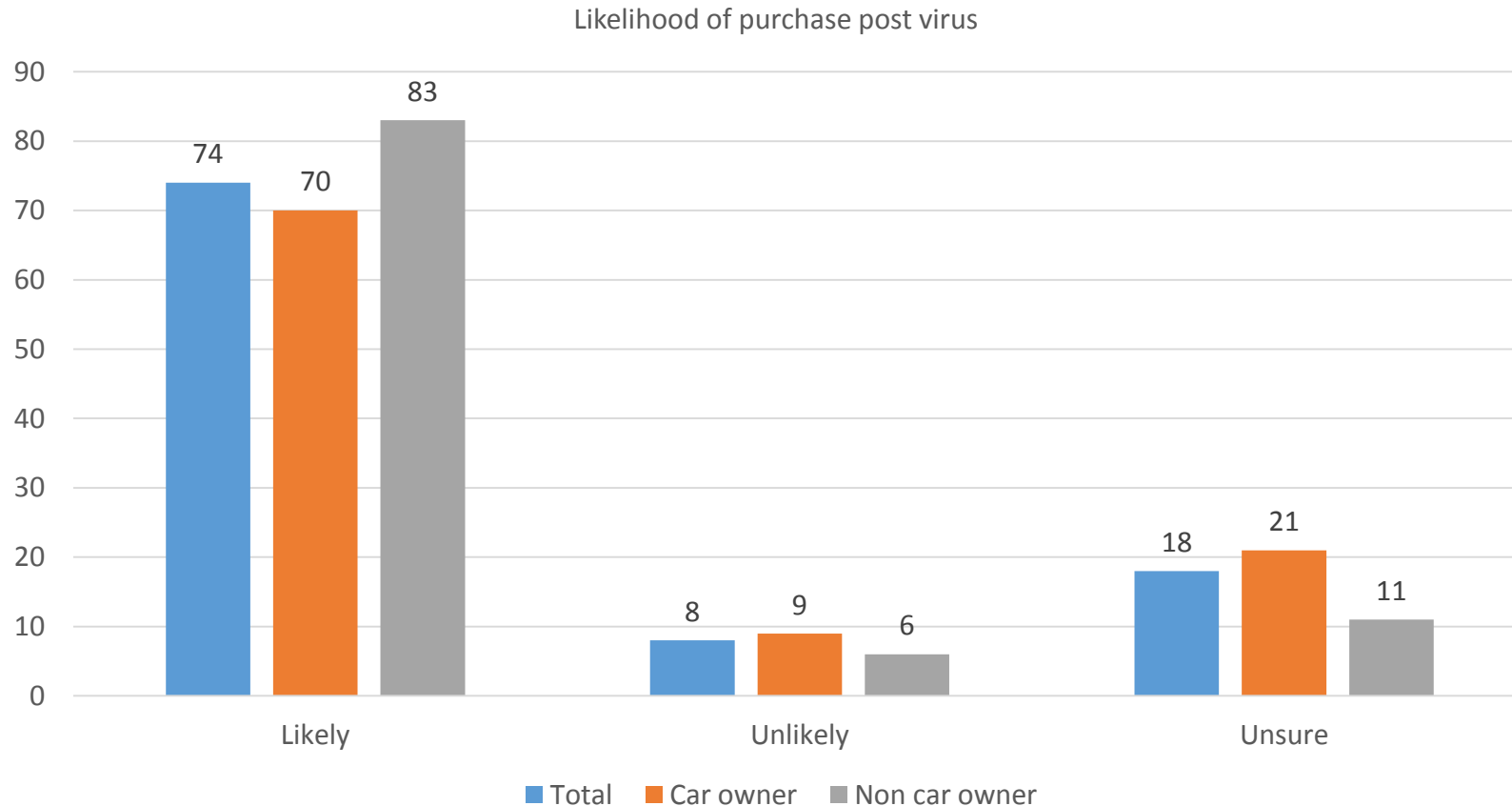
In total, 76% were not currently using their season ticket.

Nearly two fifths (37%) had asked for a refund, this rose to 42% amongst respondents who owned a car as an alternative means of travel.

Only 15% were still using their season ticket, this rose to 29% amongst respondents without the use of a car

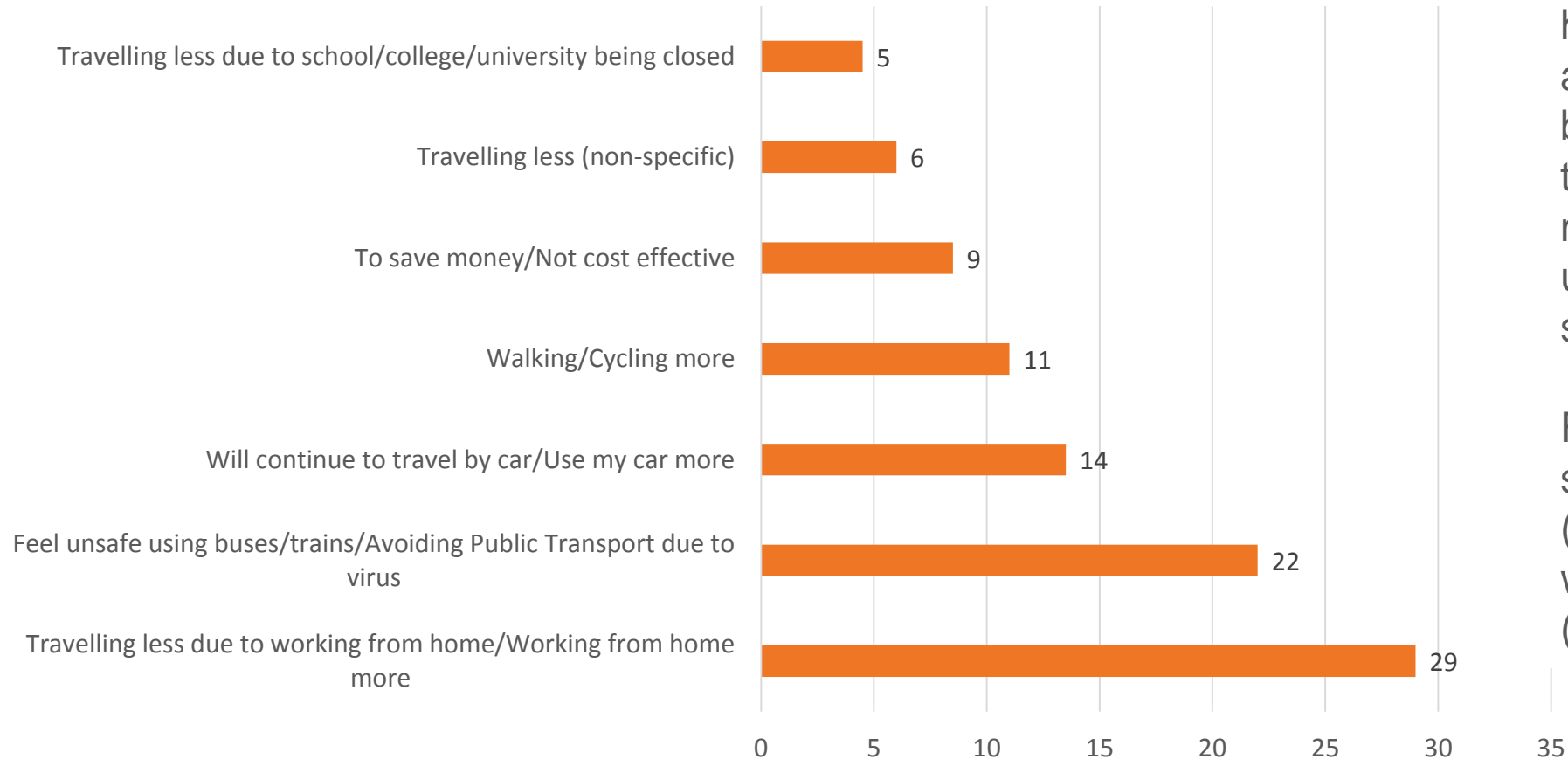
Q: Are you still using your travel card/pass/season ticket? Base 2654 season ticket holders

Likely repurchase of ticket (1)



When things are back to normal, 74% would repurchase a season ticket, this rose to 83% amongst non car owners, dipping to 70% amongst those with a car.

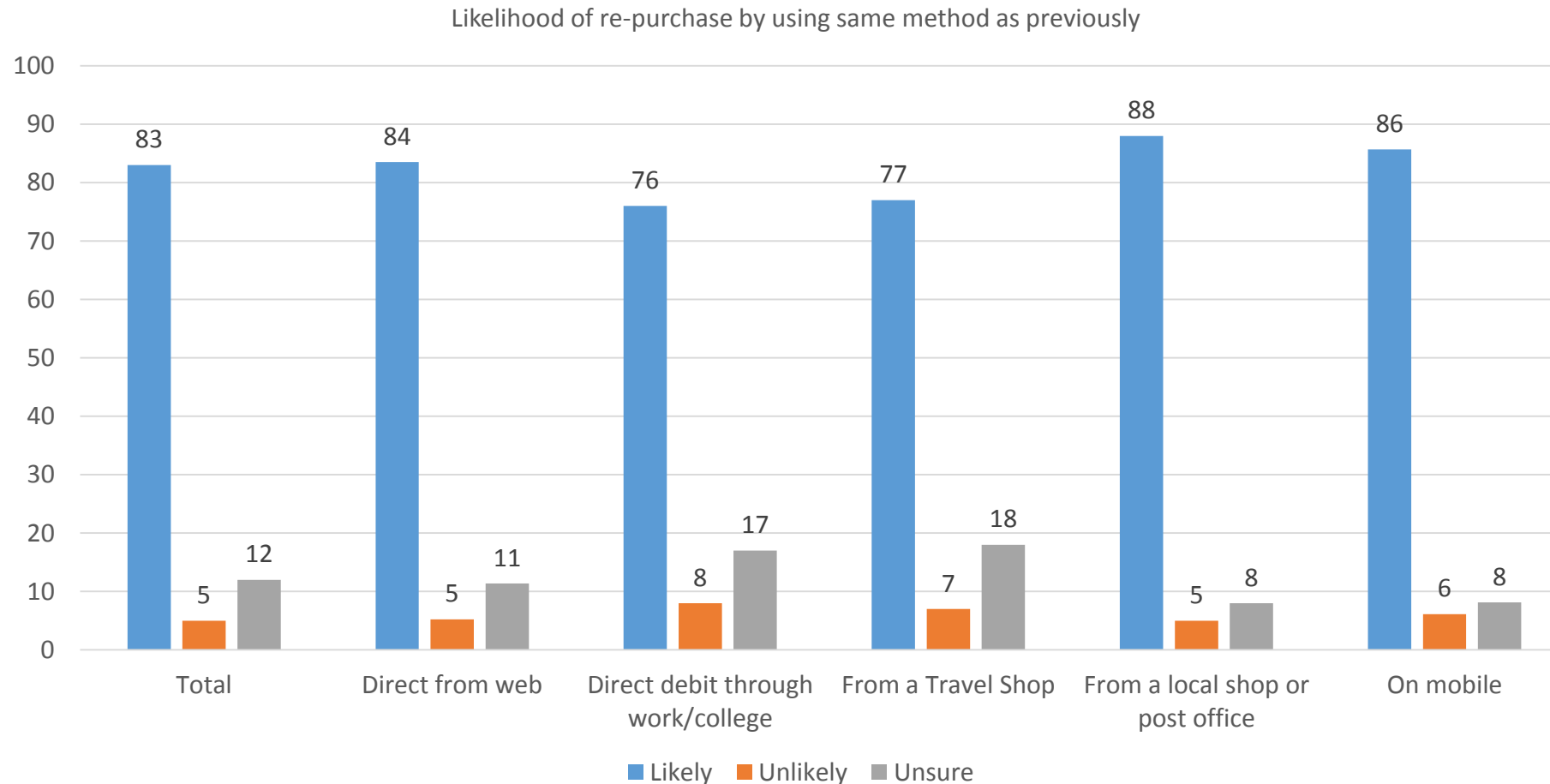
Reasons for being unlikely to repurchase season ticket



Travelling less due to home working (29%) and avoiding public transport because of the virus-threat (22%) were the main reasons for being unlikely to repurchase a season ticket.

Following this was a switching to car travel (14%) and/or walking/cycling more (11%).

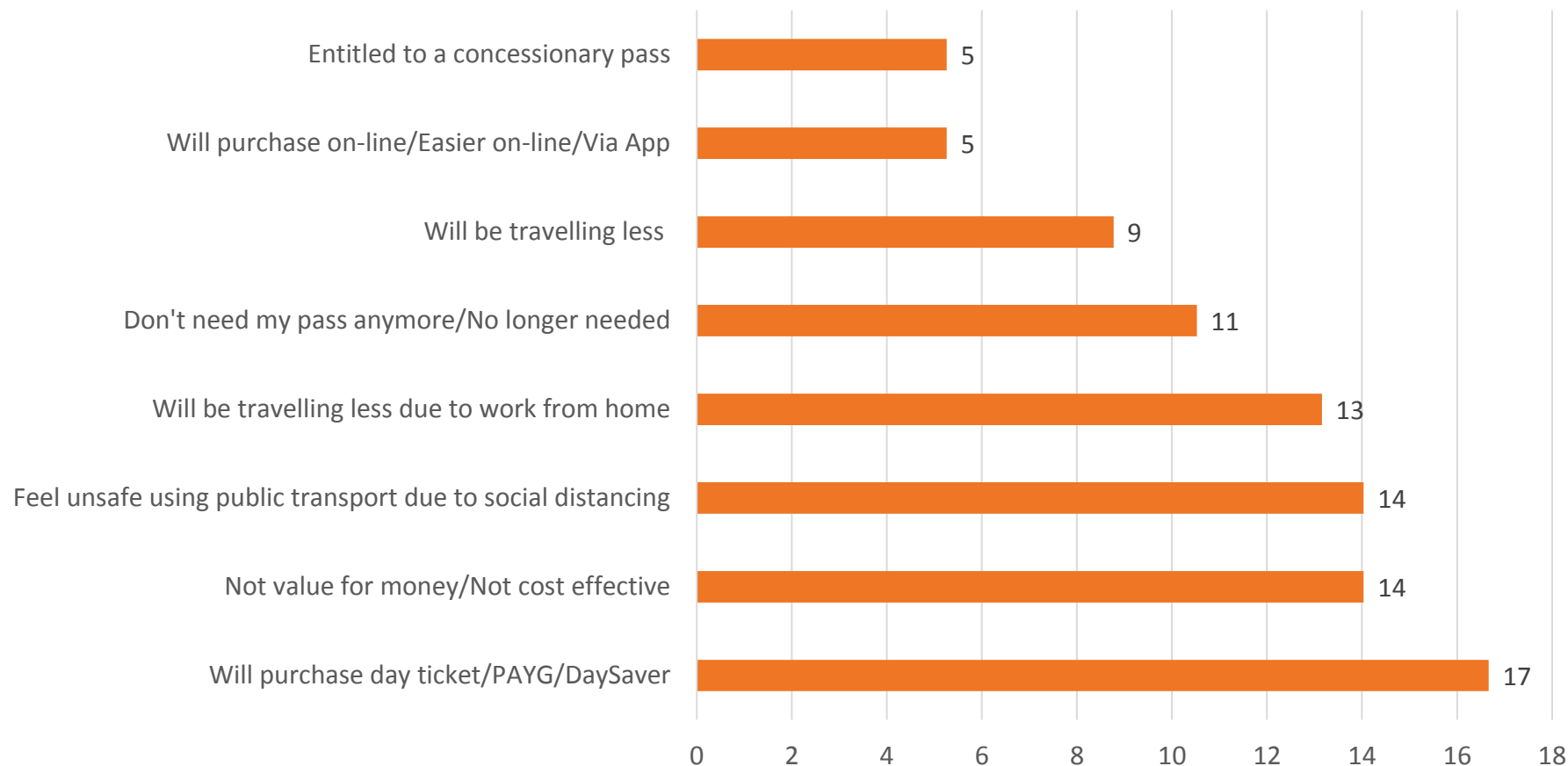
Likely re-purchase of ticket (2)



The vast majority (83%) would re-purchase their season ticket using the same method as they had done previously. This dipped slightly for those purchasing via direct debit (76%) or from a travel shop (77%)

Q: How likely or unlikely are you to use the same method of buying your travel card/pass/season ticket after the Coronavirus (COVID-19) and things return to normal? Base 2656 season ticket holders who pay for their ticket

Reasons for not using same method to purchase season ticket



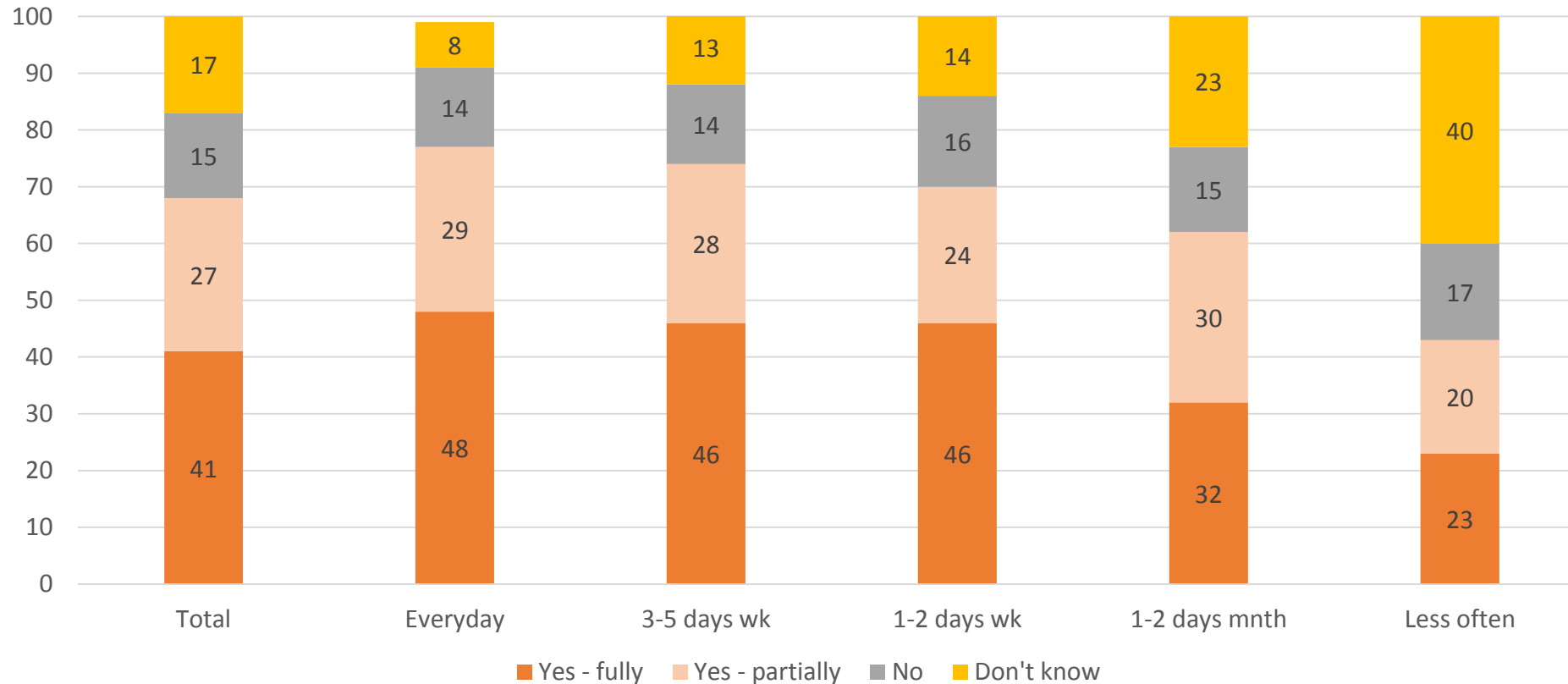
The main reasons for changing how season tickets would be purchased was a switch to buying day tickets (17%), that season tickets were not as cost effective (14%) and that public transport would be unsafe (14%). Working from home more (13%), having less (9%) or no need (11%) to travel were also mentioned.

Effectiveness of Public Transport Information

Wave 1

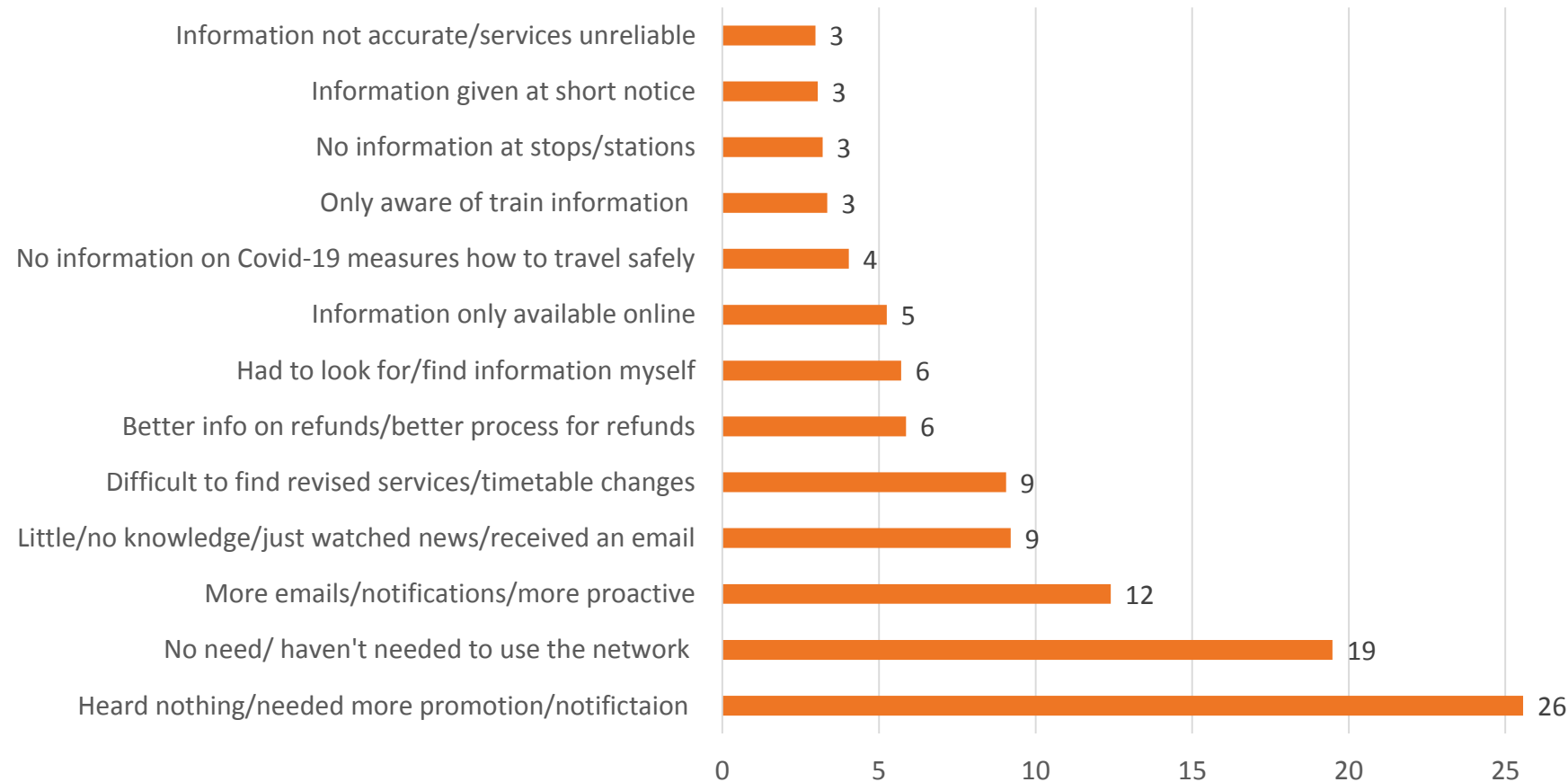
Information about transport changes

How well have you been kept informed by previous public transport use



In general respondents felt they had been fully (41%) or partially (27%) informed of the changes made to the transport network during the outbreak, particularly those who were most regular public transport users (77% informed)

In what ways have you not been fully informed



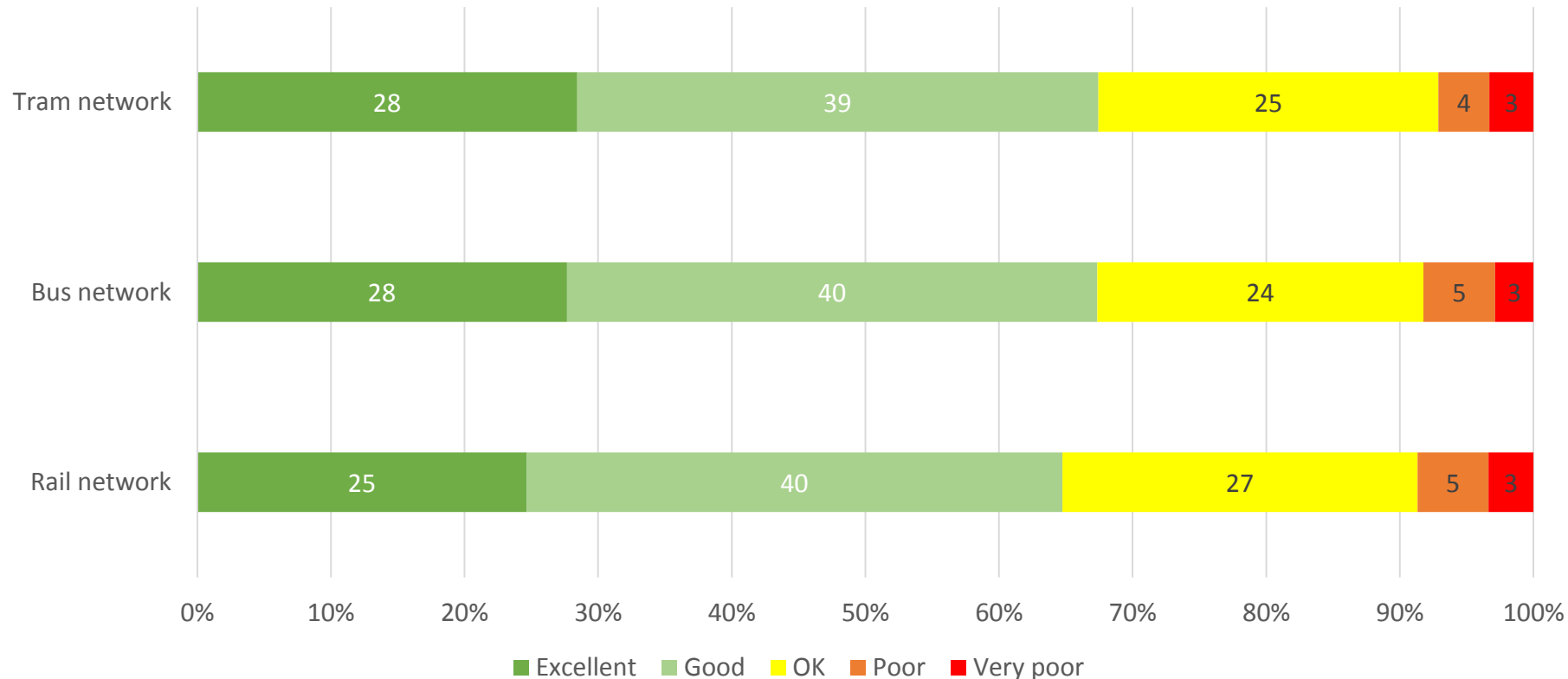
Over a quarter of those who felt they had not been fully informed had heard nothing, 9% had little/no knowledge and 12% expected more personal emails/notifications to be sent.

Nearly a fifth had felt no need for information as they weren't travelling.

Q: In what ways do you feel you have not been fully informed of changes to the transport network? Base 1397 respondents who felt they had not been fully informed of public transport changes

Reaction of operators to pandemic

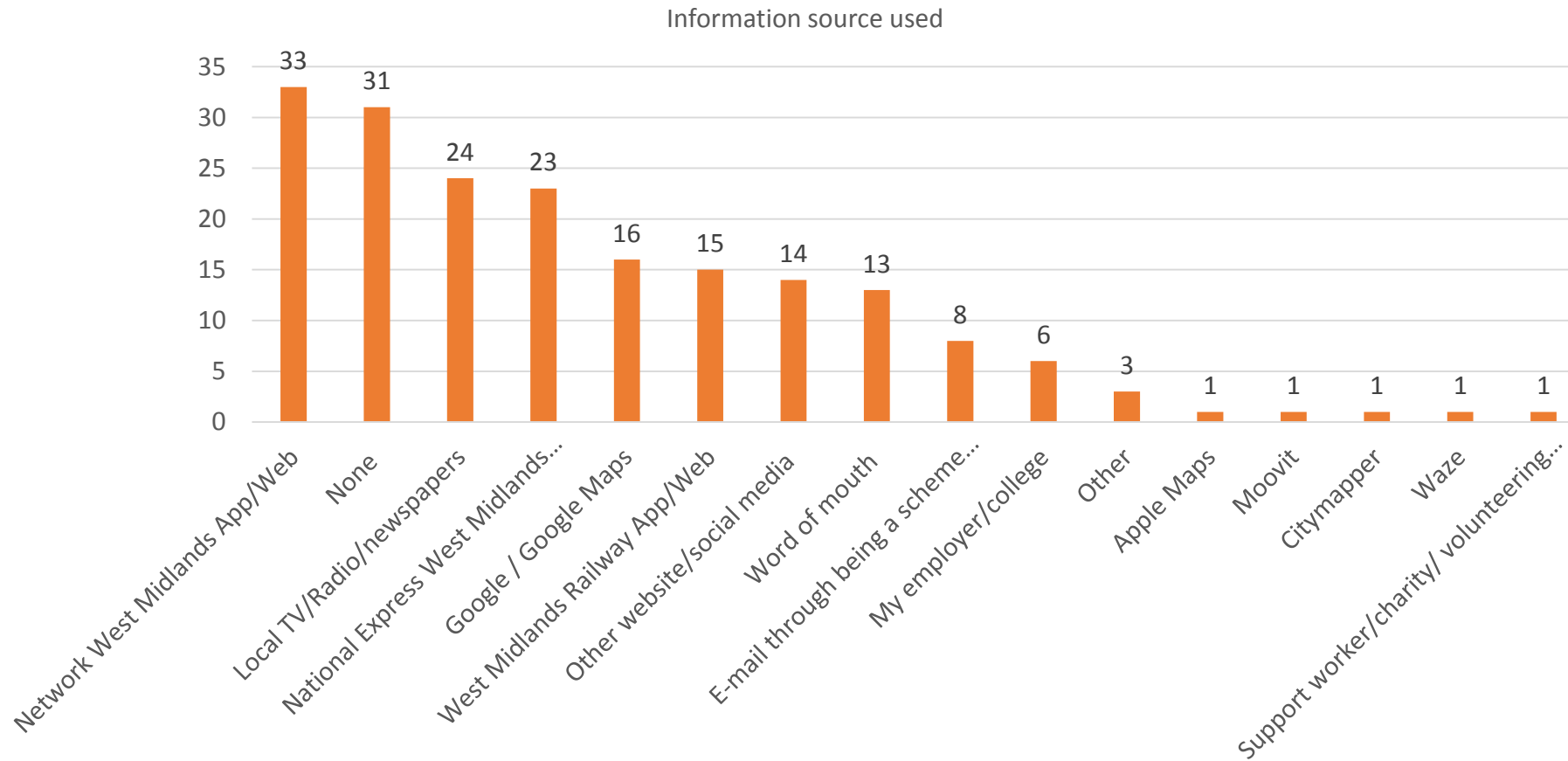
How do you feel operators have responded



Where respondents expressed an opinion, 65% felt the bus operators' response had been excellent/good. 61% held a similar opinion in respect of rail operators and 59% in respect of Metro.

Few rated the operator reaction poorly.

Transport information used

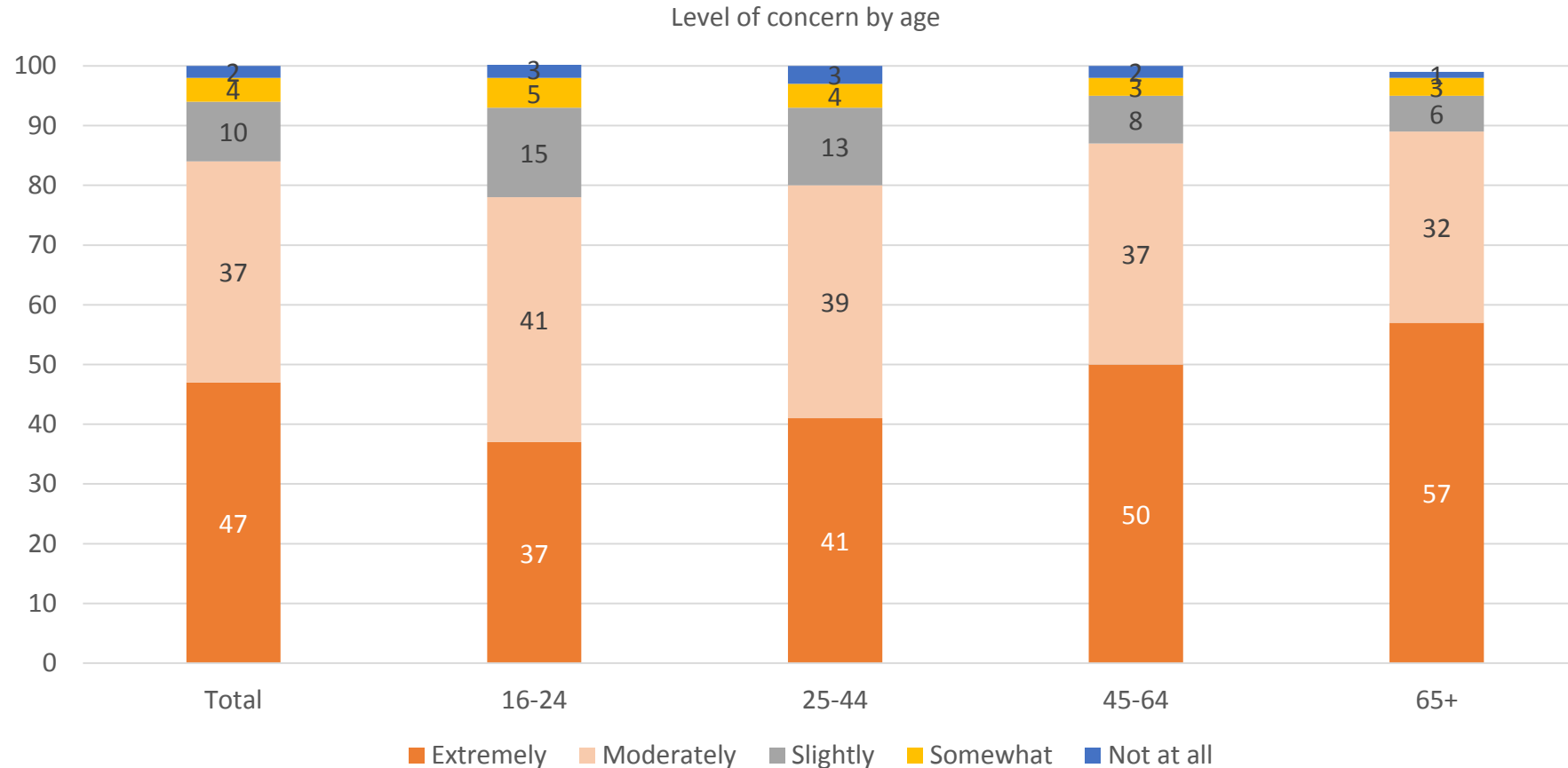


Information during the pandemic was mainly gained from NWM web/app (33%), local media (24%), National Express web/app (23%), Google (16%) and/or other social media (14%).

Current Sentiments Towards the Pandemic

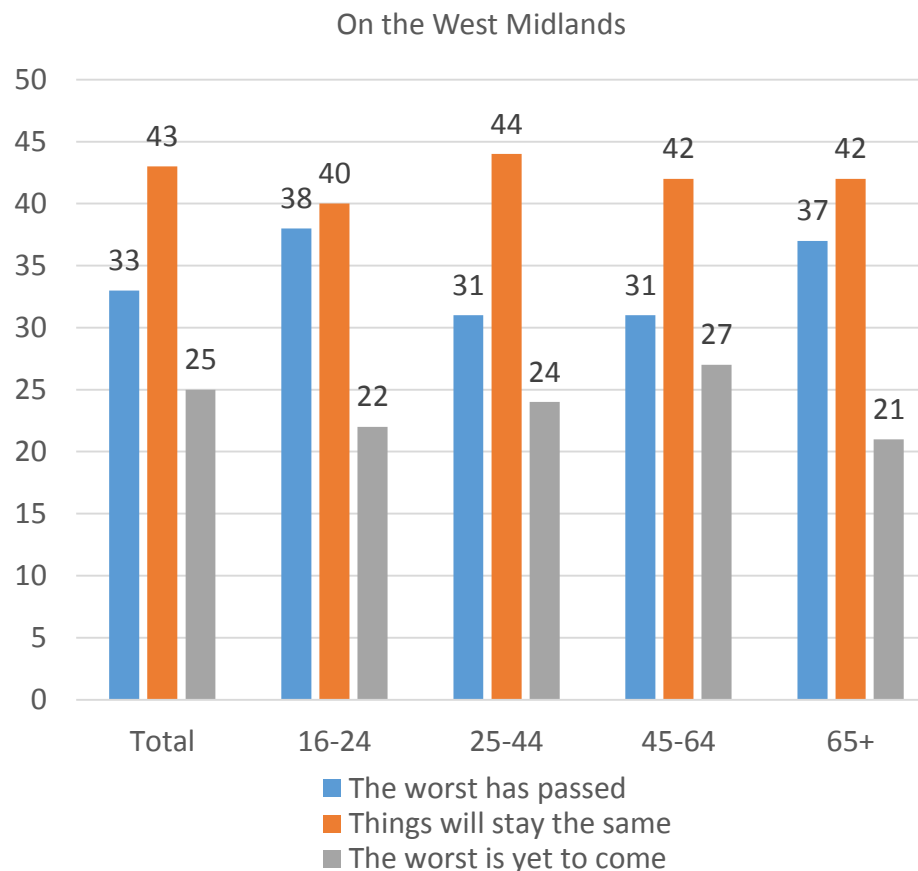
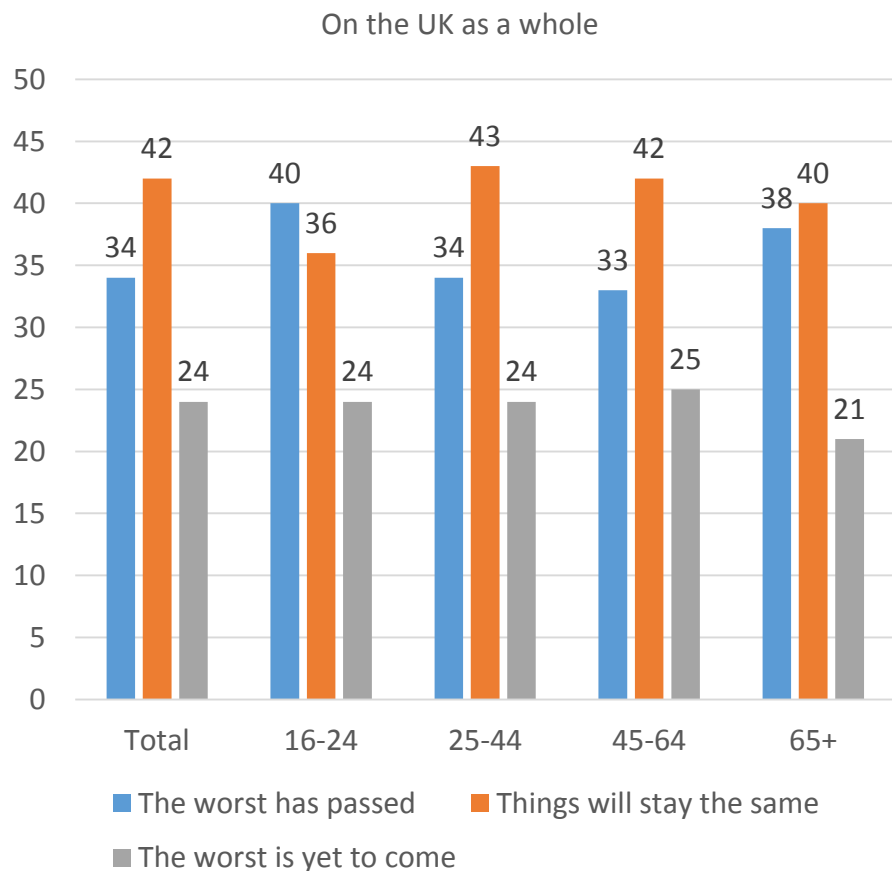
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Level of concern about Coronavirus



Understandably there was a high level of concern about the Coronavirus pandemic (84%). This concern increased with age.

Effect of virus in coming months



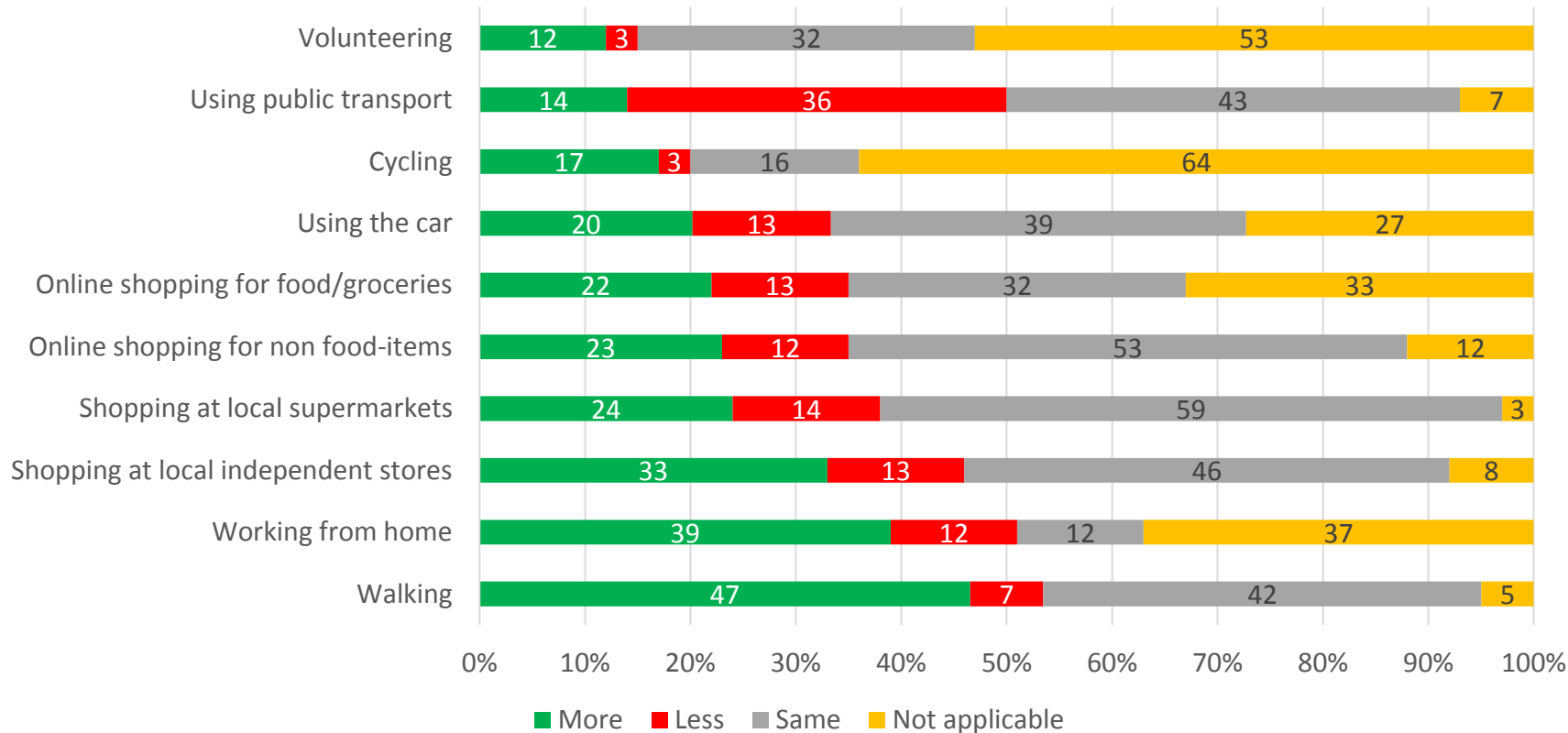
Respondents were most likely to think things would stay the same (42%) with regards to the virus over the next few months.

Younger respondents were slightly more optimistic (40% the worst had passed).

Q: Thinking about Coronavirus (COVID-19) and the way that it is going to change in the coming months, which of the following best describes your opinion in terms of the UK and West Midlands as a whole. Base 6060

Changes in habit following pandemic

What will you do more or less following the pandemic

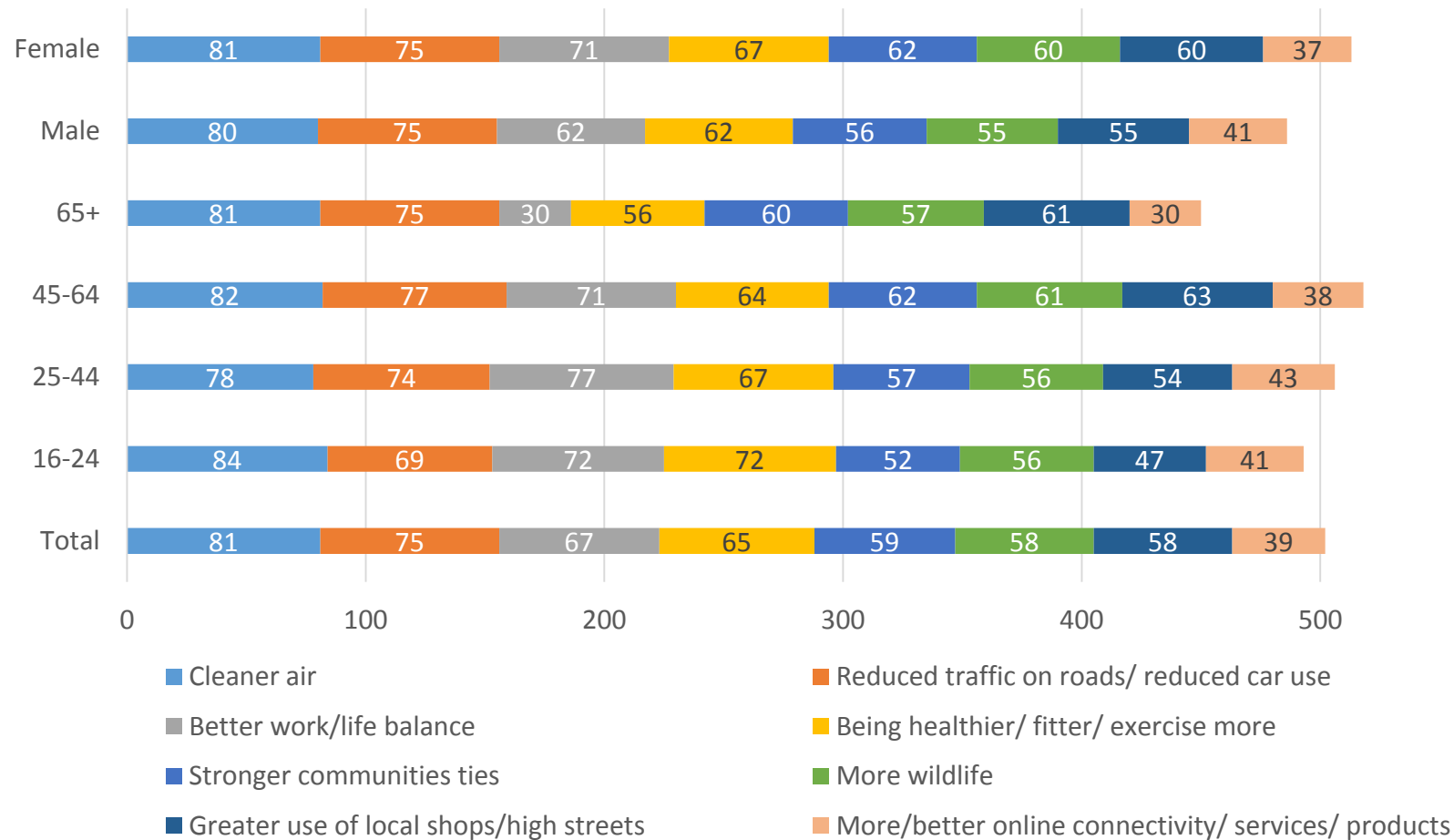


In the 'new normal', 47% thought they would be walking, working from home (39%) and shopping locally more often (33%). 20% would use the car more, 22% shop online more. 36% would use public transport less, while (17%) thought they would cycle more.

Q: When the current situation is over and things return to normal, which of the following, if any, do you expect to do any more or any less of compared to before Coronavirus (COVID-19)? Base 5931

What would you like to see change as a result of the crisis?

What changes would you like to see



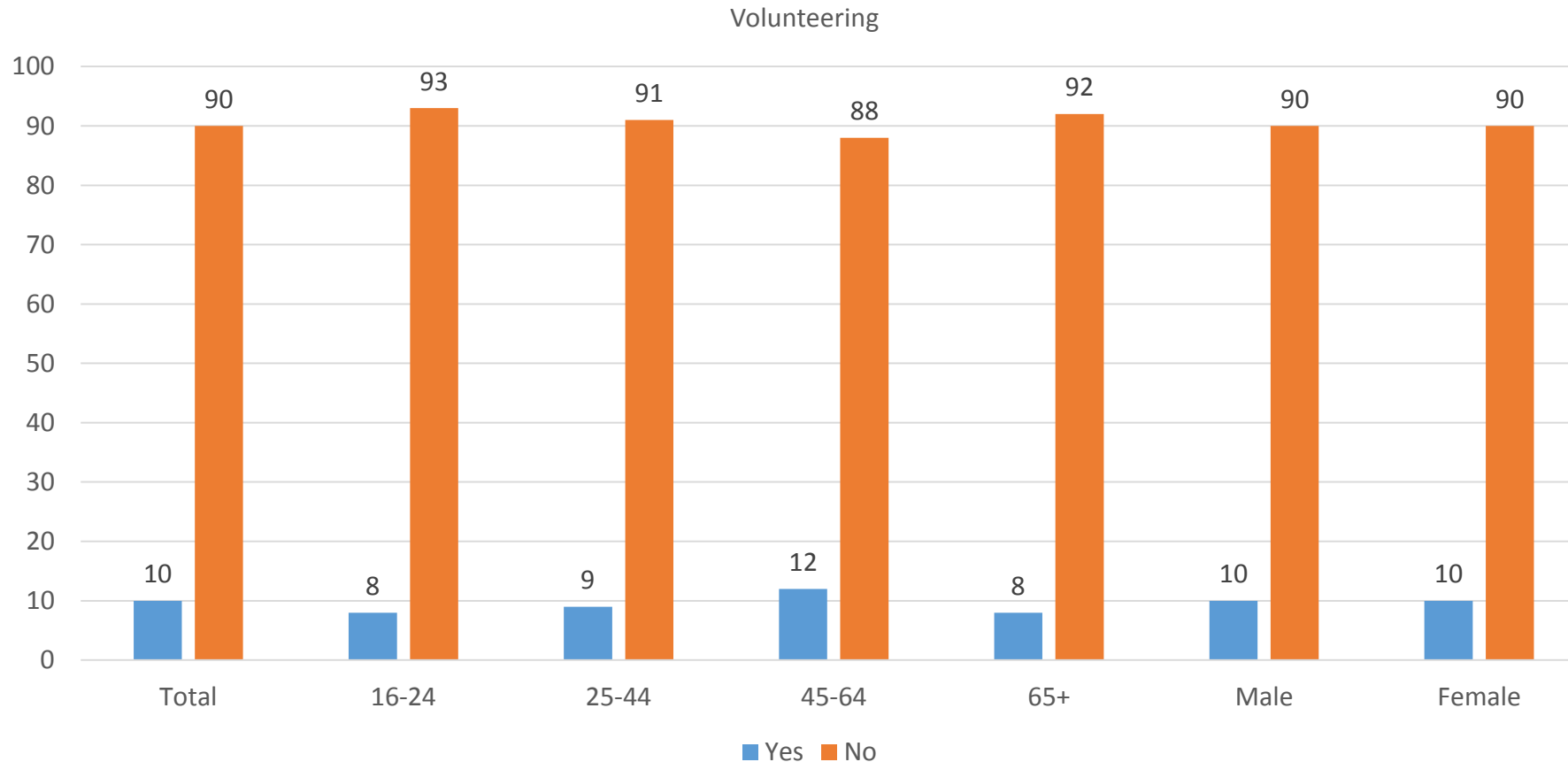
Cleaner air (81%), reduced traffic (75%) and a better work life balance (67%) were the top three changes respondents would like to see following the pandemic, closely followed by being fitter/healthier. (65%)

Q: What, if anything, would you like to see change in your own life, and for the country as a whole to learn from the crisis? Base 6080

Volunteering

Wave 1

Volunteering since outbreak



10% had registered or undertaken some volunteering since the outbreak

Q: Have you registered and/or undertaken any volunteering since the Coronavirus (COVID-19) outbreak? Base all respondents

Type of volunteering



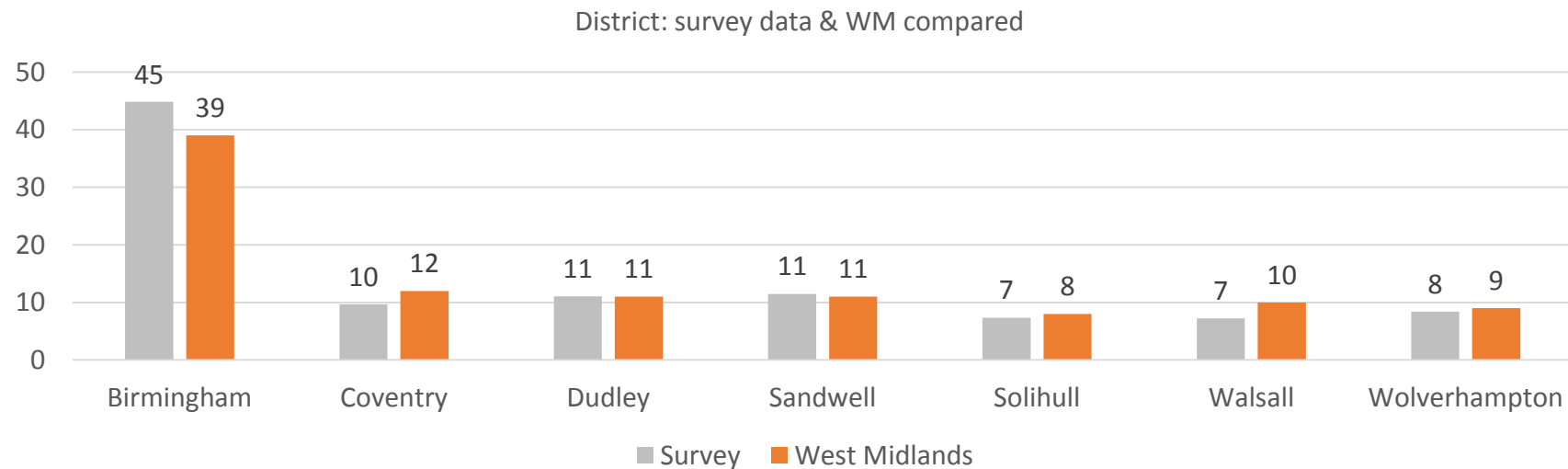
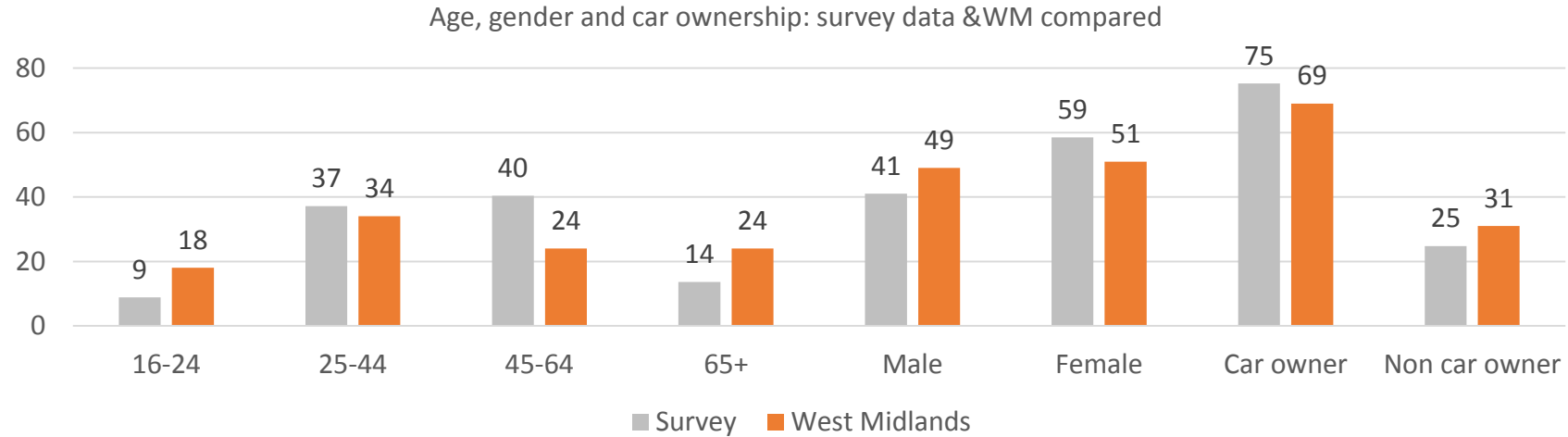
Most had volunteered through the NHS (19%) or to help out the vulnerable or neighbours who were isolating - either informally (14%) or through an community organisation (16%). 8% spontaneously mentioned volunteering but not been called on.

Q: Please provide more detail about the type of volunteering you have registered for/undertaken: Base 596 respondents who had registered/volunteered

Respondent Profile

Wave 1

Respondent profile



Survey respondents were slightly older, more likely to be female and live in a car owning household when compared to Census 2011 data for the West Midlands Conurbation