



# Travel Trends and Behaviours Tracking Survey

Wave 2 – January 2021

# The Survey

The Travel Trends and Behaviours Tracking Survey (TTABS) aims to monitor travel patterns amongst residents in the West Midlands and opinion on different modes of travel. It will also look at the effect of the Covid-19 pandemic on travel patterns. 500 interviews will be conducted to quota each month from December 2020 to March 2021, the original intention was for interviews to be conducted via telephone with any shortfall in quotas to be remedied with face to face interviews.

As a result of the ongoing pandemic in January 2021 the UK entered into another period of national lockdown. Face to face interviewing was not permitted in this period as a result wave 2 data has been weighted on the basis of age.

The survey will:

- Monitor travel habits in the last 7 days
- Measure satisfaction with journeys made in last 7 days by mode of travel
- Look at reasons for not travelling in the last 7 days
- Examine the effects of the Covid-19 pandemic on travel patterns
- Track awareness of WMCA, Mayor of West Midlands and TfWM

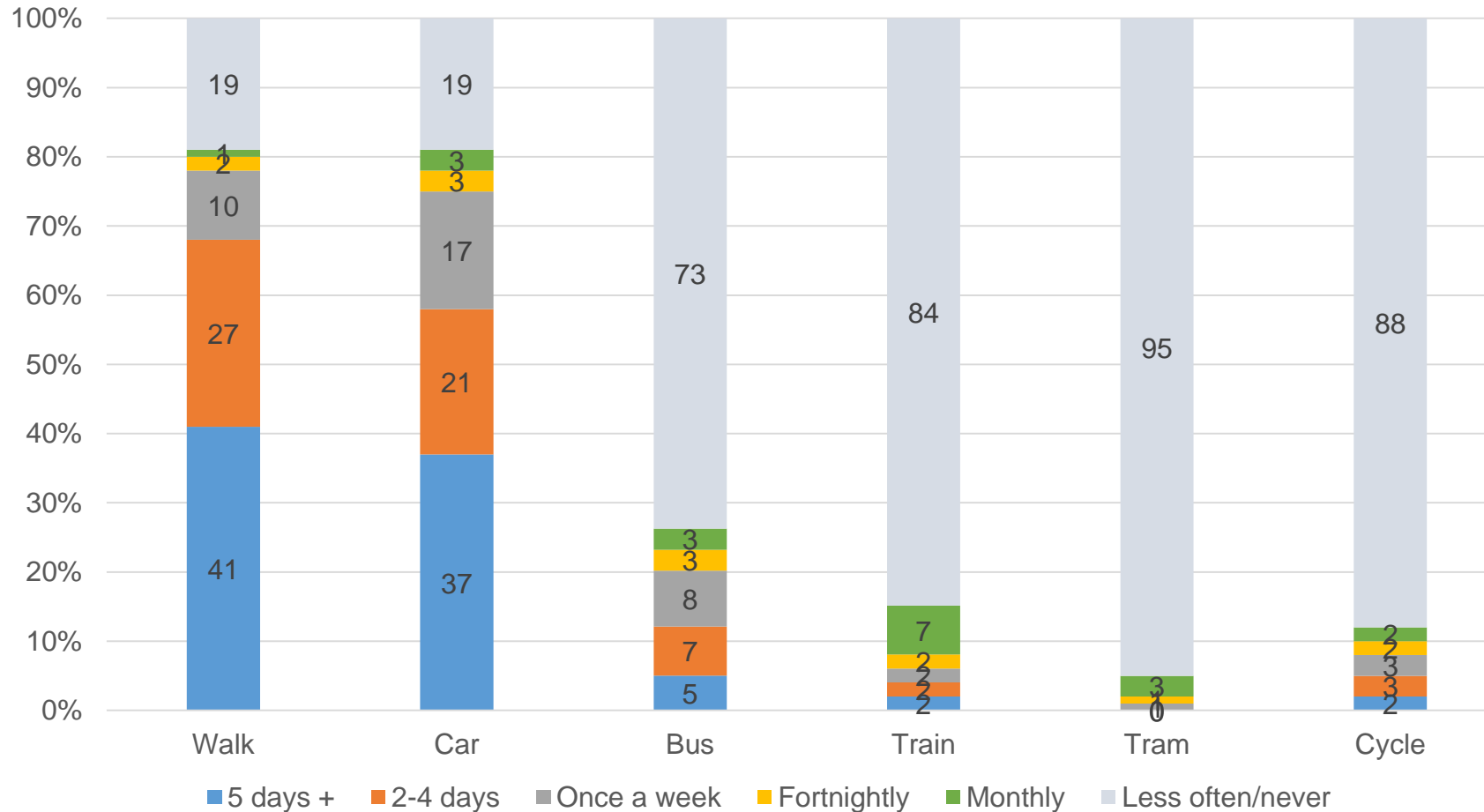
Note: Rail and Metro Satisfaction data not reported in wave 2 due to low base (*n 14 and 6 respectively*).

# Travel in West Midlands

Travel patterns in West Midlands area, including nature and extent of travel in last 7 days and satisfaction with modes used

# Frequency of travel

Frequency of travel by mode

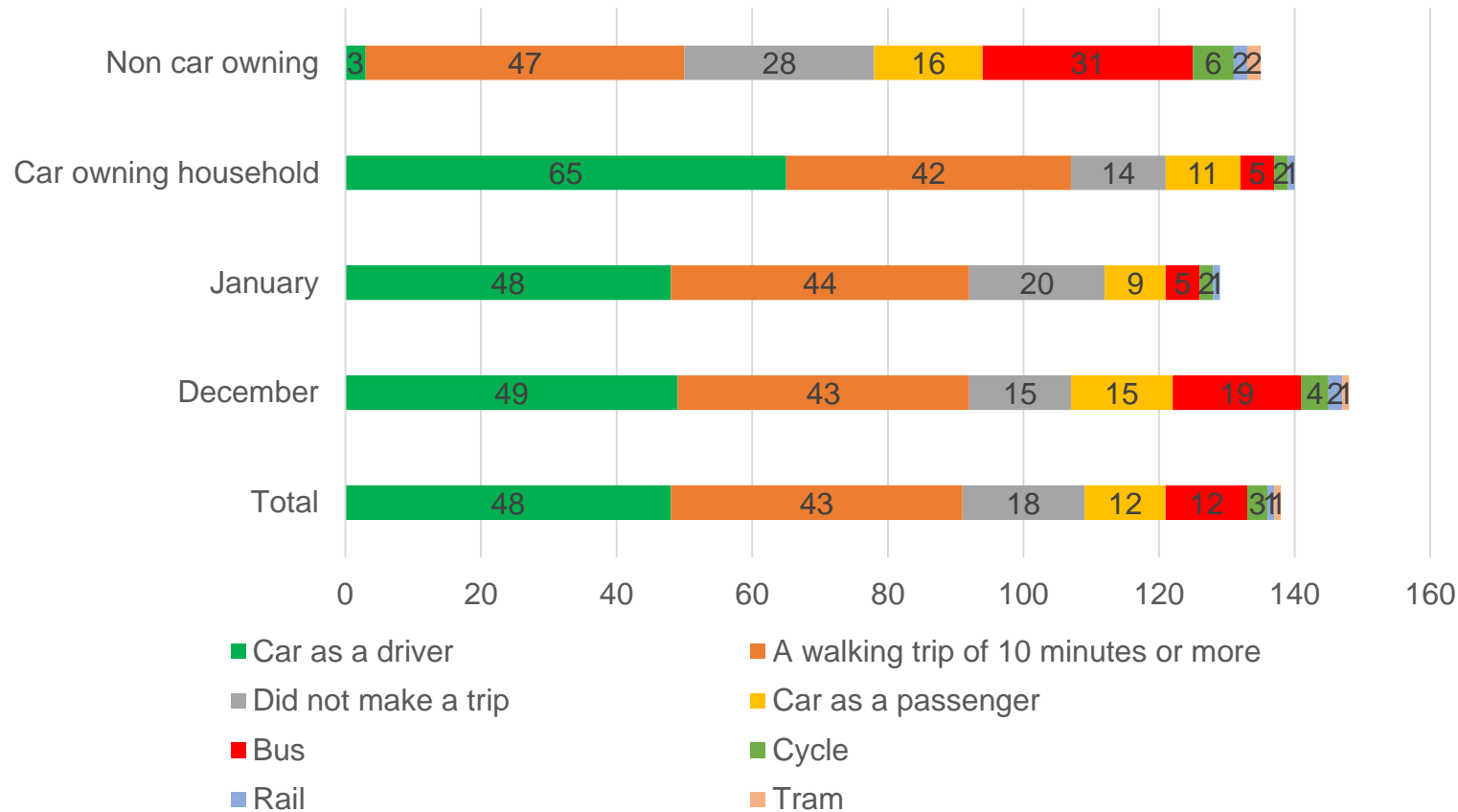


- When looking at travel patterns overall respondents travelled most regularly on foot (78%, made a weekly walk trip) or by car (75% made a weekly car trip).
- 20% travelled weekly by bus; 8% weekly by bicycle; 6% weekly by train.

Question: Thinking about the journeys you make in the West Midlands how often do you travel by the following. Base 1018 respondents

# Travel in last 7 days

Mode(s) of travel used in last 7 days

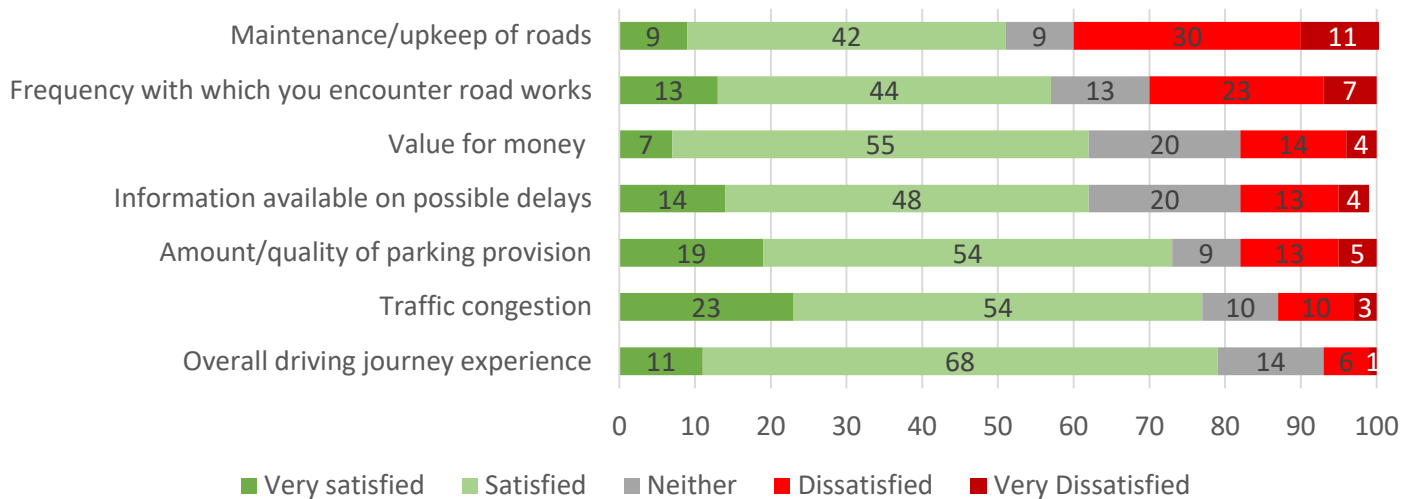


- In January due to the national lockdown there was a reduction noted in travel compared to December with 20% having not made a trip in the last 7 days.
- Travel in the last 7 days was largely by car (48%, driving; 9% passenger) albeit there was a reduction noted in travel as a car passenger.
- There was little change noted in the proportion of walk trips (44%).
- Reductions were noted in bus use (19% to 5%), cycling (4% to 2%) and rail travel (2% to 1%).
- Non car owners were far more likely to have not made a trip (28%) compared to car owners (14%).

Question: Thinking about the journeys you made in the last seven days did you travel in any of the following ways within the West Midlands? Base 1018 respondents

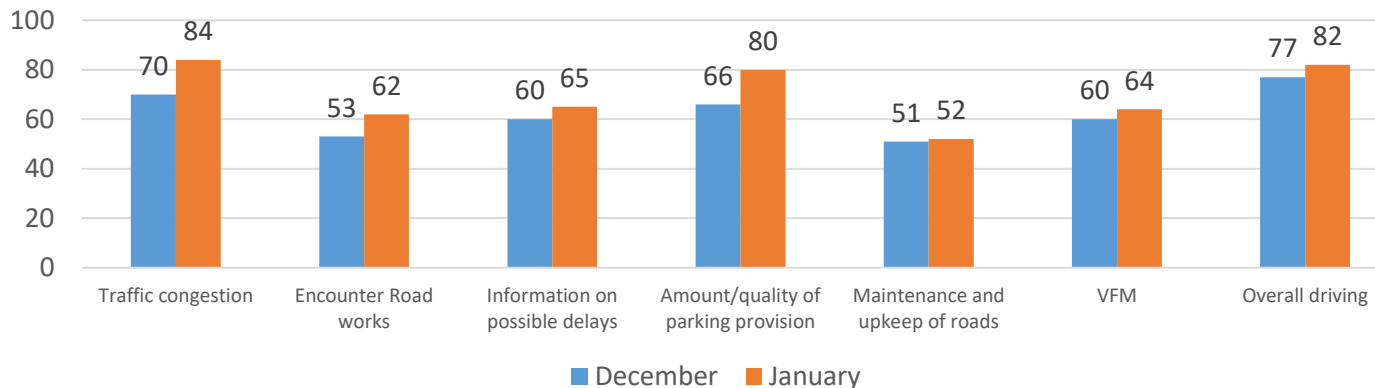
# Satisfaction with car journeys

Overall satisfaction with aspects of car travel



- 42% had made a car journey for work; 37% for shopping.
- Respondents were most satisfied with the overall driving journey experience (79%) and amount of traffic congestion (77%).
- They were least satisfied with the maintenance and upkeep of roads (51%) and frequency with which they encounter road works (57%).
- When comparing results from December to January it can be seen that there were improvements in satisfaction with the level of traffic congestion and with parking provision

Monthly satisfaction tracked



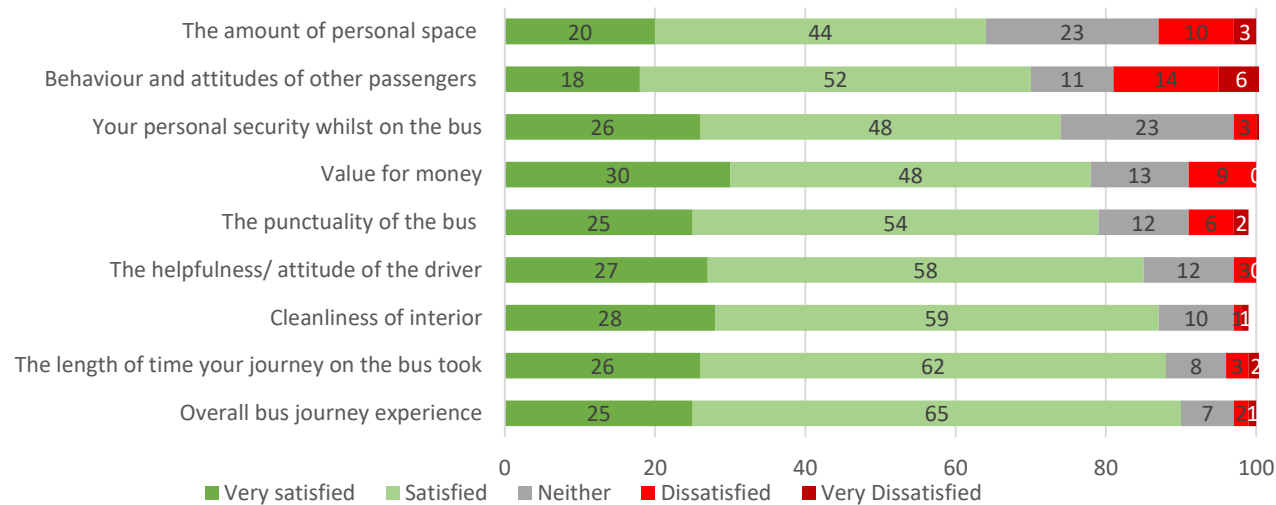
Reasons for dissatisfaction	%
Improve road surface/fix potholes	66
Fewer road works	36
More car parking/cheaper car parking	22
Better notification of delays/road works	19
More traffic enforcement/policing	11
Costs	9
Improvements to road layouts/Junctions	7
Traffic congestion	4
Other	3
Other drivers behaviour	1

Question: How satisfied or dissatisfied were you with the journey you made by car in terms of: Base 589 car users in last 7 days

Question: What were your main reasons for feeling dissatisfied? Base 362 respondents dissatisfied with aspect of car journey

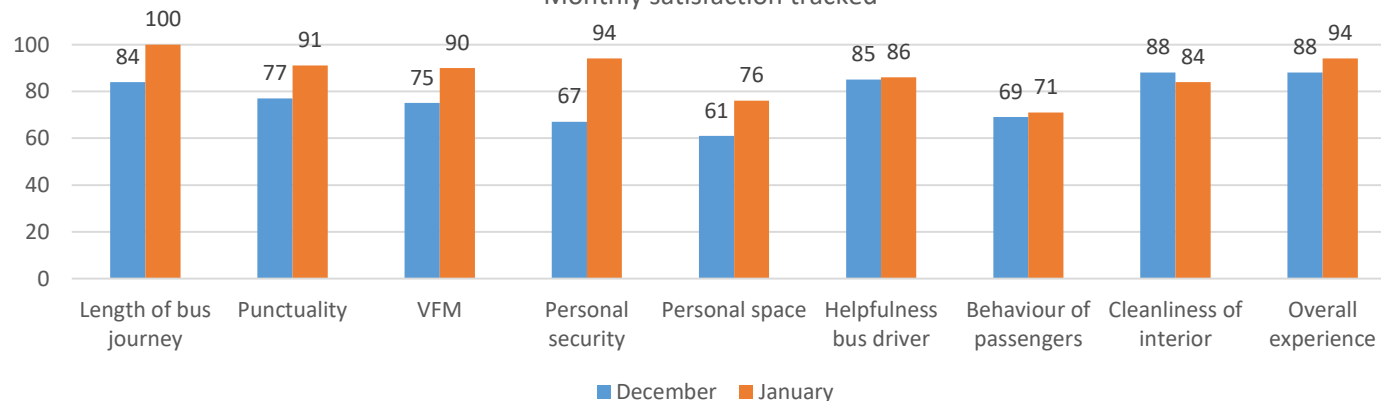
# Satisfaction with bus journeys

Satisfaction with aspects of bus travel



- 48% were travelling by bus for shopping purposes; and 19% for work, 17% on personal business .
- Respondents were most satisfied with the overall bus journey (80%) and length of bus journey (88%).
- They were least satisfied with the amount of personal space (64%) and behaviour and attitude of other passengers to reduce risks of Covid-19 infection (70%), with the latter having the highest level of dissatisfaction (20%).
- Interesting when comparing January results to December there was increased satisfaction with personal security and amount of personal space, perhaps as a result of decreased bus patronage due to lockdown.

Monthly satisfaction tracked



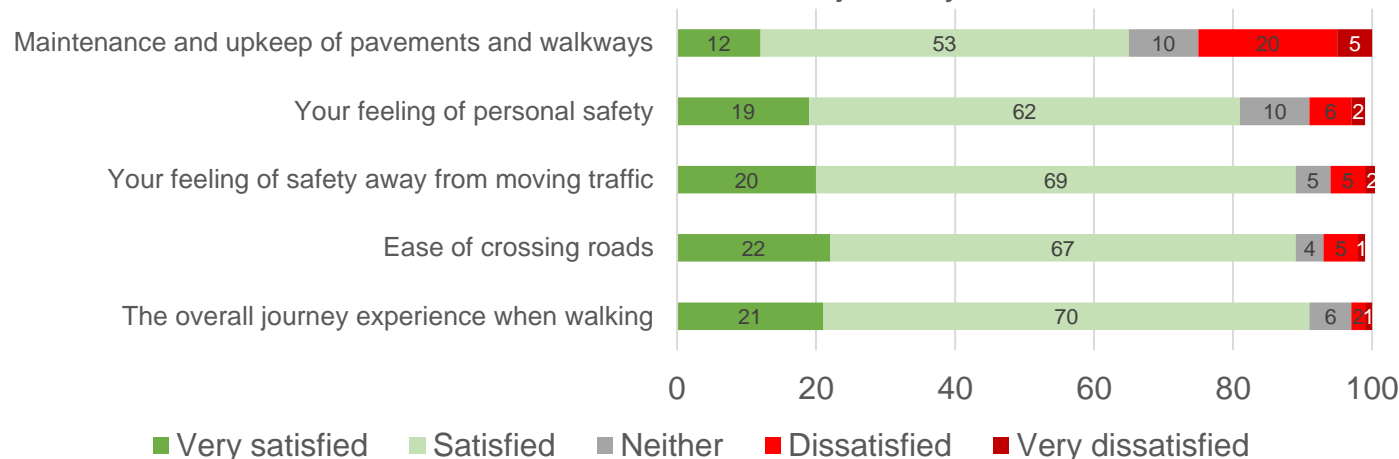
Reason for bus dissatisfaction	%
Passengers not wearing face coverings	42
Bus fares are too expensive	29
Bus service unreliable/didn't turn up on time	25
Unable to social distance/people not adhering to social distance rules	25
Bus journey took too long	21
Services overcrowded/too busy	21
Other	17
Felt unsafe/anti social behaviour	8
Drivers was rude/unhelpful	4

Question: How satisfied or dissatisfied were you with the journey you made by bus in terms of: Base 124 bus users in last 7 days

Question: What were your main reasons for feeling dissatisfied? Base 30 respondents dissatisfied with aspect of bus journey

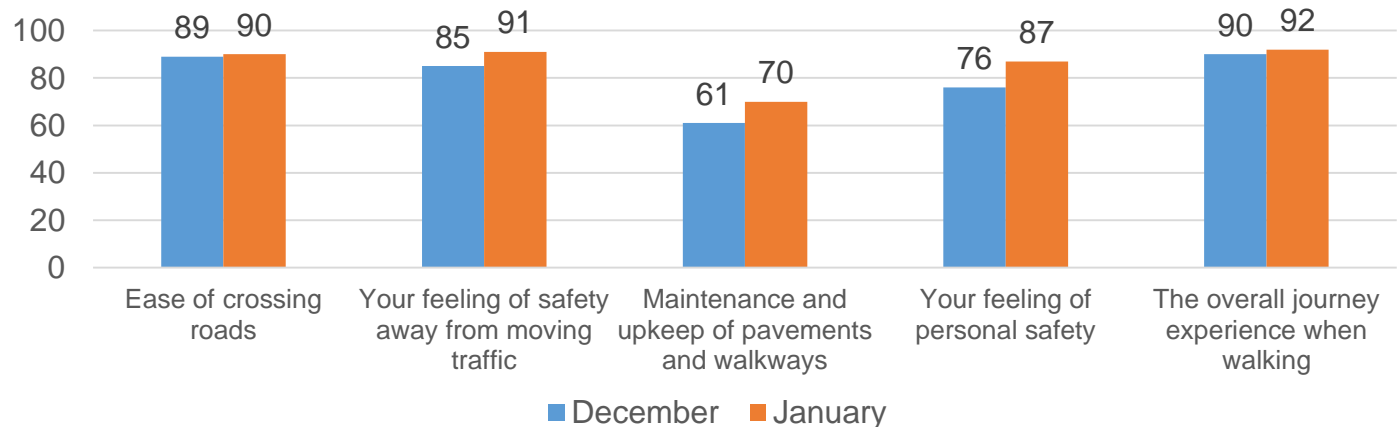
# Satisfaction with walk journeys

Satisfaction with walk journey



- 45% made a walk trip for exercise, 21% for shopping and 14% for leisure/recreation.
- Respondents were most satisfied with the overall journey (91%), ease of crossing roads and safety from moving traffic (89% each).
- They were least satisfied with the maintenance/upkeep of pavements (65%) which had a dissatisfaction rating of 25%.
- There was an improvement in January in perceptions of personal safety compared to December.

Monthly satisfaction tracked



Reasons for dissatisfaction	%
Pavements uneven/need repairing	68
Roads busy/difficult to cross	21
Felt unsafe/anti-social behaviour	16
Need more safe crossing places	16
Rubbish/debris on pavement/litter	9
Other	6
Unable to social distance/people not adhering to social distance rules	5
Cars parked on pavements	4
Riding of e-scooters	2
Riding of bikes on pavements	2

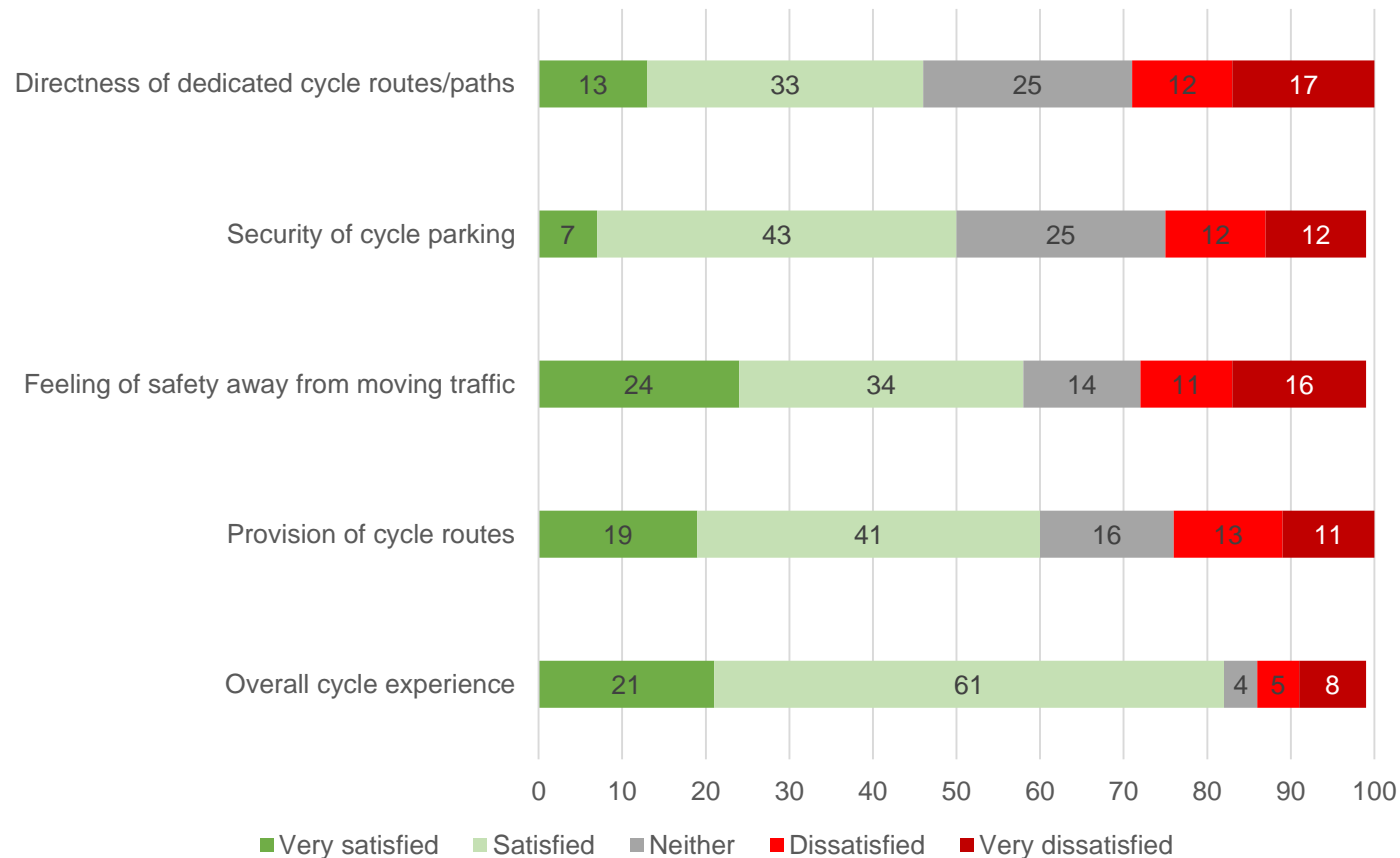
Question: How satisfied or dissatisfied were you with the journey you made by walking in terms of: Base 441 walkers in last 7 days

Question: What were your main reasons for feeling dissatisfied? Base 138 respondents dissatisfied with walking trip



# Satisfaction with cycle journeys

Satisfaction with cycling journey



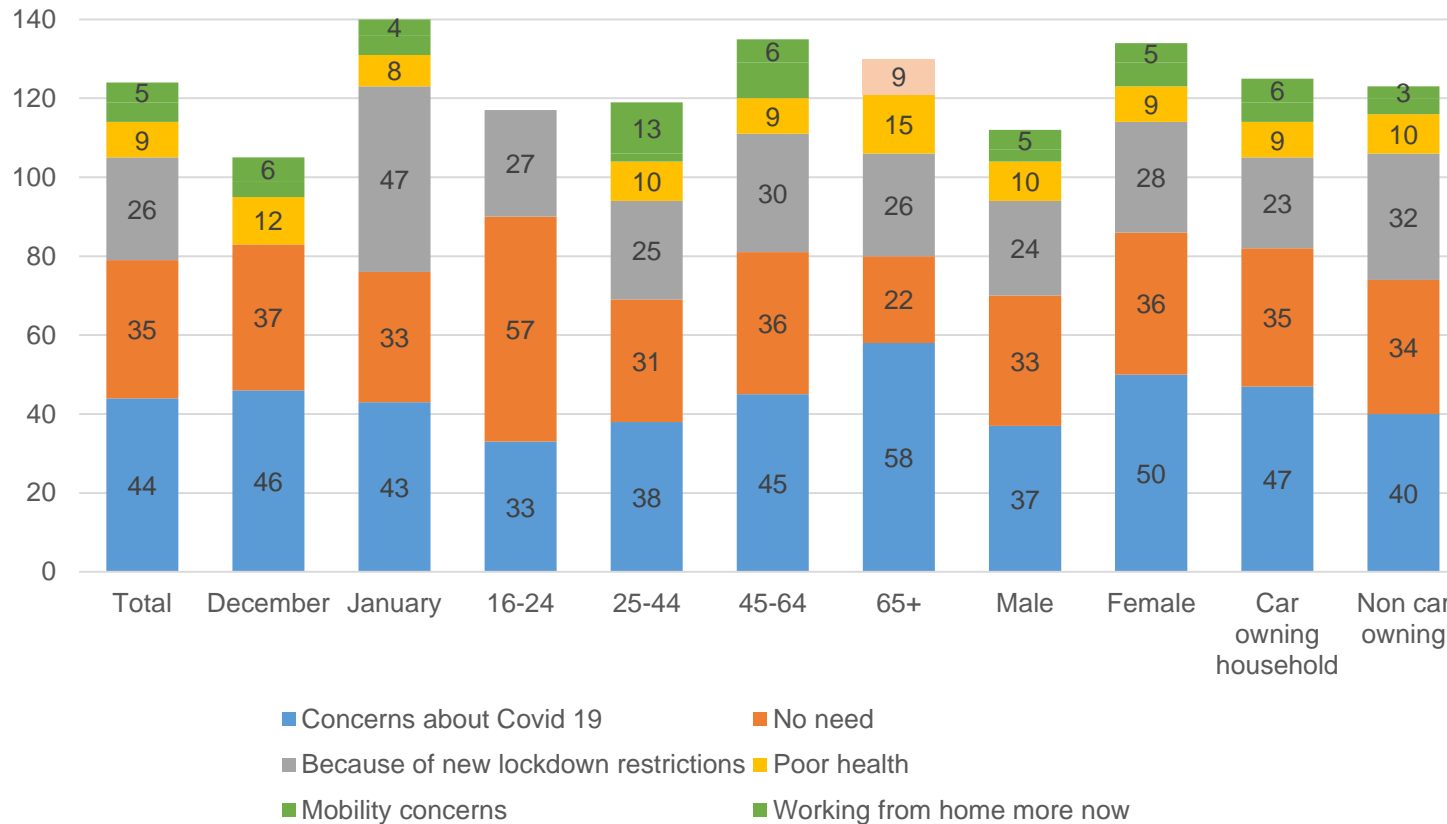
- Cycle trips were largely made for leisure or exercise (39%).
- 43% were made on a dedicated cycle path, 36% on road without a cycle lane. 17% travelled on a canal tow path.
- Cyclists were most satisfied with the overall cycle experience (82%).
- They were least satisfied with directness of dedicated cycle routes (46%) and security of cycle parking (50%).
- Provision of cycle routes (60%) and safety from moving traffic (58%) were also lowly rated.

	%
Need more cycle lanes/separate cycle routes	61
Roads unsafe to cycle on	50
No where safe to leave bike	34
Other road users	28

Question: How satisfied or dissatisfied were you with the journey you made by bicycle in terms of: Base 31 cyclists in last 7 days  
 Question: What were your main reasons for feeling dissatisfied? Base 11 respondents dissatisfied with aspect of cycling journey

# Reasons for not travelling in last 7 days

Reasons for not travelling in last 7 days



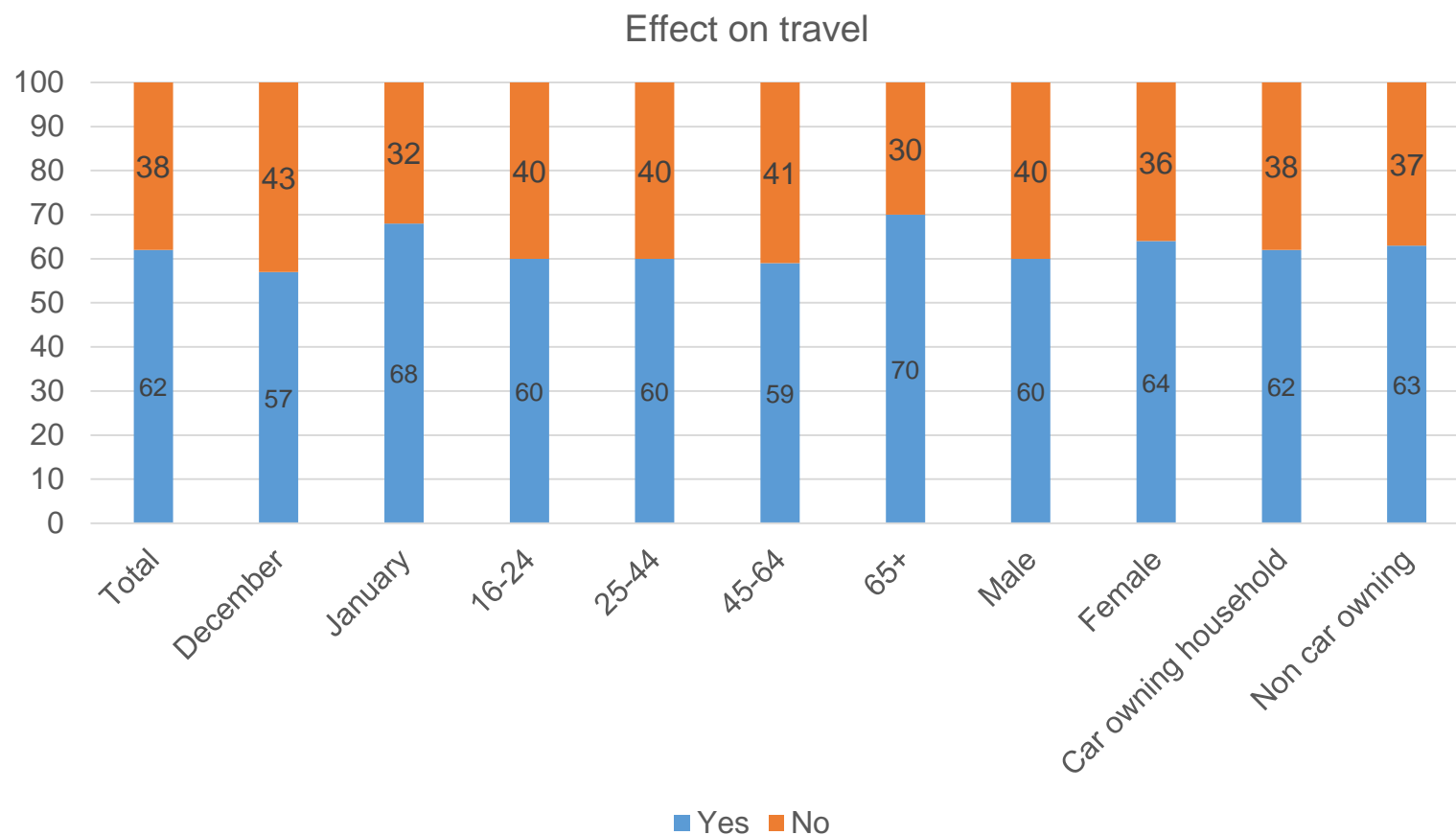
- The proportion of people not travelling in the last 7 days increased from 15% to 20%.
- Covid-19 related concerns and restrictions were still key reasons for not travelling, particularly with the return to new lockdown restrictions throughout January.

Question: Why did you not make a trip? Base 180 respondents who had not travelled in last 7 days. % exceed 100 due to multiple responses

# Effect of Covid-19 on travel

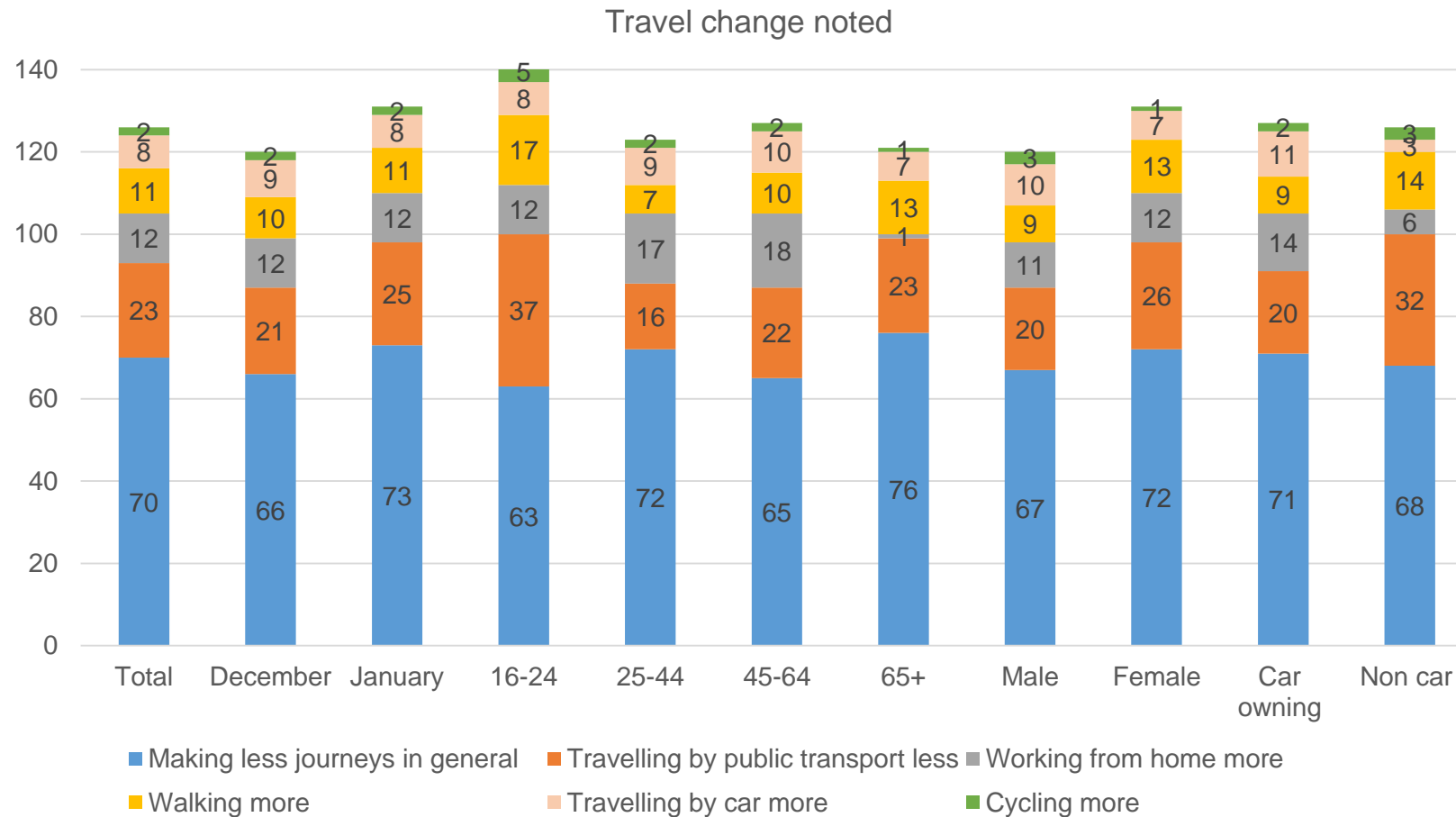
The effect of the Covid-19 pandemic on the way people travel

# Effect of Covid-19 on Travel



- Overall 62% felt that the Covid-19 pandemic had changed the way they travel, with this figure increasing significantly in January with the start of another national lockdown (57% December to 68% in January).
- Those aged 65+ were most likely to have made a change (70%), but changes were noted across all demographics

# Changes in Travel Patterns

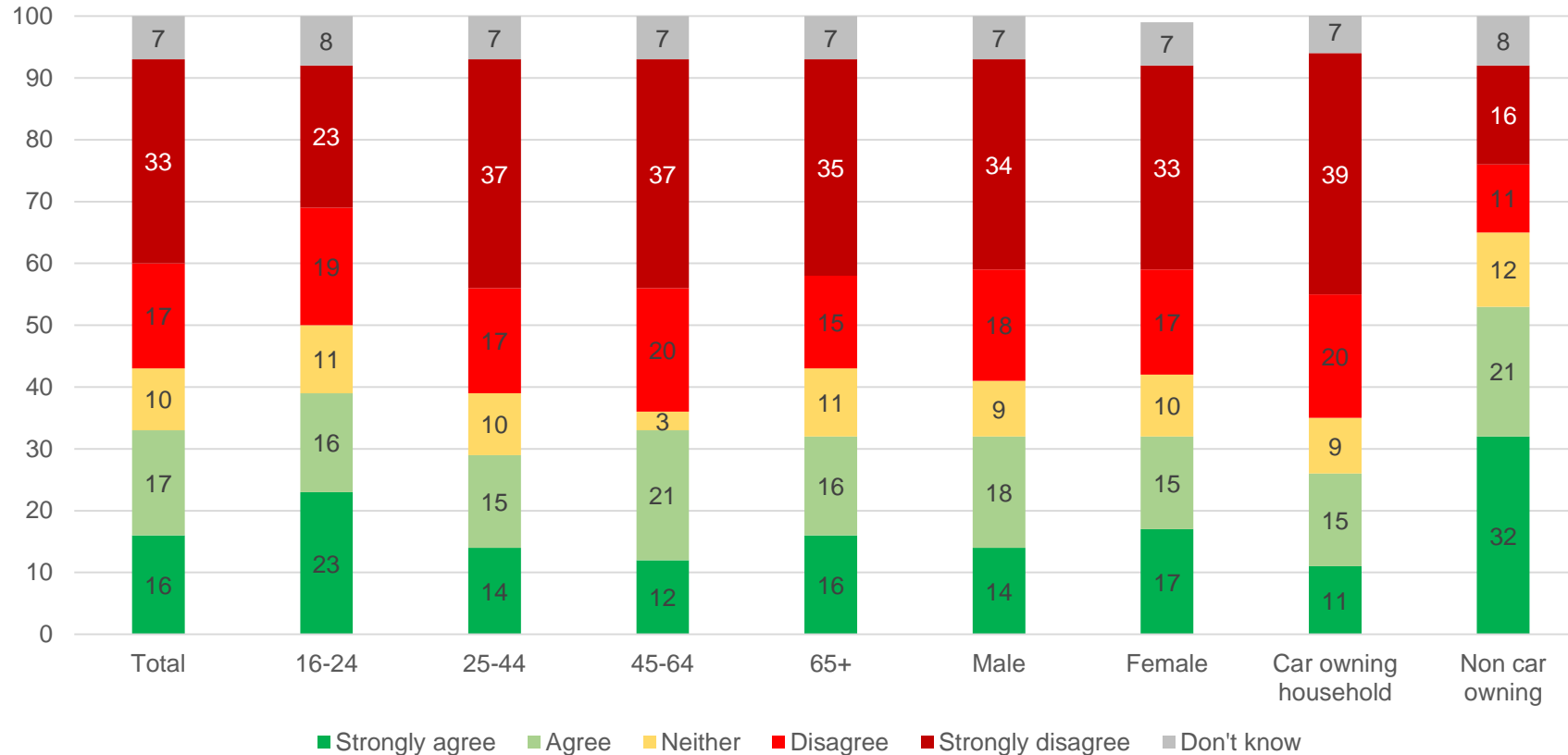


- Of those respondents who had changed the way they travelled, the majority (70%) reported making less journeys in general.
- Just over a fifth thought they were travelling less by public transport – with this figure increasing in January.
- 12% were working from home more. 11% felt they were walking more; 8% travelling by car more.

Question: In what ways have your travel patterns changed? Base 296 respondents who have changed the way they travel. % exceed 100 due to multiple responses.

# Effect of vaccine on future public transport use

When enough people are vaccinated I expect to use public transport weekly



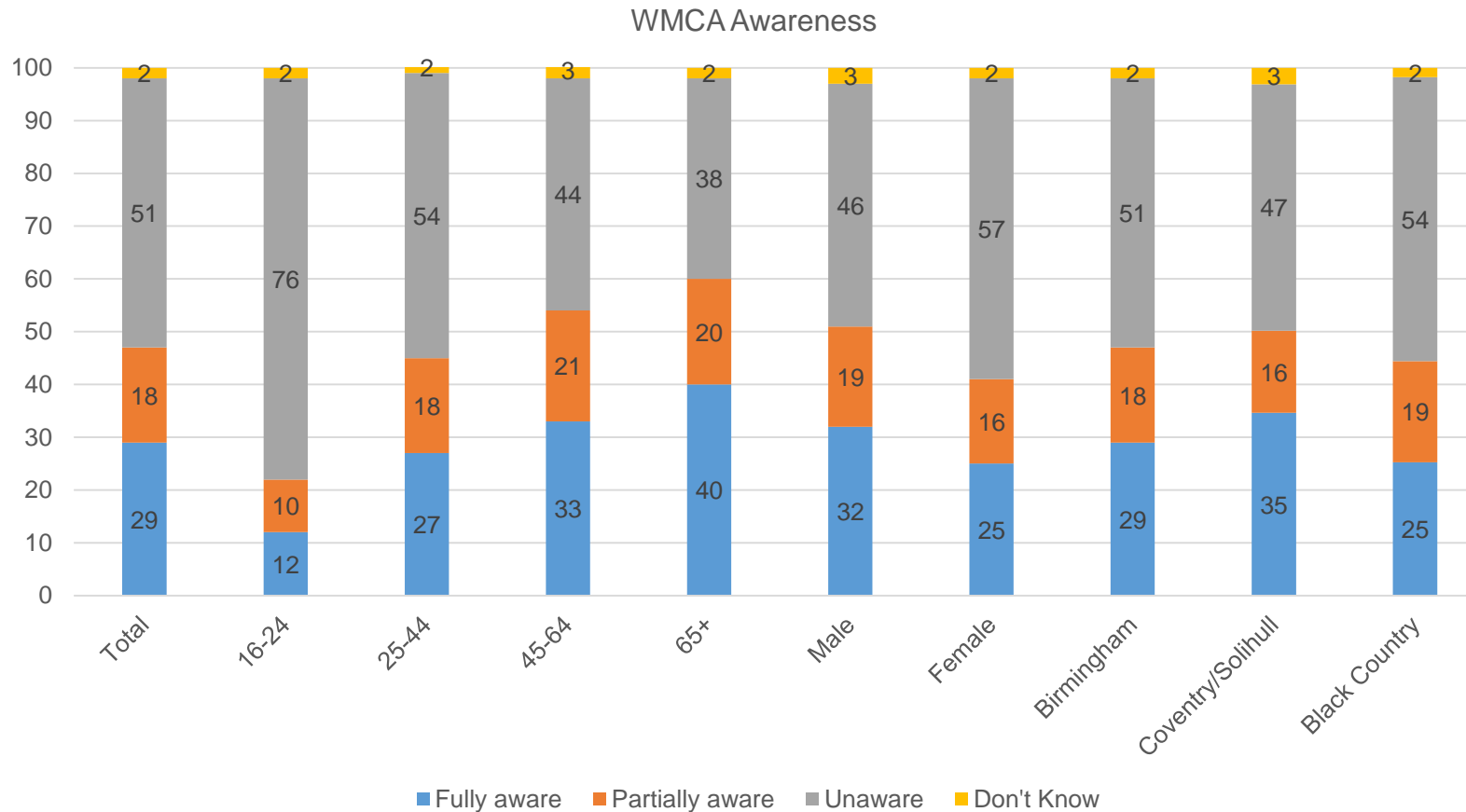
- A third agreed they would use public transport weekly following a successful vaccine roll out; 50% disagreed.
- Non car owners (53%) and respondents aged 16-24 (39%) were most likely to agree with this statement.
- Car owners (59%) were most likely to disagree with the statement.

Question: How far do you agree or disagree with the following statement 'when enough people have been vaccinated against Covid-19 I expect to use public transport on a weekly basis? Base 512 respondents. Question introduced in January 2021

# WMCA Awareness

Awareness of WMCA, Mayor for the West Midlands and TfWM

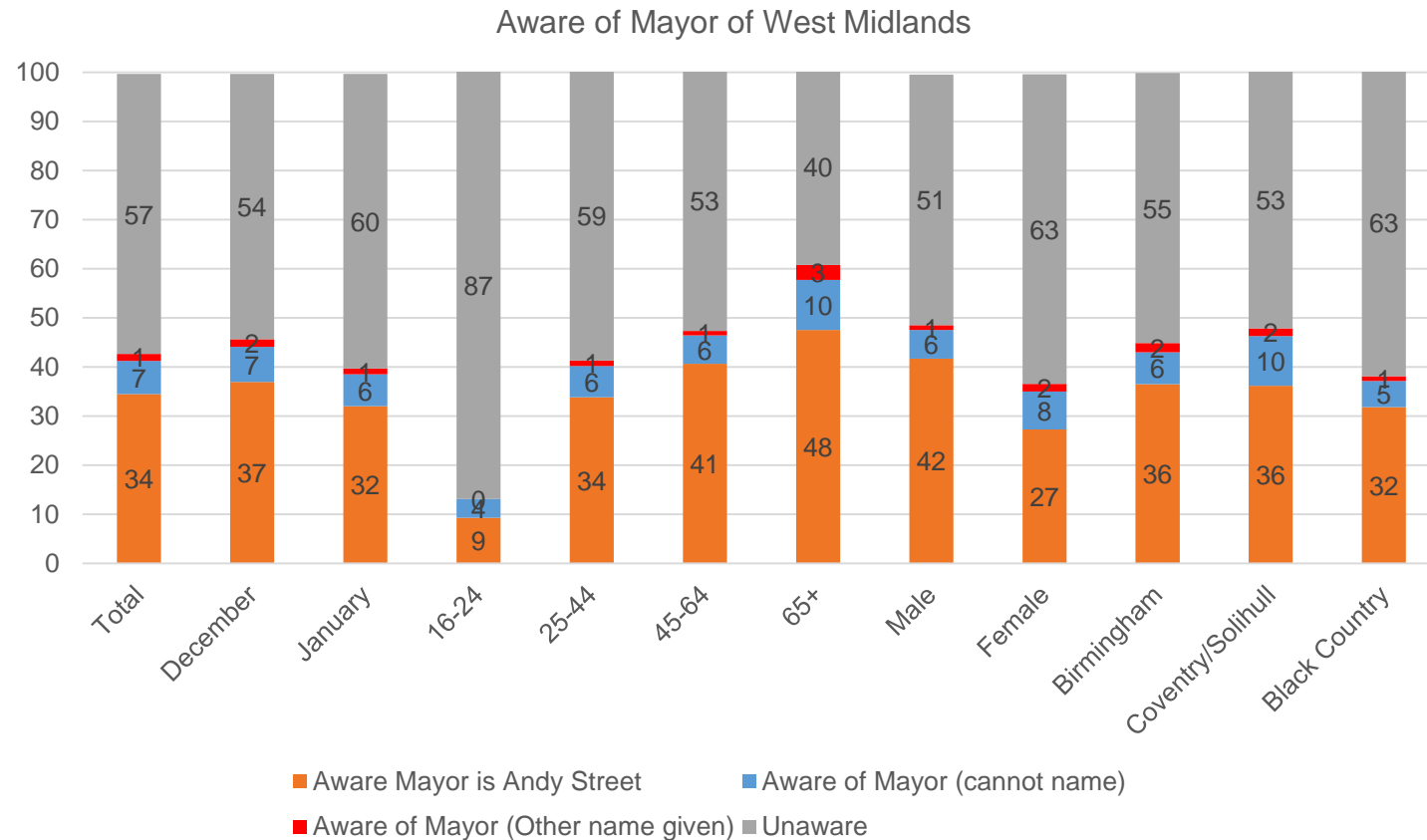
# Awareness of WMCA



- 29% of respondents felt they were fully aware of the WMCA, with an additional 18% feeling partially aware.
- Awareness levels were highest amongst those aged 65+ (40%) and lowest amongst those aged 16-24 (12%).
- Awareness levels were slightly higher in Coventry/Solihull (35%) and Birmingham (29%) compared to the Black Country (25%).

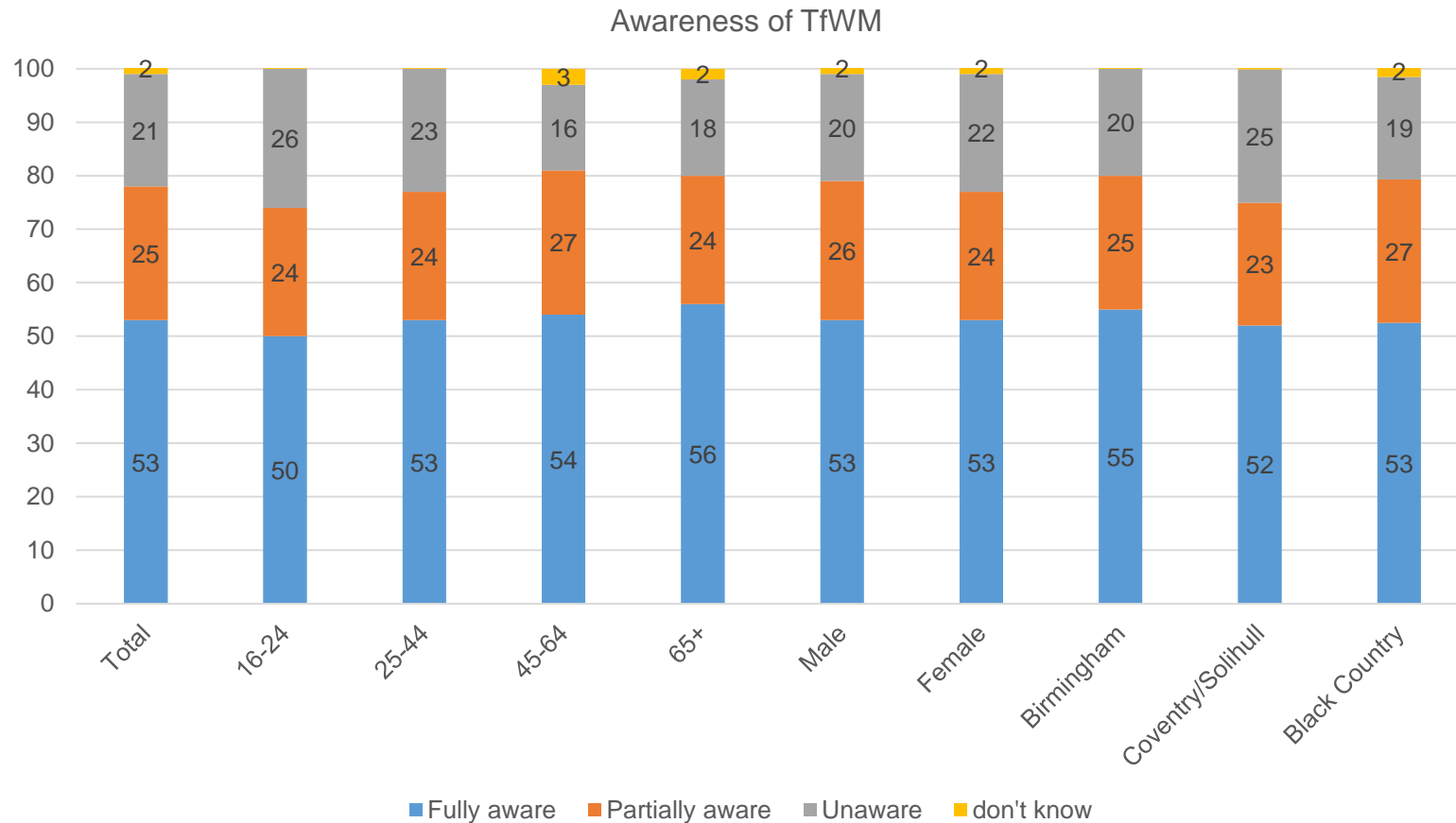


# Awareness of Mayor of West Midlands



- 34% of respondents were aware that the Mayor of the West Midlands was Andy Street. A further 8% were aware of the West Midlands Mayor but could not correctly name the person in post.
- Older respondents were most likely to be aware of the West Midlands Mayor (48% could correctly name), while younger respondents were least aware (9% could correctly name).

# Awareness of TfWM



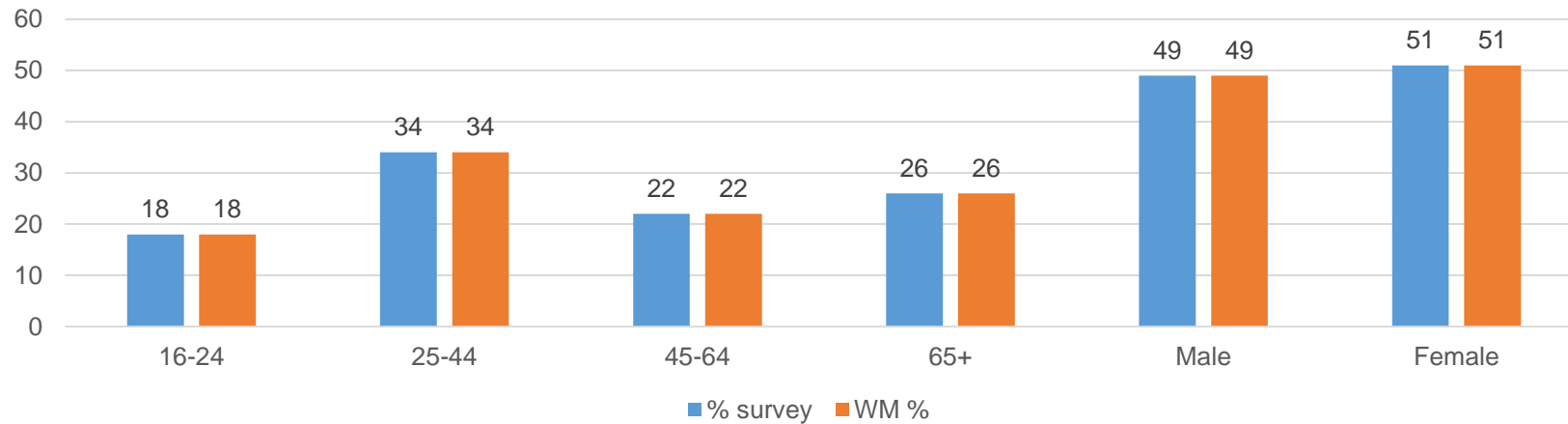
- 53% were fully aware of TfWM with a further 25% partially aware.
- Older respondents had the highest awareness level at 56%, however 50% of 16-24 year olds also felt they were fully aware of TfWM.

# Respondent Profile

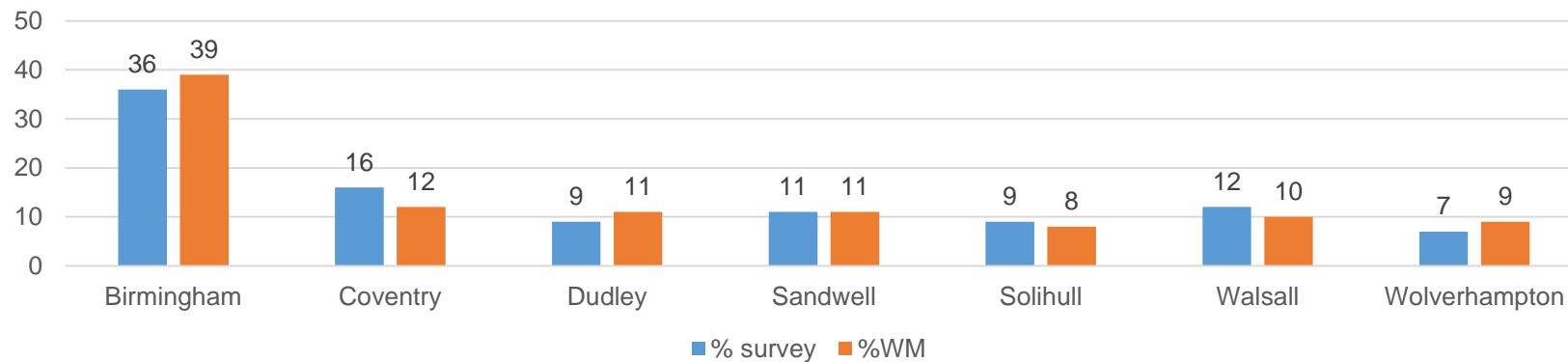
Respondent demographics in terms of age, gender, car ownership, District, disability and working status.

# Respondent Profile (1)

Age and gender



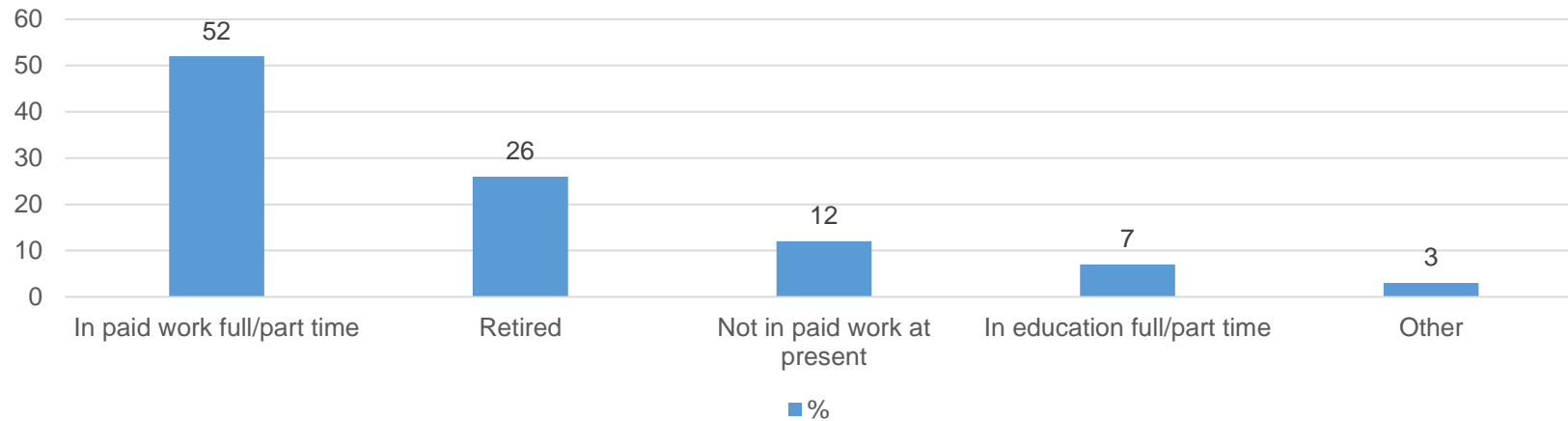
District



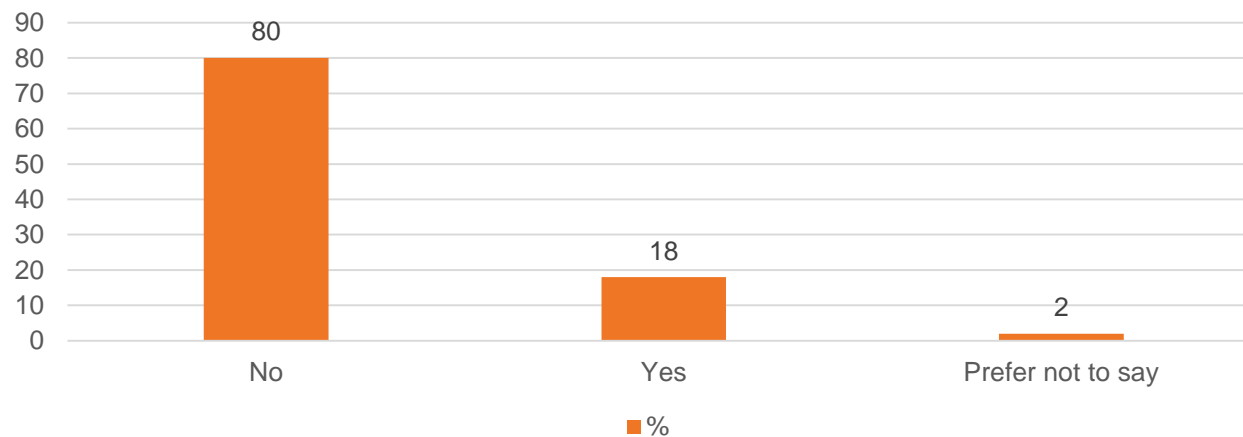
Note : Due to change in methodology in January survey data weighted by age

# Respondent Profile (2)

Economic status



Disability



Type of disability	%
Mobility (e.g only able to walk short distances or difficulty climbing stairs)	47
Mental health	6
Stamina or breathing fatigue	6
Hearing (e.g. deafness or partial hearing)	4
Vision (e.g. blindness or partial sight)	2
Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)	2
Socially or behaviourally (for example associated with autism attention deficit disorder or Asperger's syndrome)	2
Learning or understanding or concentrating	1
Other	22