



How are transport users feeling about returning to travelling?

June 2020

Foreword (1)

Covid-19 and the subsequent lockdown has had a huge impact on the way people travel. Transport Focus's existing weekly surveys already give us valuable insight, but we wanted to dig deeper into people's attitudes to travel in future and find out a bit more about their concerns, expectations and intentions.

Between 13 – 23 May we conducted in-depth telephone interviews with 25 people. These were wide ranging discussions covering different forms of transport and journey lengths. It wasn't designed to be a statistical piece of research and should not be used as such. It was designed to identify and then get a better understanding of what people feel, why they feel that, and how this may affect their travel behaviour.

One of the principal emotions expressed was uncertainty. Those furloughed or working from home might not be missing their commute but their circumstances may soon change and they were looking for reassurance – both about it being 'safe' to travel and the right time to return to work. The ability to social distance and the wearing of face coverings were top of mind when it came to building confidence. But there was a real sense of these needing to be underpinned by clear procedures, communication and potentially, enforcement.

This sets up a necessary choice between 'encouraging' behaviours and 'mandating' behaviours. Is it the job of passengers to 'do-the-right-thing' or does someone from above say 'this is what you must do'? Either implicitly or explicitly, most felt that there will be some need to 'help' passengers abide by any rules. Since completing the interviews and prior to publishing, government has made the wearing of face coverings mandatory on public transport in England from 15 June. We found differing views on the issue of face coverings – some in favour and some sceptical. However, all said they would wear one if they had to, but not all would do so without prompting. This suggests there is comfort and certainty sometimes in being told what to do.

Foreword (2)

Passengers also understood the challenges when it comes to managing space on public transport. If people are to willingly return to public transport, then it will need to be clear that operators can provide space for them and they are welcome to use the service. However, the current need to social distance means that public transport can carry no more than 20 per cent of the people who used to travel. Not all those using public transport at the moment felt that procedures or information were in place to enable them to social distance throughout their journey. They are looking for support and clear guidance from operators to help and to avoid conflict with other passengers.

Avoiding a return to the crowding typical of their previous commute is passengers' biggest concern. Most are avoiding public transport now out of concern for their own and others' safety. How is the space on public transport to be allocated: do you look to increase the supply (possibly by reducing the two-metre distance), do you restrict demand and prevent some from boarding, or do you accept that a two-metre distance cannot be maintained at busier times? These are tough choices – just how do you square commuting with social distancing? While this research might not provide definitive answers, it does provide valuable insight for those grappling with the question.

We didn't just focus on public transport and car users were also included. They were, perhaps understandably, relatively relaxed about driving despite the virus and less concerned about a return to their previous journey. But they were more aware of hygiene when filling up their cars – they were more confident if they had their own sanitiser and gloves. This heightened concern about cleanliness and hygiene was one of the few issues universal to public transport and car users. There's a desire for a 'touch-free' travel experience as much as possible. Transport users are looking for improvements to cleanliness and therefore communications and visible cleaning to reassure them.

While transport must adapt quickly to the challenge of Covid-19 it remains vital to test ideas, proposals and reactions with transport users to ensure they will work for them. Transport Focus will continue to track people's views and ensure their needs and concerns are communicated to Governments and transport operators.



Summary

June 2020

Summary (public transport users 1)

- Covid-19 and the subsequent lockdown has forced many into huge changes of their routines and this includes the way they move around and their work.
- Almost all those using public transport felt that operators have a role in enabling people to go back to their place of work and providing reassurance about how and when to make their journey.
- There was no sense of an immediate return to previous travel habits for most people. And those that were still travelling for work/needed to use public transport for other reasons, were doing so sparingly.
- The reference point for some is of that very busy commute level of passengers – and they are very cautious about a return to travelling for this reason.
 - However even those who know/think it is quieter are staying away, because they don't need to and perhaps feel that it's not 'for them' at the moment (they have some choice).
- It is key to have rules/procedures/guidelines that are clear to understand, follow and reference. These should be as universal and as succinct as possible – both for clarity and for a better chance of compliance.
 - Those using public transport at the moment did not always feel that these were in place. In the case of train users it was not an issue - because it was so quiet. However bus users have experienced busier services and sometimes a lack of clarity/close proximity to others which made them feel uncomfortable.
- It seems unlikely that the strict two metre social distancing requirements for some could realistically be met – however, social distancing should at the very least enable people to keep as much distance as possible and to avoid that sense of 'free for all' that can be a feature of a commute. Having a visible sense of enforcement (although this differs a lot based on what people think is practical) helps users feel the operator is taking the situation seriously and will also help alleviate anxiety of what happens if others do not follow guidance. Options include:
 - directional flows in stations/at bus bus stops
 - marking where people can and can't sit (sitting as close as next to someone is unpalatable for most)
 - thinking about procedures for boarding and disembarking
 - limiting the numbers using a service.

Summary (public transport users 2)

- There are also the elements of personal responsibility in terms of hand hygiene and face coverings which need to be very clear. This is in terms of setting expectations and ideally supporting people as much as possible by providing these items.
 - Communication of rules and procedures through many different channels will help people understand their personal responsibility and be a reminder to others.
- Cleanliness is a factor in terms of reassurance – visible rubbish and detritus can be a visible reminder that areas are not clean and can be referenced as part of the ‘normal’ experience. But also to bear in mind the litter pick at the end of a journey is the only part of cleaning usually observed and this alone is not sufficient for most who would want some disinfection.
- A touch-free travel experience is something that passengers would welcome and there may be operational changes that would more easily enable this (such as opening doors automatically at stations).
- It’s important to also consider things like ventilation when services become busier.
- For people who can visualise a return to public transport – they would need to feel confident that they could board a service. This might be booking or knowing that there were very regular services – if this was something they were used to.
- Underpinning all these changes, although it was not explicitly mentioned by everyone:
 - it’s got to be really clear that people are welcome to use a service
 - people are probably slightly anxious about being near strangers
 - there needs to be a sense of calm/organisation and measures to avoid conflict with other passengers – which is a concern.
- If the aim is to get people back on public transport, the most important aspect to avoid is overcrowding. Therefore service levels will need to either return to previous levels in line with demand or, if at all possible, at a higher level

Summary (road users)

- Road users were relatively relaxed about driving during the lockdown. Those who weren't still commuting (because they had been furloughed) weren't concerned about a return to their previous journey.
- This doesn't mean that Covid-19 has not had an impact. Road users are aware of hygiene and procedures when filling up their cars. They are welcoming of measures such as provision of gloves/cleaning of touch points and remote payment.
 - They feel confident if they have their own supplies of sanitiser and gloves.
- Because people's journeys have been so limited, motorway services are just not on their agenda/horizon. Like public transport, the image for some is of very crowded facilities and so they would try to avoid them if possible. Social distancing and hygiene would be important.
- The driving habits of other road users has not been a huge cause for concern – with somewhat contrasting opinions on the impact of quieter roads (allowing speeding versus less need for poor maneuvers).
- A lack of concentration/awareness was something observed by some. One respondent felt a public information campaign was needed!
- For almost all, police were more visible than previously – so this was not a concern.

Provided people have access to sanitiser when they are out in their car there appear to be much fewer barriers to returning/greater use of roads than there is to public transport.

Research method



Two stages of fieldwork

Stage 1: Eight free-found respondents and topline report.

Stage 2: 17 respondents recruited through a third-party provider.



40-minute interview on telephone, free-flowing discussion. Covered experience of lockdown and views around returning to previous journey to work.



Mix of journey modes (train/bus/car). **Range** of lengths of journey from 15 minutes to five hours. Stage two included sole car users as well as a mix of public transport modes (see next slide for breakdown).



Stage 1 fieldwork: 13 - 15 May 2020

Following announcement of how lockdown will be eased but also notice of extension of furlough.

Stage 2 fieldwork: 20 - 23 May 2020

No significant changes to guidelines.



Findings are based on **25 individuals** and are representative of **their views**. We discussed and probed on areas that they may not have fully considered otherwise. Research is carried out at a stage where a lot of people are **not yet required to return to work and work from home if they can, according to advice**.

Sample profile



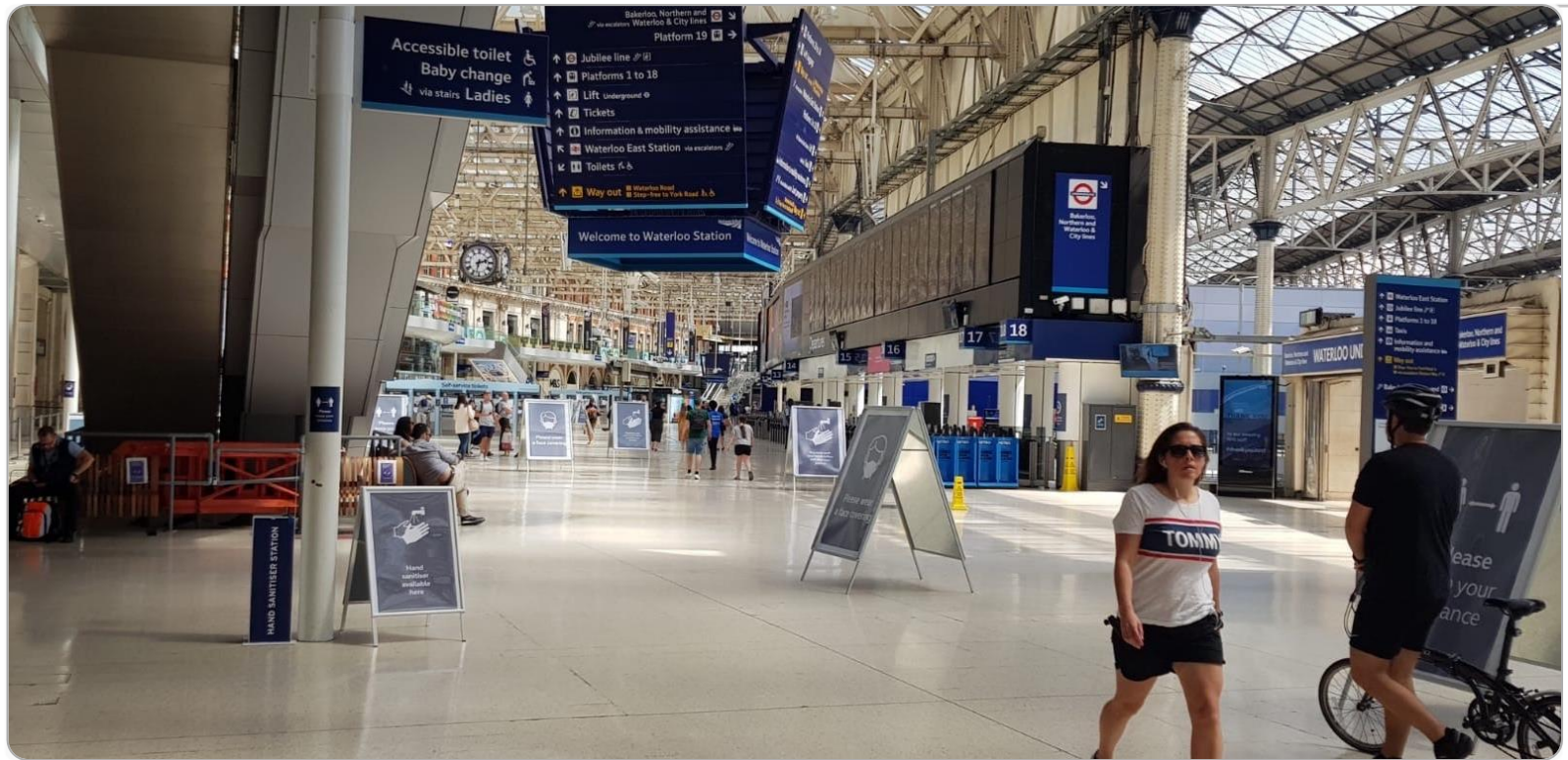
	Male	Female	Under 35	35-54	55+	Car	Train	Bus	LU	Working from home	Furloughed	Travel to work*
Stage 1	3	5	3	4	1	1	6	2	3	4	2	1
Stage 2	8	9	3	9	5	7	5	7	3	7	6	4
Total	11	14	6	13	6	8	11	9	6	13	8	5

	East England	North East	North West	South East	South West	Wales	West Midlands	Scotland	London
Stage 1	1	1	-	6	-	-	-	-	-
Stage 2	1	1	2	-	2	3	1	2	4
Total	2	2	2	6	2	3	1	2	4

Region could be a bit of a mix, for example, South East and London, Wales and Midlands.

Two respondents had a vulnerable person in their household or were themselves vulnerable.

*currently using public transport or car to travel to work at least part-time.



General feelings about lockdown, returning to work and the commute

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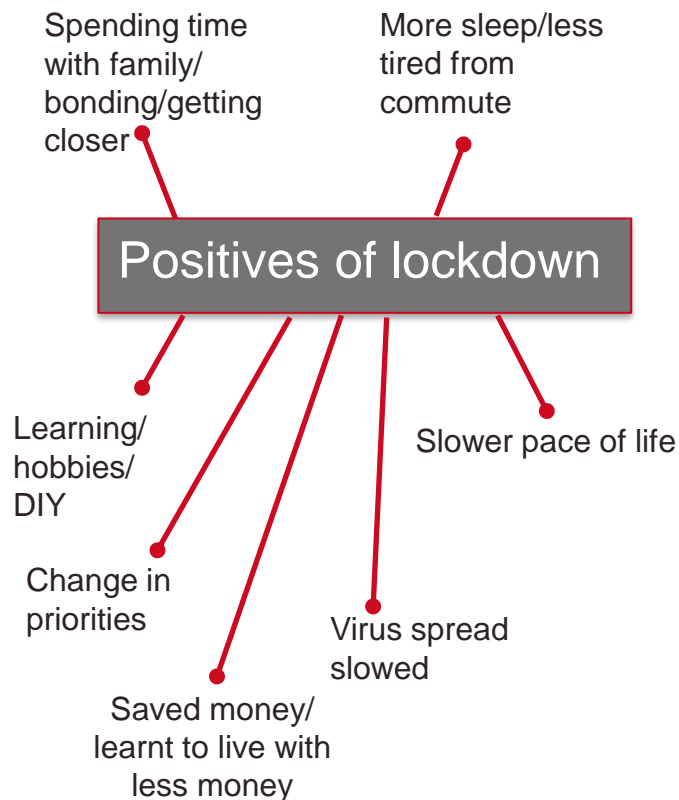
People miss their loved ones and 'normality' - the uncertainty of the situation can be concerning



It might be that 'banter' that gets people through difficult work situations.

Missing the ability to travel around is often not a top 'miss' it's what you can do with that, like seeing people.

More time is appreciated (including away from commute)



Some of those working from home and furloughed **really notice the difference it makes to their day not having to travel to work.**

For some with longer commutes this may be prompting short or medium-term life changes (that is, changing jobs or getting a car) to avoid returning to their previous journeys.

While this is not just due to concerns about catching Covid-19 it is a factor for some.

Others just don't want to go near public transport until it is 'safe'.

For others however, despite seeing initial changes, they felt eventually they would probably get back to 'normal'.

"Not having to get up early and travel on trains."

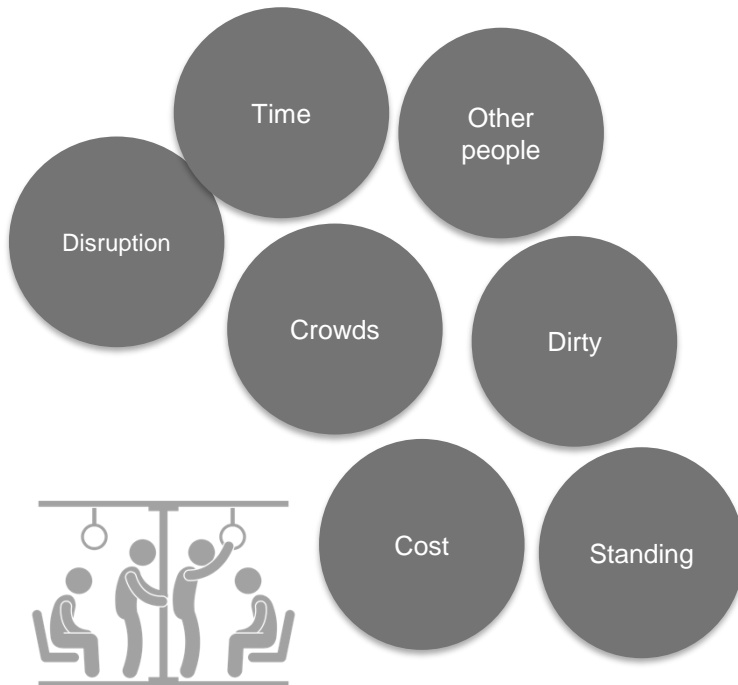
"I used to dread going to London."

"I just don't want to bother – these are moments you don't get back."

"I am sure I'd pick up old habits and get back to normal."

Feelings around using/ returning to public transport are often not positive

People may have negative associations with their commute in general...



As well as misgivings about the safety of journeys when Covid-19 is still a potential issue.

Scared/worried or wary of catching the virus



Almost all respondents were concerned to some extent about catching the virus. 'This is about not wanting to get ill themselves but also a wish to avoid infecting those who are more vulnerable particularly if they are a carer.'

"It's like the flu."

"The fact I have a mask and follow guidelines means I must have some level of concern about it."

Most relaxed

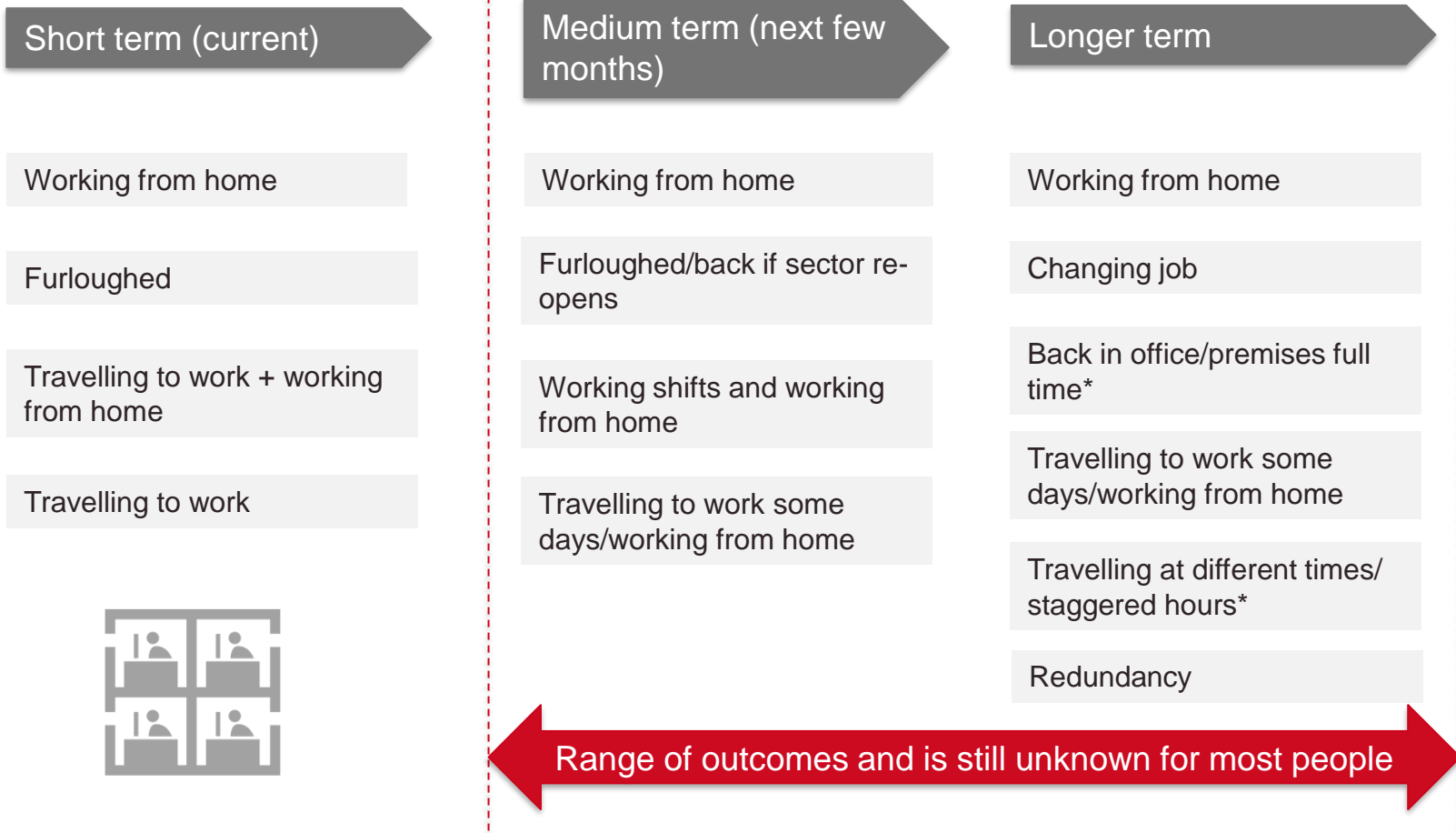
Some concern

"I am more worried about my husband and mother."

"I have diabetes so I am vulnerable."

More actively worried

No immediate plans for anyone not currently travelling to return to place of work



*Some respondents hoped/felt that flexible working/working from home part-time was here to stay.

General feeling that employers will make a decision based around safety (that they trust)

Most trust their employers to make a good decision

Everyone had aspects of their job which were 'better' face to face/in an office, even if home working was possible. Those not working missed their work/working environment for social reasons.

Employers were in communication around the types of measures that will be in place. They may also have been consulting staff, but few had been given any concrete dates.

Sense for almost all that employers will make 'right' decision.

But many did not feel that time is right NOW.

People in more precarious employment/self employed could be in a different situation and may still be travelling.

When will it be safe?

Vaccine or a cure are 'game changers' in prompting a return to normality amongst those anxious about Covid-19.

Others look at mortality data and rely on government advice for their sense of when is safe or when other aspects return to normal like schools going back.

But some are skeptical of government advice and the easing of the lockdown.

Others are pragmatic given their role is already customer facing.

"Not worth panicking too much about getting a train."

"People will have an issue with it whenever it is... I'm not in the vulnerable category and neither are my family so we are all okay with it being eased."

"The virus is not just going to disappear when lockdown eases, and it does worry me."

Approach to what is 'safe' can depend on how vulnerable they feel they are and how much choice they have on when they travel.



Transport pre and post lockdown

June 2020

Switching modes may have already occurred and some will explore alternatives for work/other journeys

Previous modes used



Mode substitutions were generally not possible for them in their commute.

Where a car was previously used it was part of journey to a station.

Journeys to London often used London Underground.

Using public transport for leisure journeys was common before lockdown.

Current



Walking and cycling for leisure being enjoyed.

Empty roads for those driving – mainly to do shopping. This is mostly limited to essential journeys (see section on roads).

Public transport experiences varied from being 'eerily quiet' (trains) to being 'very stressful' (some buses).

Future

Where practical, potential to switch away from public transport to car/ cycle/ walk (non-work) until 'safe'.

Only use public transport when absolutely needed. Journeys might be weighed up in terms of necessity.

I fancy going to... NO
I need to go to... YES

Potential for longer journeys on public transport to be avoided more than shorter ones. May go on their own/not take family for leisure journeys.

"Avoiding usage is important to allow those who NEED to use to have space to social distance."

Cycling and walking are sometimes a substitution but this may only be in the nicer weather.

Some themes on how public transport is different to other services

To other services (like shops)

Brings people together from different areas

More unpredictable

Not always easy to get off (bus thought better in this regard)

Less easy to enforce

More difficult to avoid others

"Being on a bus you can't control where everyone is putting themselves."

No PPE (unlike Drs/ Dentists)

Less choice about whether to use or not

Enclosed/ smaller space

Less easy to limit numbers

"1 in 1 out – don't think that's happening on railways."

Modes

Bus



- more need to 'hold onto' things
- fewer doors
- often busier
- smaller space
- typically shorter journey = less risky.

Train



- less easy to disembark – particularly longer distance journeys.
- more opportunities to spread out
- larger space.

London Underground

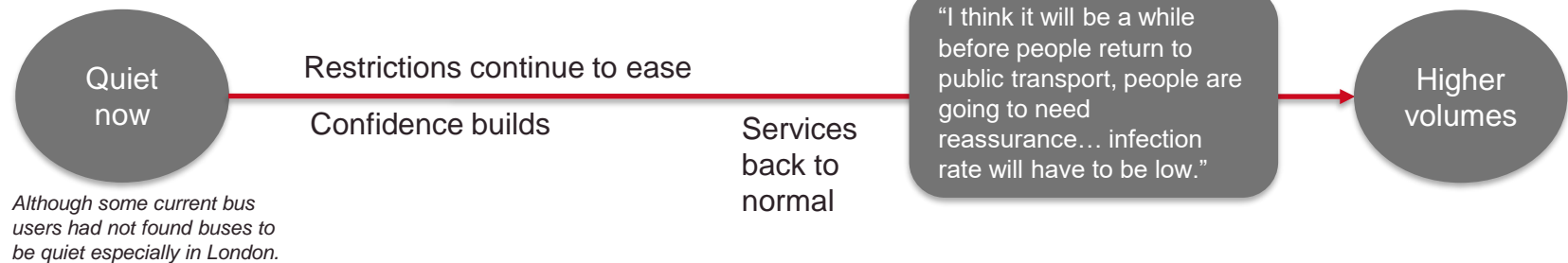


- more difficult to social distance
- dirty
- busy/ squashed/cramped
- some strength of feeling.

"The tube can be a festering hotbed."

While public transport may be quieter now peak travel volumes may return

Assumption/experience:



But less crowding was not always the assumption, and there are other feelings/experiences/images that are also in peoples minds around public transport

People who had the busiest commutes could sometimes be the most worried.

"Unless you are waiting by the doors 15 minutes before departure it's a challenge to get on."

"I could handle the stress under normal circumstances but not now."

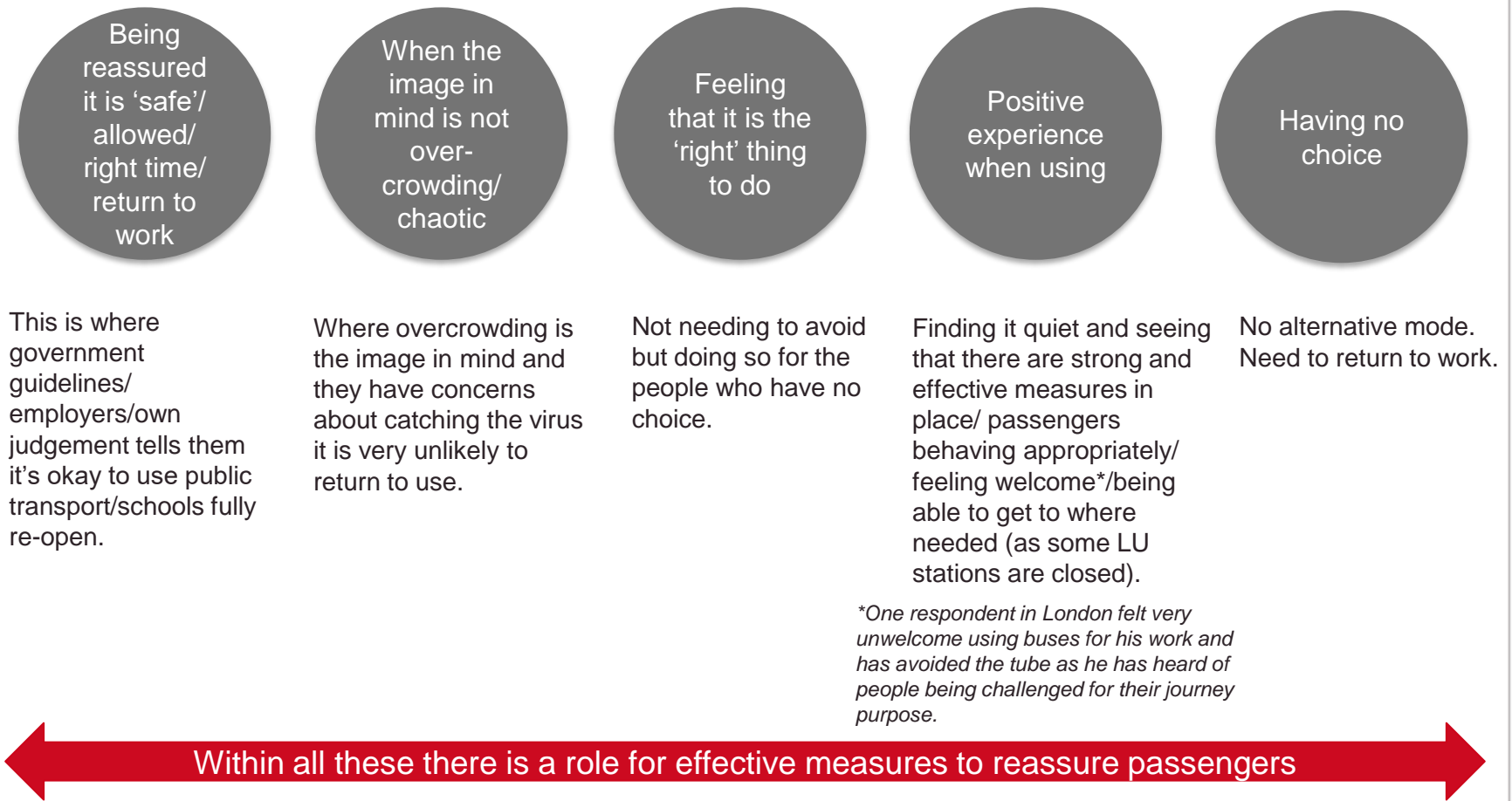
Experiences before the lockdown was imposed where a lot of people were using public transport and perhaps not following rules were referred to as anxiety provoking

"People were crammed on, coughing, no masks – it was scary."

Mentions of seeing pictures on the news of crowding on LU which worried them

"I would not feel safe on the tube, its too busy."

So there are a few factors which will determine future usage of public transport

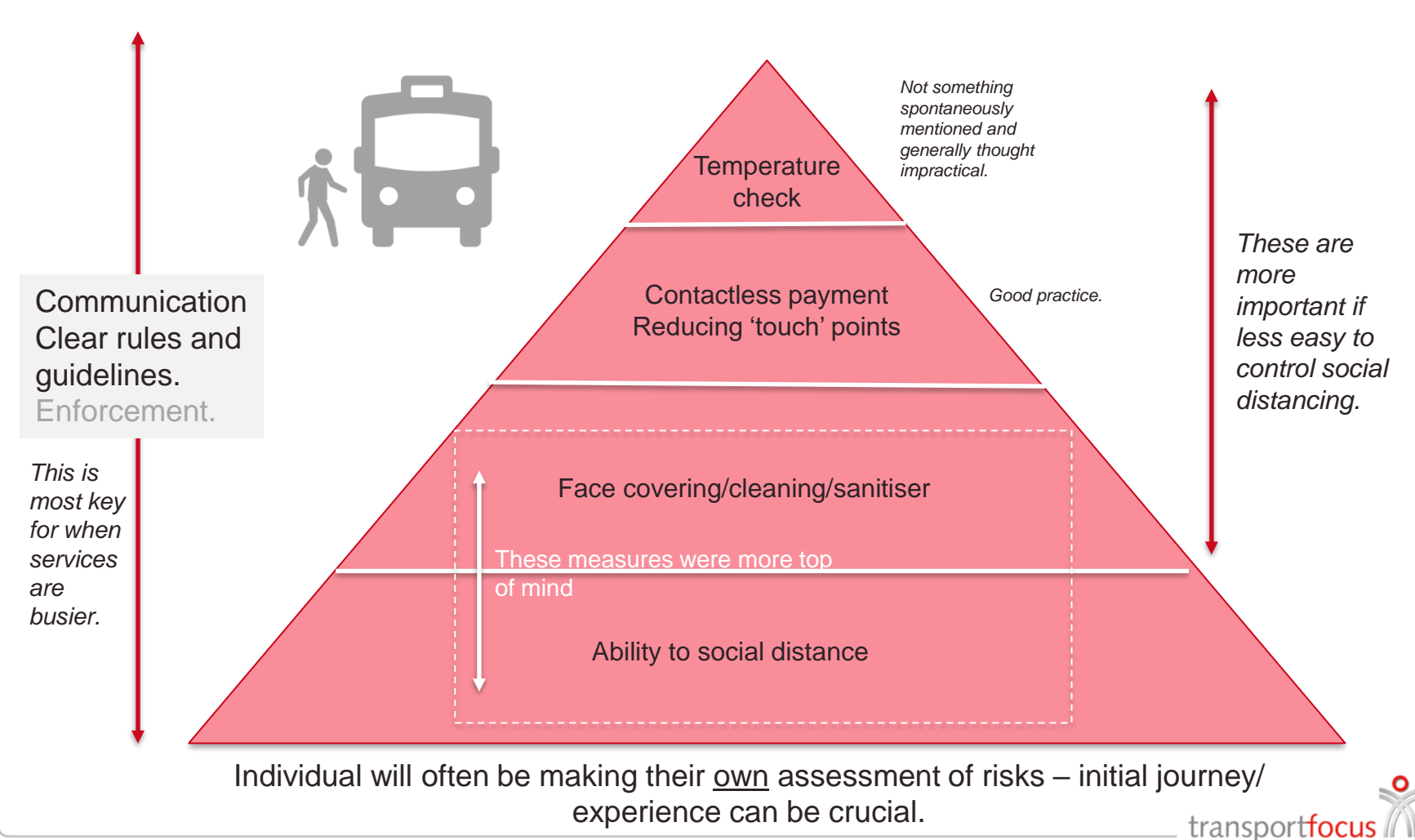




Reassurances around using transport

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Measures need to be underpinned by a set of procedures, communication and potentially enforcement - the ability to social distance is key in building confidence



Social distancing is recognised as something that is difficult to get right and people will need to support

Raises questions ...

"Who will manage it?"



"What happens if people are stopped boarding?"

"How can I stop someone sitting too close to me?"

"What happens if there are delays?"

"Will it be a free-for-all?"

Everyone thinks social distancing is key but there is a range in expectation of what the operators need to do

Using own judgement/ common sense/ make changes to journey

Will wait for a quiet service/travel off peak/use route with more trains.

This is only a choice for those who have frequency services/less pressure to leave at a particular time (leisure journeys).

May use alternative mode (walk/cycle/car).

Will only return to use if transport is quiet/social distancing is in place.

Markers/ seats blocked

Often based on experiences in shops/ supermarkets. Supports them in social distancing and is a reminder to others on what they need to be doing.

Barriers/queue management/ restricting numbers

Again shops may be referenced. Recognition that this may involve some element of staff/ police to work.

All pre-booked (trains only)

Important to have a guarantee they will be able to access a service if numbers are being restricted.

Varying expectations about how space could be managed and not everyone has solution

Limiting numbers/ spacing travellers has varying degrees of expectation.

For those most anxious about using public transport this is the key issue – they can't see how the two metres can be managed in practical terms.

They make suggestions around having two to three seats between each other, running at 10-20 per cent capacity.

Others are less specific but want to avoid intensely packed trains/buses which might have been their experience before the lockdown.

Some raise enforcement/ implementation.

“They should only allow a certain number on the train – there should be no standing.”

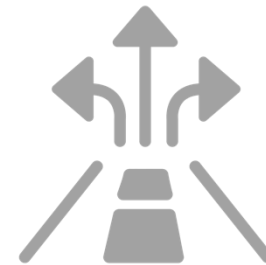
Solution for some = run more services/add more carriages/ increase capacity.

But these people acknowledged that this may not be possible/ practical beyond what was in place prior to lockdown.

However, those who talked about decreased services during lockdown felt that these should be ramped up again with demand.

“When the schools first shut down it was like being chauffeur driven, no one else on the bus. Its been getting fuller and fuller and there are fewer services.”

Crowd management/directional flows in stations or busy bus stop areas in town centres were thought to be useful/necessary, but also raised questions. If capacity was being managed then queues/ crowds may simply build on the platform/station/elsewhere – how would this be managed?



Cleanliness is something that needs to be visible, communicated and improved from the 'norm'

Hygiene is not perceived as a strength of trains or buses prior to coronavirus

"I already thought public transport was dirty."

"I'd already try to avoid touching window and tables."

Some train operating companies were thought to have cleaner carriages than others. Some London Underground lines were also cleaner than others and there was variation between how clean people thought buses were.

For many, newer often meant cleaner

What could assure on cleanliness?

Differs between respondents

- ☐ looking clean
- ☐ smelling clean
- ☐ cleaners **being seen**
- ☐ posters/announcements saying been cleaned/cleaning is happening more regularly
- ☐ reducing need for touchpoints.

What is clean?

- ☐ using disinfectant/ bleach to kill virus
- ☐ thorough clean at start and end of journey
- ☐ clean touchpoints
- ☐ seeing staff doing more than picking up rubbish
- ☐ keeping bins emptied
- ☐ cleaned to a higher standard than current (ensuring tray tables don't have crumbs).

"Before I wasn't worried about hygiene, now I think about it."

"I think if we knew there were more regular cleans going on then you would feel better about travelling on public transport."

But for some, seeing too much discussion of cleanliness raises anxiety and questions – so it's important to get the tone and balance of communication right.

One respondent made the point that if cleaning meant that buses were taken out of action and that there were fewer on the street this could make crowding worse – and be a worse overall outcome.

Face coverings – very differing views on whether they are reassuring or effective

Of high importance to some people

Act as a kind of 'reassurance'.

They may go out with them already/ carry them around to use if needed.

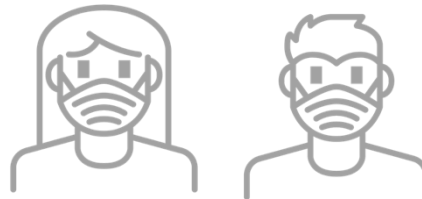
Feel that they are a visual reminder to be careful.

"They are a visual reminder on issue at hand."

Essentially feeling that people can't cough over them if they are wearing one.

"I've got my mask but that only protects others."

No outright rejection of wearing face coverings



All would wear if they had to, but not all would do so without prompting.

Not everyone is convinced that covering face is 'the answer'.

Question efficacy in terms of wearer protection but many think they do help prevent wearer transmitting the virus.

Face covering provide comfort/ reassurance to others and are part of travel 'etiquette' in terms of helping others feel safe.

Range of views as to what would constitute acceptable covering – not everyone satisfied with scarf. However, being too specific also flagged as an issue (cost).

Compulsory element can be of concern for many

Disquiet for a range of reasons:

- civil liberty
- element of cost (particularly if they were to be more 'medical' type coverings)
- impractical over longer journey
- potential to actually harbour bacteria/disease
- unsuitable for some people such as those with asthma.

One train user made the point they would only be useful if mandatory

"They will need to be compulsory or there is no point – they only stop transmission."

Sanitiser is important and key for many – but provision is not going to solely overcome any issues around distancing

Sanitiser

- positive reaction to having it available
 - entry/exit points highlighted as important
- need to be automatic dispenser if *truly hygienic*
- generally positive reaction – not everyone could find to buy for themselves
- but potentially open to abuse/theft
- not everyone **expected** it to be provided. It might be something they'd think of as their own responsibility but it would be better/helpful if it was available to all.
- soap in toilets also mentioned as important to replenish.

“Hand sanitiser would be good next to the driver.”

Temperature checks

- not raised spontaneously
- generally thought of as a good idea, and happy to take them
 - one person had the experience of this system at a gym prior to lockdown
- a couple of respondents raised follow up/actions if you were ‘too hot’ – important if they are to be used to think through what will happen (whether they are just sent away or have details collected)
- concern that they could potentially hamper flow/generally be impractical
 - one suggestion to overcome this could be for those *coming into the station*.



Ventilation and ticketing are both important

Ventilation

A few respondents mentioned air/fresh air as being something to consider.

“Windows are often locked, air can be muggy and breathy.”

This was in regards to the ability to open windows and cleanliness of air conditioning.

Outdoor spaces such as the platform were not discussed to the same extent - it's the **indoors** that is on people's minds, so ventilation is something to bear in mind. This is particularly given the summer months which see already high temperatures.

“New Route masters can reach 40 degrees so this urgently needs looking at anyway.”

Tickets - type

Online tickets/smartcards seen as a key way to avoid touchpoints.

Would like to have the option if this is not already available to them.

Respondents knew that not everyone was aware these were available – even when they were.

Ideally people should be encouraged to use cards/apps rather than cash but not mandated.

“Not everyone knows you can use an app – tell people.”

Tickets - cost

Cost of tickets was not spontaneously mentioned by many. Only one respondent talked about fare rises as being acceptable to improve social distancing.

If anything cost is raised as an issue in terms of being ‘too expensive’.

Boarding/disembarking is more of a concern for bus – it is key to have a system and reduce the need for touch/close proximity

- Concerns over boarding and disembarking are more distinct for bus users.
- Effective entry and exit system was easier to manage when there was two doors – but not all have this in place (and may have changed this to protect driver).
- Boarding – assume relatively straightforward socially distanced queue (as there is in place for shops/banks).
- There is an issue over disembarking – how will this be managed if there's only one door – will those boarding wait? An additional issue is of those waiting next to the door before getting off.
- There is a need for clear rules/procedures to be communicated here.

“When its time to get off people stand before they need to – right next to the tippy seats.... Need a sign saying that the driver will stop, don't get up before you need to.”

- A rigorous system did not seem to be in place currently – based on the views of those using buses currently.

To consider:
Reducing touch points:

- will reduce need to use bell on the bus
- open train doors automatically.



Not using aisle seats.

Communicating journey time impacts – if relevant.

On trains:

- doors may need to stay open longer
- have a traffic flow system for embarking/disembarking.

Journey planning

Those who really thought through how they felt effective social distancing could work with embarking/disembarking thought there would have to be a journey time impact – but not everyone had this expectation, or at least hoped it would not be the case.

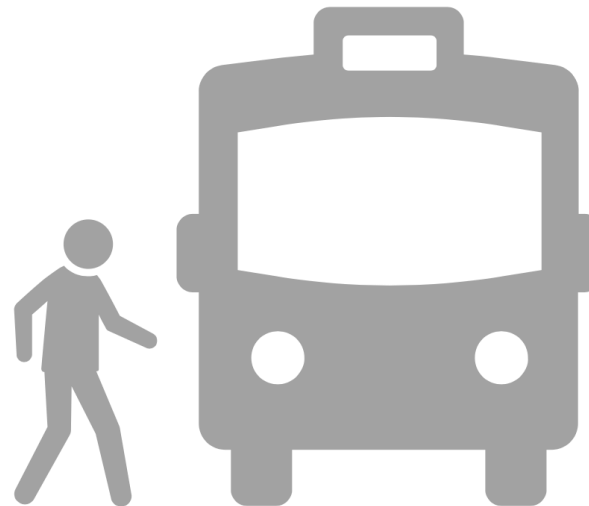
Journey time checks – habits were expected to remain as before. Some check apps as part of their routine, others don't - mainly those with shorter journeys.

May be part of a general 'sussing' out they may do before making a journey.

Clearly planning is much more important for those with longer journeys than shorter and depends on the frequency of service.

But it's important to bear in mind that journey planning may not be on everyone's agenda – and so if there are changes this needs to be communicated so that people do check before they travel.

"I hope the journey will be the same, but there may be fewer trains, stopping at more stations."





Rules and communication

June 2020

If rules and guidance are clear and well communicated this will help compliance and provide reassurance

- rules/procedures will help people have confidence to make a journey and to properly prepare for a journey
- there is a sense that procedures/rules on how to behave should be at least very similar between transport providers
- ideally this will be a set of national/government guidelines
- needs to be fewer frustrations for travellers – letting them know what is the ‘norm’ and when there are changes or rules
 - this will help compliance if there is not any variation
- there is a feeling that this would be difficult/different to how things are usually done – this is thought to be separately according to train operating company or bus operator
- at very least there should be a set of guiding principles/things that should be done even if actual implementation varied between providers.

“When there were the timetable changes – they didn’t have a clue at the station. Can imagine the same on rules if not well communicated.”

“A few clear rules – that you can count on one hand. Clear, not overcomplicated. We are all busy. No one can take that long to absorb.”

“It needs to say, here are the new rules about how you use public transport... So unless I’ve come from another planet I will know what to do.”

Announcements

Posters

Apps

Email

Tickets

How is it communicated?

Social media

Notices

Websites

TV

Personal responsibility and responsibility of operators are strongly linked – and the need to work together

"The public do need to play their part as well."

Individual travellers



- | | |
|---|--|
| <input checked="" type="checkbox"/> Keeping hands clean | <input checked="" type="checkbox"/> Measures to enable social distancing |
| <input checked="" type="checkbox"/> Avoiding touch points | <input checked="" type="checkbox"/> Cleaning |
| <input checked="" type="checkbox"/> Following guidance | <input checked="" type="checkbox"/> Running frequent services |
| <input checked="" type="checkbox"/> Keeping distance | <input checked="" type="checkbox"/> Providing clear information and guidance |
| <input checked="" type="checkbox"/> Being polite | <input checked="" type="checkbox"/> Ticketless travel options |
| <input checked="" type="checkbox"/> Not travelling if ill | |
| <input checked="" type="checkbox"/> Avoiding rush hour | |

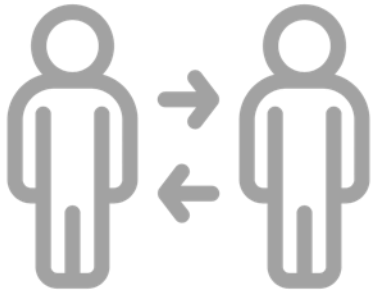
- ☐ Wearing a face covering

Expect to be part of guidance so it clear what is expected. Not everyone thinks should be compulsory.

- ☐ Providing sanitizer **If possible.**
- ☐ Enforcement **Needs consideration**
- ☐ Temperature check **If practical**

Perhaps it need to be clear it's about reducing rather than the eliminating risk.

100 per cent compliance is not anticipated and this may cause conflict or put people off travelling



Some express frustrations with behaviour of other people in terms of social distancing when they are out walking/shopping.

"People bump into you, stay too close, sweat all over you. The shops are a bit like a zombie film. I just want people to stay out of my way."

To social distance on public transport you are relying on **other people**, some find this more difficult than others.

As previously outlined, some express the view that rigorous social distancing is almost impossible to manage on public transport.

And within this context, compliance may not be 100 per cent (and this is also what has been experienced).

Issues with compliance or keeping distance from others might create tensions/arguments/awkward situations for themselves or for other travelers. **This puts some people off.**

"The train is outside your circle of influence, you are relying on people to do the right thing."

"We can't achieve it [two-metre distance] on public transport. Nonsense."

"Basically people don't understand social distancing so even if I sit upstairs with no one around me, someone still came and sit behind me. People don't get it. I went mad and got up and sat somewhere else."

"Without clear guidance there will be fights."

Either implicitly or explicitly, most felt that there will be some need to help passengers abide by any rules

- if procedures are to limit numbers on-board or manage social distancing then it was difficult to understand how this could left up to an individual to determine
- not everyone is clear about who should enforce rules and guidance but it is something that needs consideration
- they don't always trust their fellow passengers to follow the rules
- and/or do not like to see/be around conflict or awkward situations



- who, what and how the rules would be imposed, are not clear
- assumption by some it would be platform staff/conductors/bus drivers
- others think that this is not appropriate – that it is more of a role for law enforcement
- important for staff to be safe and that it may be just too much for them to do
- sense that rules and procedures will need more staff/ redeployed staff
- staff presence can be reassuring in terms of enforcing rules but also can have the benefit of a friendly/ welcoming/human face.



Roads

June 2020

Roads are not a source of anxiety. But there is a mix of views on behaviour of other drivers

General feeling around using roads...

- quiet or at least *quieter* at present, some anticipate to continue for a while
- less concerns around usage than public transport
 - 'safe space' 'in your circle of influence'*
- often have sanitiser/wipes/gloves in car (*may not feel as safe travelling if they don't have these*)
- may/have switched to road if public transport too busy or avoiding because they are vulnerable (seen as safer)
- general avoidance of unnecessary journeys/longer journeys
- some feel a little cautious
- difficult for some to imagine the scenario if longer journeys as this would involve a more significant lockdown (for leisure trips away) but those that had were not concerned by it.



Police

- if they had observed a difference it was a **higher level of policing**
- assumption that they were looking for non-essential travel
- also speeding/ poor driving.

Other drivers

No consensus on if people driving more/ less safely.

- some felt drivers were being more careful/ safer/slower
- others had seen more speeding/ risky driving
- There were a couple of observations about 'lack of concentration'.

"...On a handful of occasions we've come across the odd car and driver that seems to not pay much attention – to be massively surprised by other cars..."

While service stations are not on the radar right now they can provide assurances around safety

Petrol stations

Clear requirements for hygiene. Social distancing important but more manageable/solutions seen.



This is the part of transport where gloves are discussed/mentioned as important.



- expectation of using pay-at-pump if possible or socially distanced payment window
- mix of experiences regarding provision of gloves by petrol station
 - thought to be a **very good idea and reassuring when provided**
- taking own gloves/sanitiser with them when filling up
- less car use = not much experience with filling up at the moment
- one respondent did not want to use pump if someone on other side.

Service stations

Lack of long-distance journeys being undertaken mean they are just not top of mind. But when people reflect on them they can be problematic.



Social distancing is the key issue here – as for some the visual is **of very busy facilities.**

- some say that they would simply 'avoid' using them
- or they would not want to 'linger' in the facilities
- need to limit the number in and out (like shops)
- one respondent thought only toilets should be open – nothing else
- a need for rigorous hygiene and keeping areas free of rubbish/ tables clear
- perhaps take-away only
- they definitely need some consideration to avoid getting caught out – bearing in mind it's *just not something that people are thinking about at the moment.*



Appendix

June 2020

Mixed experiences of transport usage during lockdown

Not positive

No seats
blocked/
taken out

Other
passengers
too close

Limited
service

Issues with
boarding/
disem-
barking

Rules/
procedures
unclear

Staff not
there to limit
numbers

Awkward
situations

Unwelcome

Few
covering
face

I don't worry about
catching it... its
more 'will this train
stop at my station'

If I don't wear a
mask, will I be
challenged?....

Neutral

Protection
for driver

Positive

Empty/
quiet*

Announce
ments

Sealed off
seats

Posters

Notices to
get on
middle