



# Road journeys during lockdown: Transport User Panel survey

June 2020

# Survey background

- Transport Focus holds a database of contact details for transport users who have previously told us that they are happy to undertake surveys on different transport issues. These transport users provide their consent for Transport Focus to hold contact details and to re-contact them for research after having completed other research on our behalf. This contact database is known as the 'Transport User Panel'.
- On Tuesday 16 June 2020 Transport Focus sent an email invite to 17,236 members of the Transport User Panel asking them if they would take part in an online survey which asked about their experience of making journeys since restrictions on travel were introduced and their expectations of making journeys by public transport in the future. On 22 June 2020 the survey was closed with 7072 panellists having completed the survey.
- This report summarises the findings from this research – concentrating specifically on findings related to journeys that panellists have made by road. Data is unweighted and should therefore be seen as providing an indicative, rather than statistically significant, view of road users generally.

# Key findings

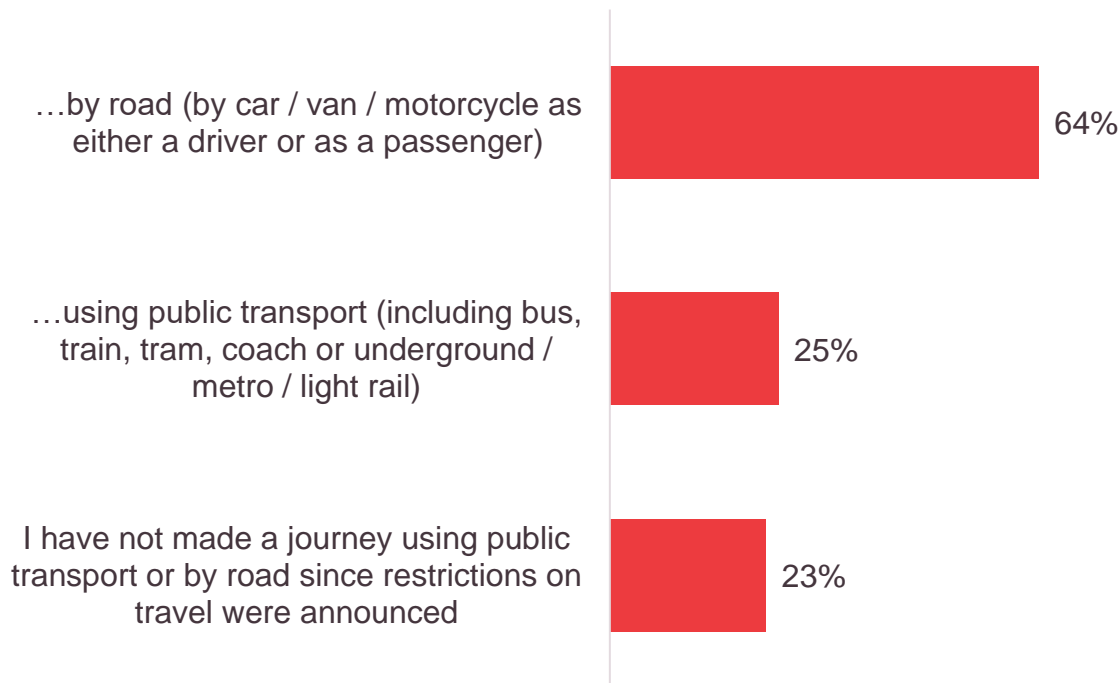
- Two thirds of panellists have made a journey by road since restrictions on travel were announced on March 23. Among those who have made a journey by road, one third have made a journey which involved using a motorway.
- Two thirds of those who have made a journey by road since travel restrictions were announced have been making journeys by road once a week or more.
- Among those who made a journey using local roads eight in 10 made their last journey in the seven days before completing the questionnaire – that is between 16 and 22 June. Half of those who made a journey using a motorway made this journey in the seven days before completing the questionnaire.
- For two thirds of those who made a journey using local roads, this last journey was within their immediate local area. For six in 10 of those who made a journey which involved using a motorway, this journey was more than 25 miles from home.

# Road journeys since lockdown

**Two thirds of panellists have made journeys by road since restrictions on travel were announced. A third of these panellists have made a journey which involved using a motorway.**

*Since restrictions on travel due to the coronavirus pandemic were announced on 23 March have you made a journey...?*

*Have any of the journeys that you made by road since restrictions on travel were announced involved using a motorway?*

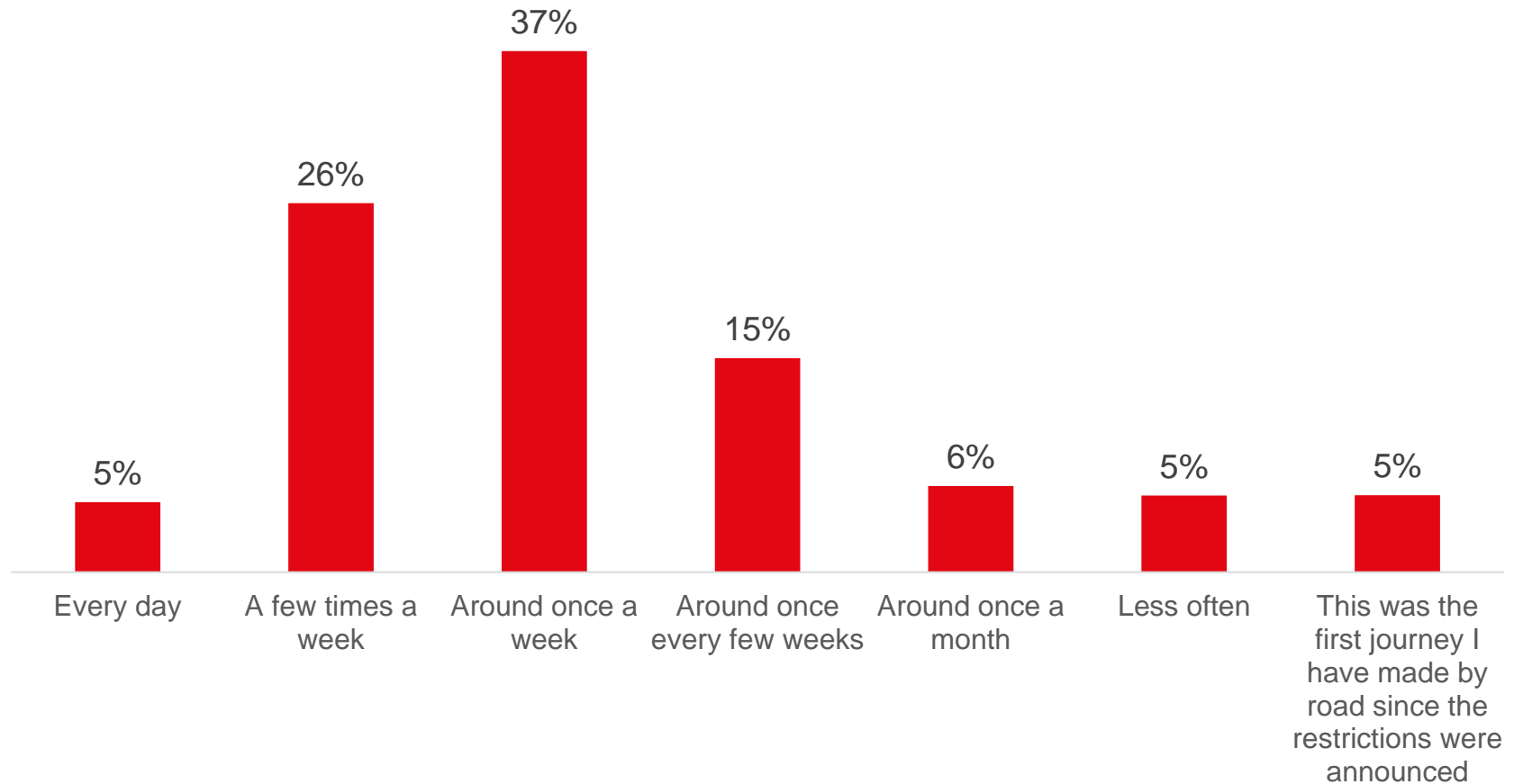


Yes	34%
No	66%

Base: All transport user panellists (7072). Those who have made a journey by road (4540)

## Two thirds have been making journeys by road once a week or more often.

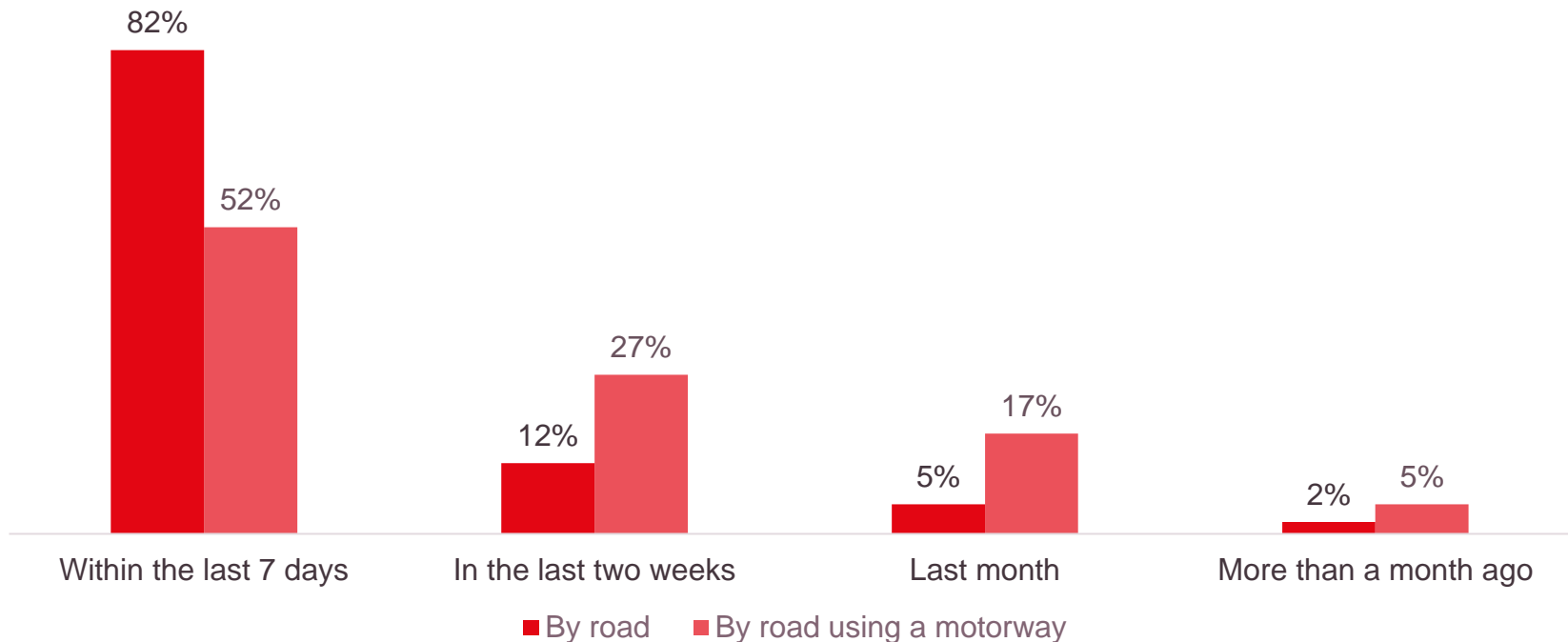
And how frequently have you been making journeys by road since restrictions on travel were announced?



Base: Transport user panellists who have made a journey by road (4540)

**Four in five of those making journeys using local roads did so in the seven days prior to completing the questionnaire - that is at some time between 9 and 22 June. Motorway journeys are less frequent.**

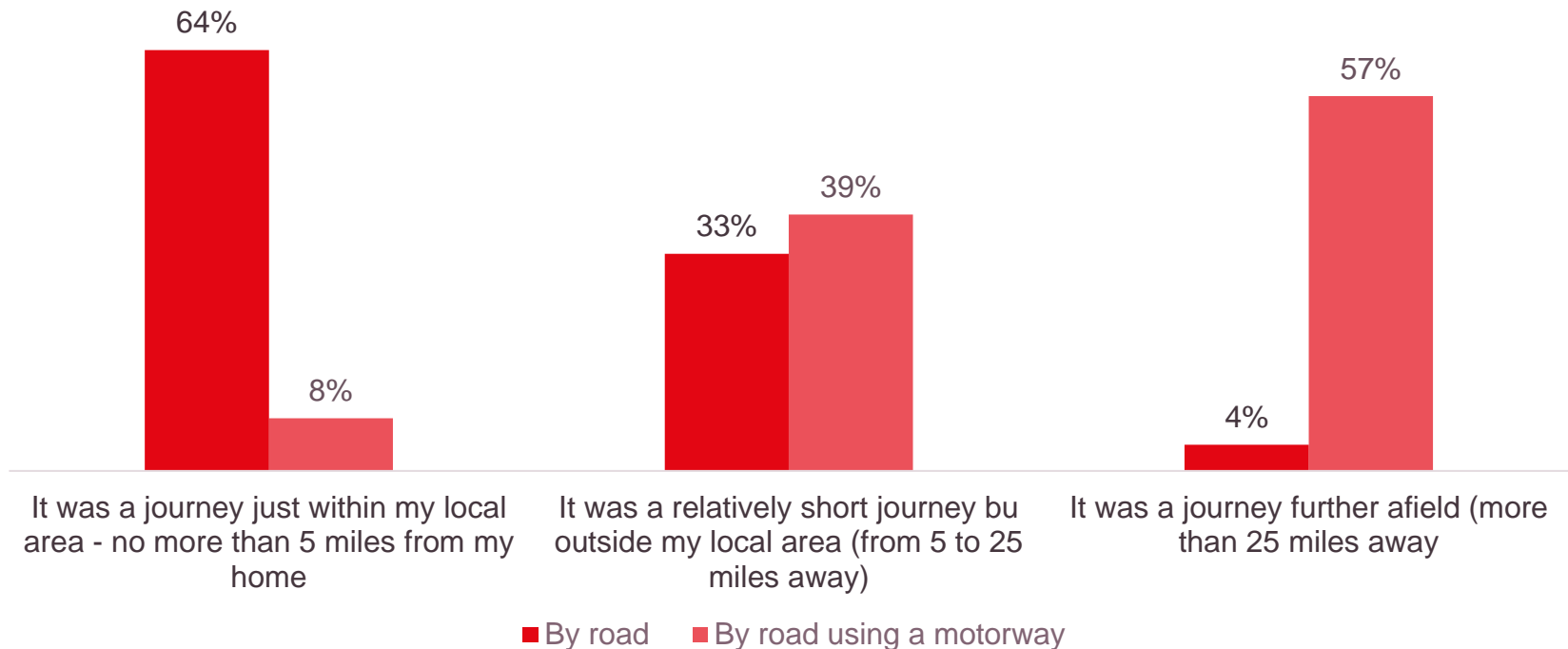
*Thinking about the last journey that you made by road [which involved using a motorway] when did you make this journey?*



*Base: Transport user panellists who have made a journey by road (3000), by road using a motorway (1540)*

**For two thirds of those making journeys using local roads the last journey that they made was in their local area. For six in 10 of those whose journey involved using a motorway, their last journey was further afield.**

*Which of the following best describes the journey that you made by road [which involved using a motorway]?*




*Base: Transport user panellists who have made a journey by road (3000), by road using a motorway (1540)*



# Most mentions are around traffic, and while there are a mix of attitudes, sentiment is largely negative.

Please tell us about your journey. What was good bad or surprising about it?

Keyword	Sentiment	Total Mentions
traffic		809
<b>People Liked:</b>		
<p>traffic ... welcome    traffic ... better    volume of traffic    traffic ... weekday    ups, light traffic</p> <p>view, the traffic    virtually no traffic    traffic ... light    traffic was a little    lack of traffic</p>		
<b>People Didn't Like:</b>		
<p>traffic ... usual    traffic volume    unremarkable ... traffic    traffic ... ups</p> <p>traffic ... unfortunately    traffic ... weekday    west ... traffic    turning ... traffic</p> <p>traffic ... yesterday    traffic ... weekend</p>		

# Those feeling positive felt that lighter traffic (compared to pre-lockdown) made for a more pleasant journey.

Please tell us about your journey. What was good bad or surprising about it?

traffic ... better

*"I went to visit my daughter and family - who are now my 'bubble'. **Traffic was hugely better** than it used to be."*

*"A one-off commute into work for 1x day. Apart from the reasons for the lack of traffic on the road, it was a nice drive, little **traffic, made significantly better** time than the pre-restrictions commute."*

traffic ... light

*"It was an essential journey to collect food shopping. **Traffic was lighter** than pre COVID 19."*

*"I was happy to find that the **traffic was very light** which made my journey shorter and with less hassle."*

*"The **traffic was very light** and the journey was completed quicker than usual."*

lack of traffic

*"I ought to explain I'm a lorry driver who collects locally. This is the reason I've been out and about during lockdown. I've found the roads a joy to use due to the **lack of traffic.**"*

*"The level of traffic seems to have increased since previous weeks. In the few times I have driven during lock down it has been a lot more enjoyable due to **lack of traffic.**"*

# But many have noticed that traffic seems to have increased recently.

Please tell us about your journey. What was good bad or surprising about it?

traffic volume

*“Nothing out of the (new) ordinary, save that the **volume of traffic** has been increasing, and now feels almost back to pre-lockdown levels.”*

*“The **volume of traffic** was surprisingly high; it appeared to be more or less the same as normal.”*

*“I was surprised by the significantly higher **volume of traffic** compared to my previous road journey.”*

traffic ... unfortunately

*“There is a lot of **traffic back on the road now and unfortunately** impatient drivers. What is bad is that there seems to be more people speeding on the roads, maybe because there has been less traffic during the lockdown period.”*

*“**Traffic** levels are returning to normal **unfortunately.**”*

traffic ... yesterday

*“It was noticeably more crowded on the roads **yesterday than several weeks ago, with almost normal levels of traffic.**”*

*“I made the same journey only 5 days before and was surprised by how much more **traffic there was yesterday.** I travelled at 5.15am and the roads were busy, traffic came to a standstill on the A4 at 7am. I would usually make the journey by public transport but don't feel safe to do so, I drove instead.”*

## While roads are now noticeably busier and might be an adjustment after the quietness of lockdown, congestion doesn't seem to be a major concern.

*"Nothing bad, my only observation is that it is most apparent that the roads this **week are a lot busier** than previous weeks. I assume people prefer using their car rather than public transport. I'm the same."*

*"Not necessarily good or bad but the roads were a lot **busier than they have been at a similar time in previous weeks.**"*

Please tell us about your journey. What was good bad or surprising about it?

*"10 weeks ago traffic was very light. It has got steadily **busier each week**, but is still below normal levels."*

*"The roads were **busier than the week** before, but still not what be normal from a year ago. Just a bit strange."*

*"Been going into work once a week for the last 3 weeks. Getting progressively **busier each week** but still nowhere near normal."*

# However speeding does seem to be a concern.

*“High level of **speeding by other road users**, some at frightening speeds for road conditions I.e. over 50mph in 30mph zones. Roads definitely much busier than a couple of weeks ago..”*

*“It was after a shopping visit. It gave the chance to ensure battery was charged. At times the **speed of some road users** was ridiculous.”*

*“Roads were quieter than usual, however there were many **drivers driving dangerously - well over the 70 mph speed limit.**”*

Please tell us about your journey. What was good bad or surprising about it?

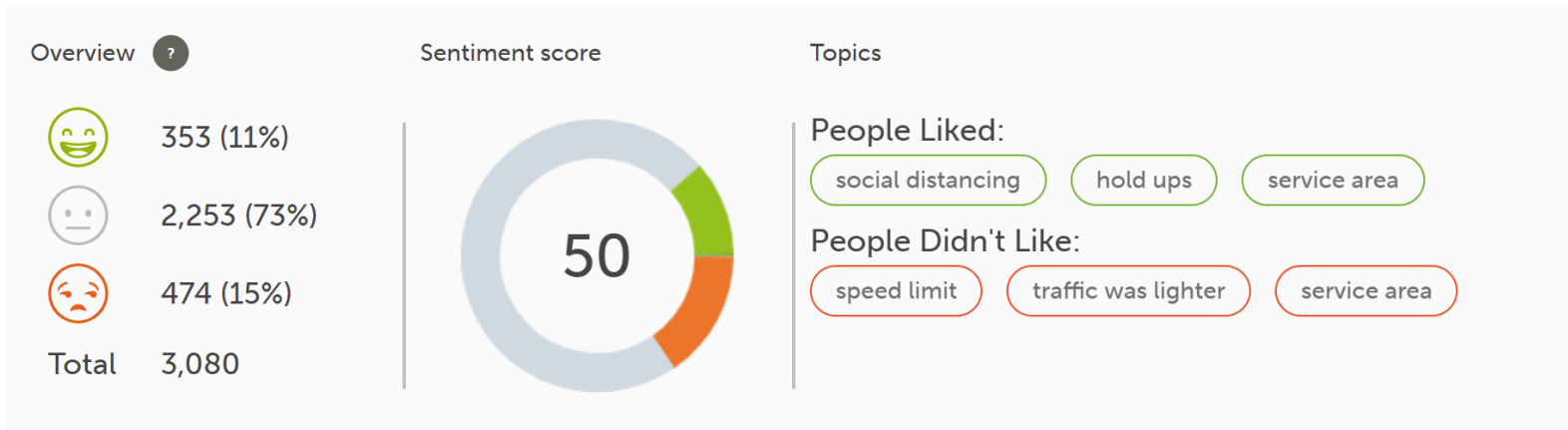
*“Although not as busy as usual I was surprised how much traffic I encountered, I thought it would be quieter. It was disappointing that some **drivers were speeding** in the quieter conditions.”*

*“It was to take shopping to a relative, the traffic levels are growing and the **speed of drivers** is increasing well above the dual carriageway limits.”*

*“Some really bad **drivers speeding** over the speed limit. Not enough police on the road.”*

**Similar sentiment regardless of whether a motorway was used, but non-motorway users seem more concerned with busy roads.**

## Motorway Users



## Non-Motorway Users

