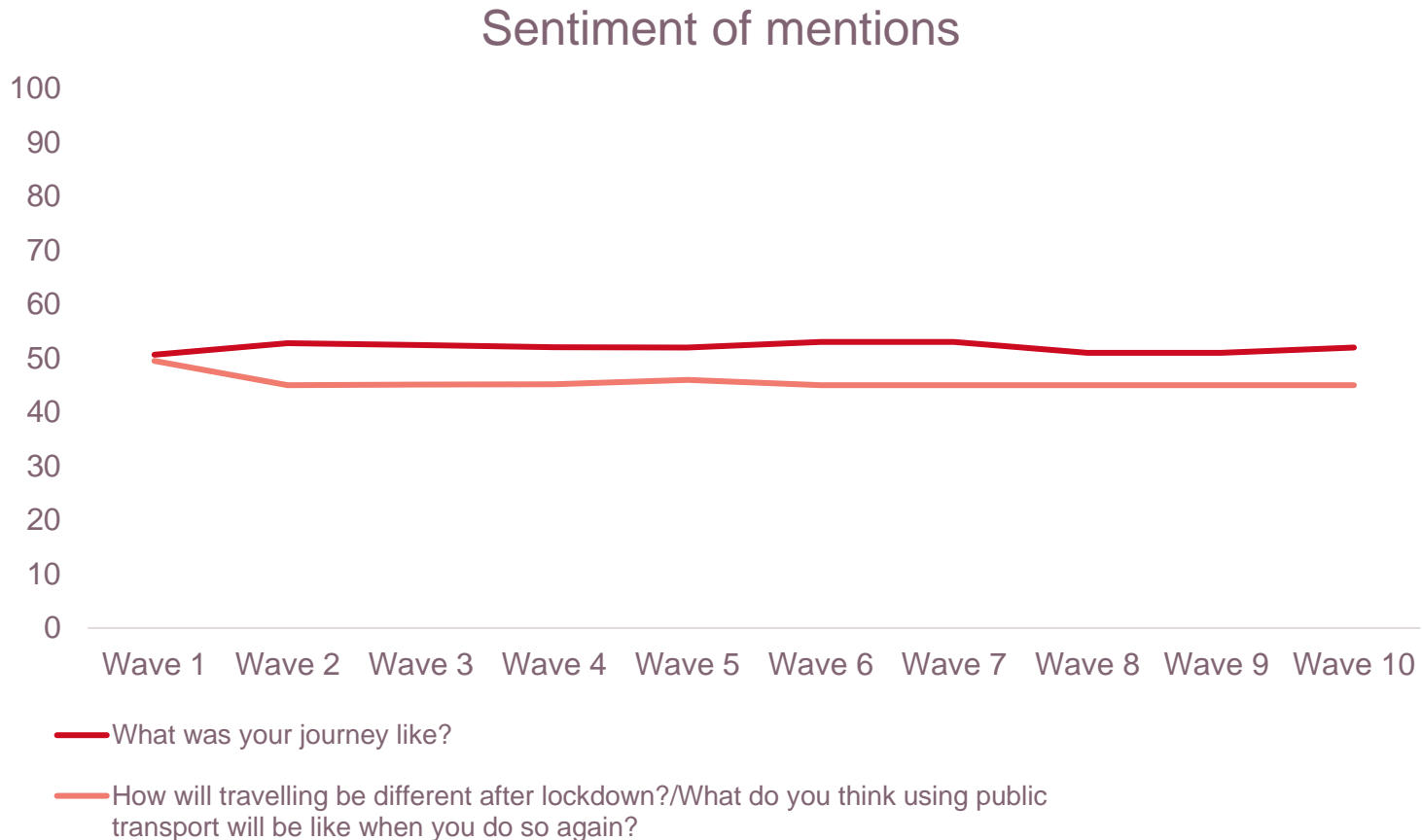




Travel during Covid-19 survey – week 10 analysis

Sentiment is consistent over time, towards current journeys and looking to the future

Sentiment over time



Face masks now the most mentioned subject when talking about what using public transport again will be like

Sentiment over time

Wave 9 – How will travelling be different after lockdown?

Keyword	Sentiment	Total Mentions
> people		276
> transport		193
> public		183
> mask		94
> wear		90
> use		83
> social		66
> bus		66
> road		65
> travel		60
> distancing		56
> car		49
> face		41
> train		41
> time		37

Wave 10 - What do you think travelling on public transport will be like when you do so again?

Keyword	Sentiment	Total Mentions
> mask		59
> wear		51
> public		42
> transport		42
> people		42
> social		31
> distancing		28
> bus		25
> use		25
> face		25
> time		23
> long		13
> distance		13
> train		9
> wait		8

Concerns around passengers not wearing face coverings on recent journeys, and mandatory rule not being enforced

*“Hardly anyone was **wearing a mask** and no one was controlling the situation.”*

*“They advertise there is a compulsory measure to **wear face masks** but they let people on without. There is no way of policing it.”*

*“The fact that the drivers allow access to passengers without face coverings, in my view anyone without a **face covering** should be refused access.”*

What was good, bad or surprising about your journey?

*“People **not wearing a mask** was unacceptable.”*

*“I don't like it when other passengers do not cover their faces or when they sat down they remove the **face cover** and also sat next to me. Also, I don't like that the drivers let passengers without masks to board the buses.”*

But still a lot of concern/anxiety around mandatory face coverings for those not currently travelling, which will be a deterrent to using transport for some

*“It will be a nuisance as it will be mandatory to **wear a mask** while using it.”*

*“I would have to **wear a mask** which I find uncomfortable. I would be unhappy being in a restricted space at the moment with people I don't know.”*

*“I can not see myself using public transport until **face coverings** are no longer mandatory.”*

*“Having to use face **mask on a bus is unappealing – I'll make every effort to avoid anything - if the rules are to wear** a mask then its an admittance that it is not a safe way to travel.”*

*“Different, less people allowed on the bus or train and having to **wear face masks** , which to be honest I'm not keen on as I can't breath properly it gets too hot , so probably will only use public transport as a last resort.”*

*“It would feel quite weird having to **wear a face mask** and keep distanced from others passengers.”*

What do you think travelling on public transport will be like when you do so again?

*“I think that I will find it stressful and uncomfortable to **use public transport** again now that wearing a mask is compulsory on it. I agree with the masks and I will wear if I have to but I personally find them very uncomfortable to wear, they induce feelings of claustrophobia and anxiety especially when the weather is hot. I am afraid to **use public transport** now in case I have a panic attack while wearing the mask.”*

*“Very uncomfortable as have to **wear mask**.”*

Many who haven't been using public transport have serious, long-term concerns about their safety when it comes to using it again

*"I do not feel safe at the moment to **use the public transport** and it depends on the situation when the outbreak finished and we will be able to **use public transport.**"*

*"Bearing in mind "herd immunity" requires at least 60% to have developed antibodies after infection and also bearing in mind the current infection level both in the UK and internationally, I cannot foresee a time when I will feel safe to **use public transport** again."*

*"It will be unpleasant for a **long period of time** and I'm not looking forward to having to wear a mask."*

*"I do not think that I will be using public transport for a **long time**. I would be too scared."*

What do you think travelling on public transport will be like when you do so again?

*"I think it will be quite unsafe. Although face masks are necessary, my son who **uses public transport** says there are still people who are travelling and not doing so."*

*"I would be very wary to use public transport, I see busses passing and not everyone is wearing a mask which would put me in danger if I took the bus I believe trains would be the same so I will **avoid public transport** for a long time."*

*"It will be a **long time** before I use again as its going to be difficult to socially distance."*

*"I will try to **avoid public transport** until such time as there is a vaccine."*