

Disabled passengers during the pandemic

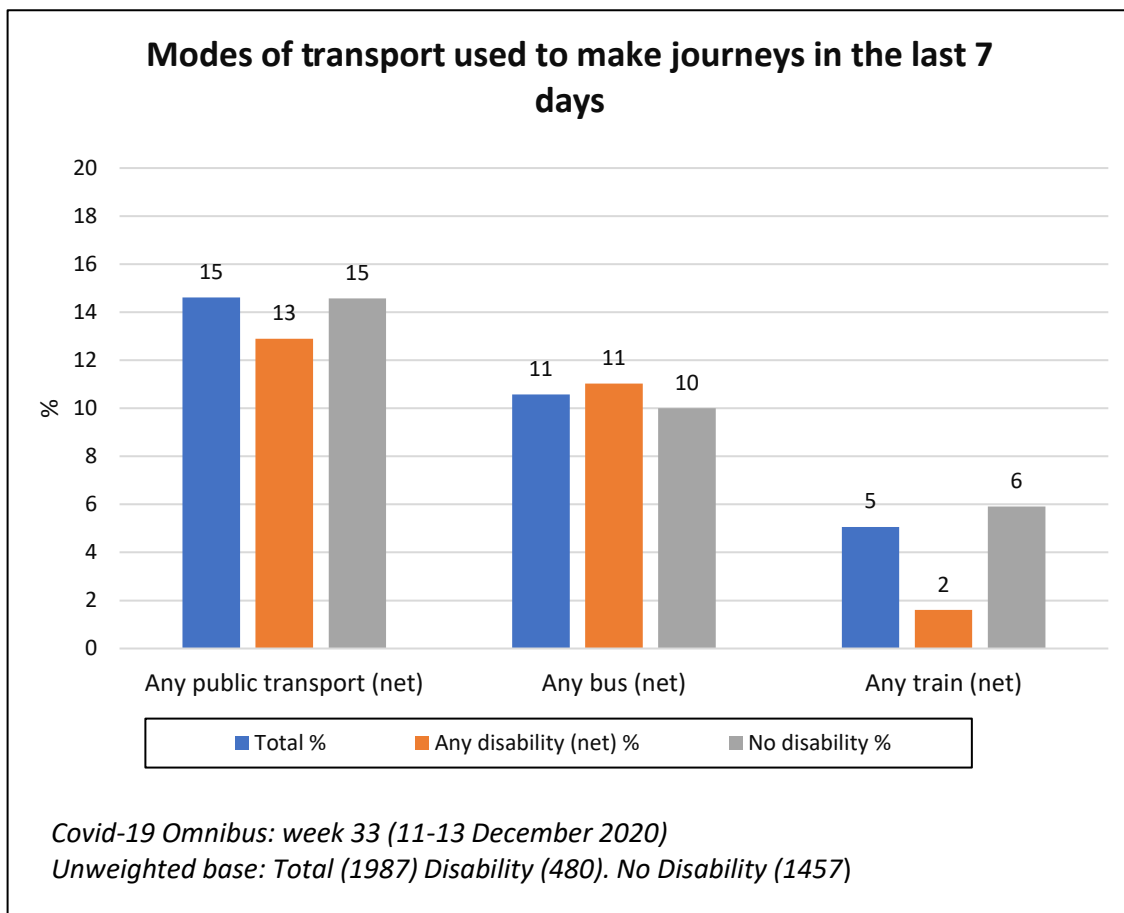
Since the beginning of May 2020 Transport Focus has carried out a weekly Covid-19 tracker survey that captures the behaviours and experiences of people.

Weekly reports are published on our website, but the data can also be analysed in our online data hub¹. We have also created an online community of rail, bus and road users which allows us to probe a bit deeper into some of the issues identified.

This report provides a brief summary of the findings up to 13 December 2020.

1. Use of public transport

Use of public transport remains low overall, with disabled passengers more likely to use bus rather than train.



¹ <https://www.transportfocus.org.uk/data-hub/>

2. Perceptions of safety

Disabled people are more likely to be avoiding public transport at the moment on safety grounds.

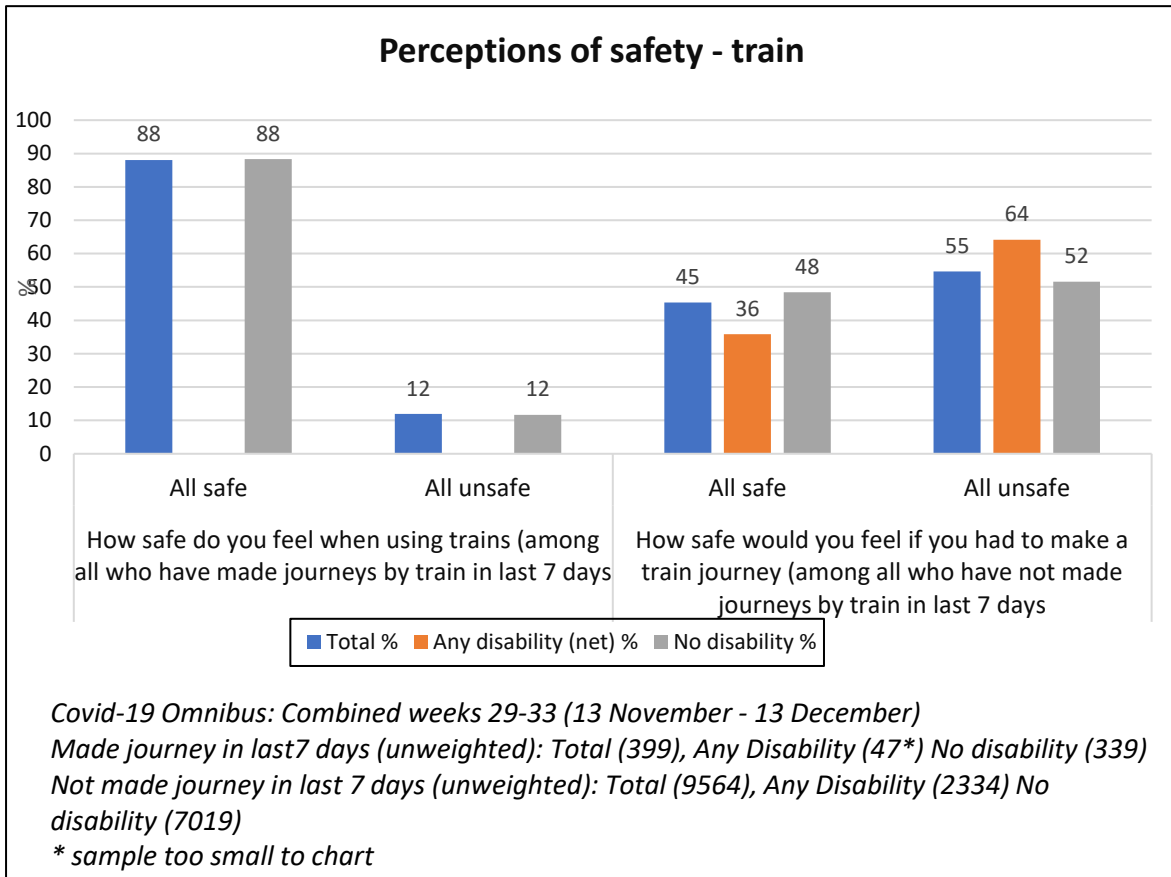
Covid-19 Omnibus: week 33 (11-13 December 2020)	Total	Any disability (net)	No disability
<i>Why have you not used public transport in the last 7 days (among those who have not used public transport in the last 7 days)</i>			
Because I do not feel safe using public transport at the moment	26%	29%	25%
<i>Unweighted base</i>	<i>1705</i>	<i>428</i>	<i>1241</i>

By aggregating research over a month (13 November -13 December) we can also look at perceptions of safety on individual modes.

On bus, we can see a big difference in perceptions between users and non-users in total. This perception gap is even bigger when looking specifically at disability: 75 per cent of disabled people who had actually made a journey by bus felt safe doing so, while only 29 percent of disabled people who had not made a journey by bus felt they would be safe if they had to do so.



We can see a similar perception gap when it comes to train travel. 88 per cent of those who had actually made a journey felt safe while only 45 per cent of those who had not made a journey by train felt they would be safe doing so. The sample size is not big enough to do a similar comparison in terms of disability.

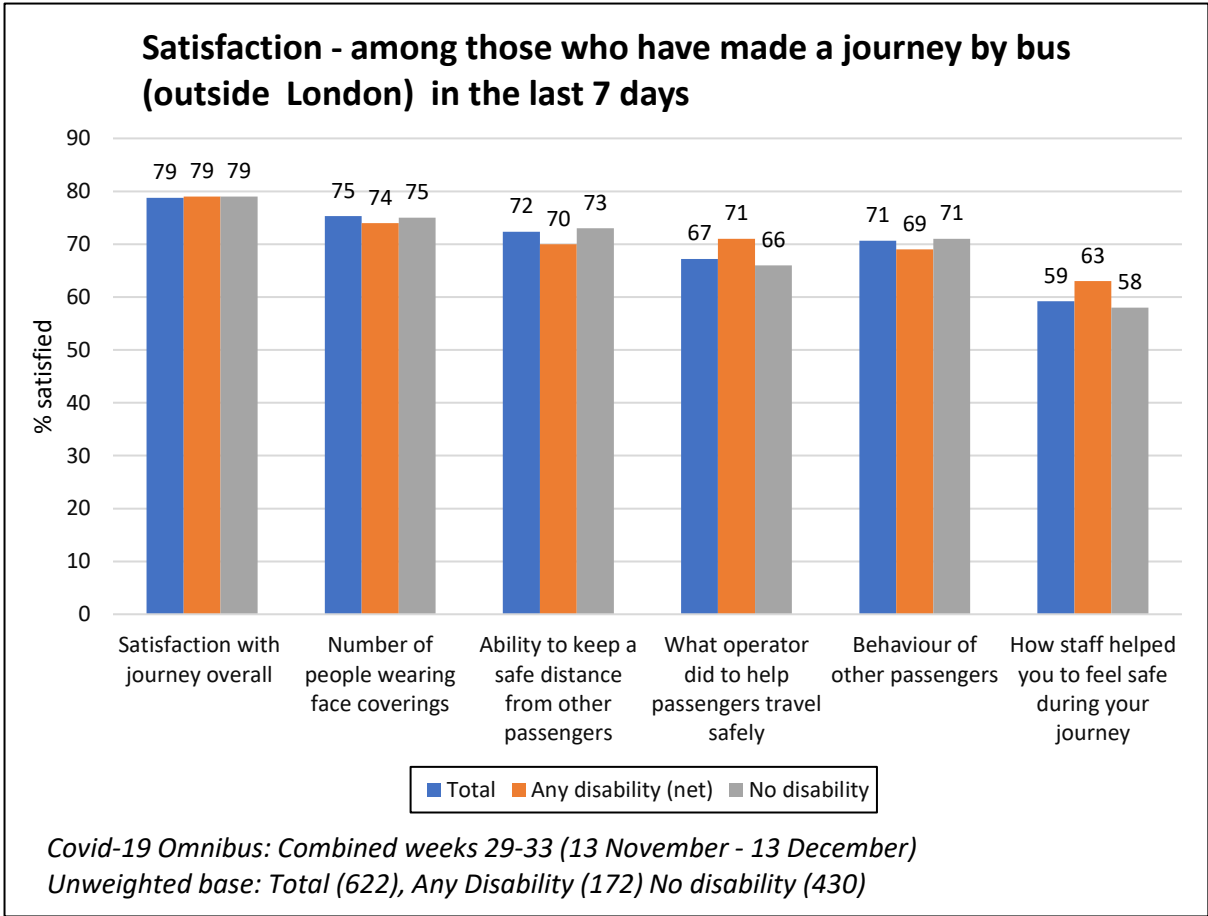


3. Satisfaction of those using public transport

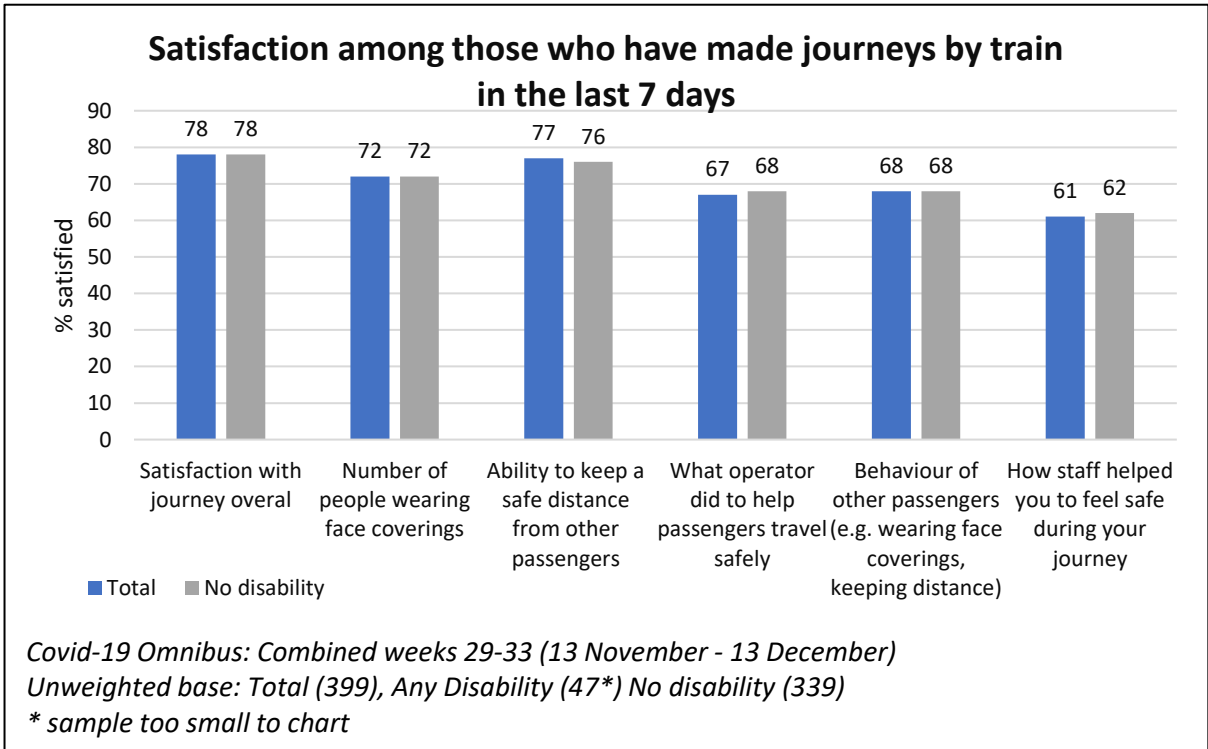
By aggregating research over a month (13 November -13 December) we can build up a picture of satisfaction for disabled passengers using bus services outside London.

74 per cent were satisfied with the number of people wearing face coverings, 70 per cent with the ability to keep a safe distance and 69 per cent with the behaviour of other passengers.

There were no major differences in satisfaction levels between disabled and non-disabled people. Satisfaction is slightly lower amongst disabled passengers when it comes to social distancing and the behaviour of other passengers and slightly higher for operator and staff efforts to make people feel safe.



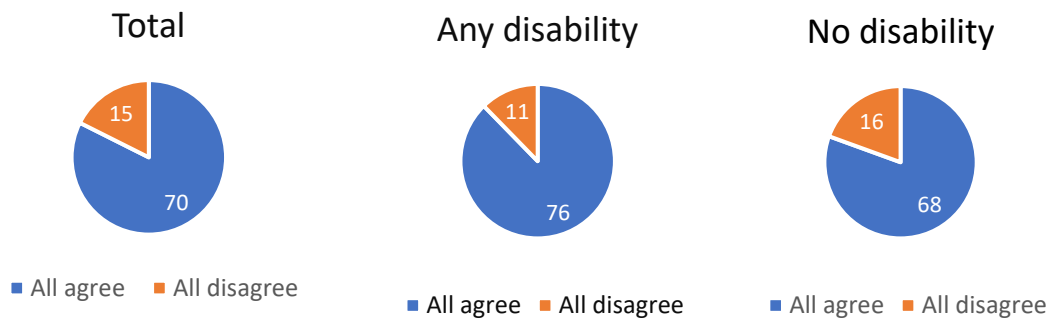
The sample size for rail does not allow any similar analysis of disability.



4. Future travel

Disabled people are more likely to be avoiding doing things they feel are unnecessary because they are worried about Covid-19.

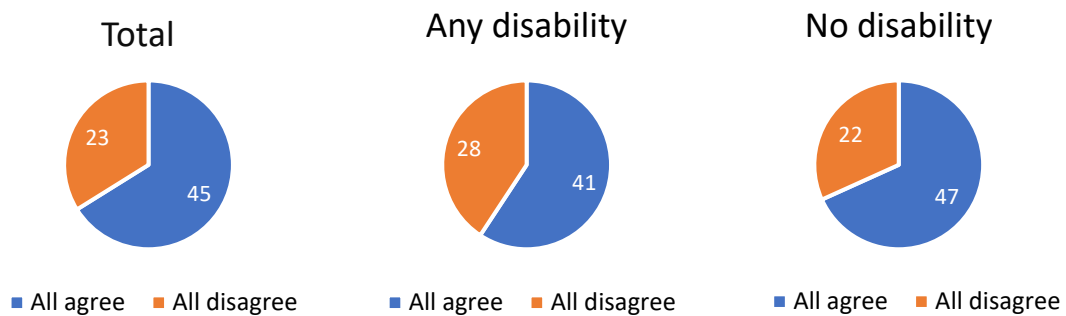
I am avoiding doing things that I don't see as absolutely necessary because I'm worried about Covid-19



Covid-19 Omnibus: week 33 (11-13 December 2020) excluding 'Don't know'/'Not applicable' responses)
Unweighted base: Total (1944) Any disability (470) No disability (1426)

Some of this worry extends into use of public transport. Disabled people are more likely to have concerns about using public transport 'post-vaccine'.

When enough people have been vaccinated against COVID-19 then I expect to use public transport as much, or more than I did before March this year



Covid-19 Omnibus: week 33 (11-13 December 2020) excluding 'Don't know'/'Not applicable' responses)
Unweighted base: Total (1562) Any disability (364) No disability (1161)

Data Tables

Covid-19 Omnibus: week 33 (11-13 December 2020)		Total	Any disability (net)	No disability
		%	%	%
Modes of Transport used to make journeys in the last 7 days	Any public transport (net)	15	13	15
	Any bus (net)	11	11	10
	Any train (net)	5	2	6
	Have not used public transport during journeys (net)	79	78	80
	<i>Unweighted base</i>	<i>1987</i>	<i>480</i>	<i>1457</i>

Covid-19 Omnibus: week 29-33 aggregate (13 November – 13 December)		Total	Any disability (net)	No disability
		%	%	%
How safe do you feel when using buses (among all who have made journeys by bus in last 7 days)	All Safe	79	75	80
	All Unsafe	21	25	20
	<i>Unweighted base</i>	<i>972</i>	<i>228</i>	<i>701</i>
How safe would you feel if you had to make a bus journey (among all who have not made journeys by bus in last 7 days)	All Safe	38	29	41
	All Unsafe	62	71	59
	<i>Unweighted base</i>	<i>8991</i>	<i>2153</i>	<i>6657</i>

Covid-19 Omnibus: week 29-33 aggregate (13 November – 13 December)		Total	Any disability (net)	No disability
		%	%	%
How safe do you feel when using trains (among all who have made journeys by train in last 7 days)	All agree	88	-	88
	All disagree	12	-	12
	<i>Unweighted base</i>	399	47	339
How safe would you feel if you had to make a train journey (among all who have not made journeys by train in last 7 days)	All agree	45	36	48
	All disagree	55	64	52
	<i>Unweighted base</i>	9564	2334	7019

Covid-19 Omnibus: week 29-33 aggregate (13 November – 13 December)		Total	Any disability (net)	No disability
		%	%	%
Satisfaction among all who have made journeys by bus outside London in last 7 days				
The journey overall	Satisfied	79	79	79
	Dissatisfied	7	6	7
Number of people wearing face coverings	Satisfied	75	74	75
	Dissatisfied	13	15	13
Ability to keep a safe distance from other passengers	Satisfied	72	70	73
	Dissatisfied	14	16	14
What operator did to help passengers travel safely	Satisfied	67	71	66
	Dissatisfied	7	8	7
Behaviour of other passengers (e.g. wearing face coverings, keeping distance from others)	Satisfied	71	69	71
	Dissatisfied	15	16	16
How staff helped you to feel safe during your journey	Satisfied	59	63	58
	Dissatisfied	7	11	6
	<i>Unweighted base</i>	622	172	430

Covid-19 Omnibus: week 29-33 aggregate (13 November – 13 December)		Total	Any disability (net)	No disability
		%	%	%
Satisfaction among all who have made journeys by train in last 7 days				
The journey overall	Satisfied	78	-	78
	Dissatisfied	5	-	5
Number of people wearing face coverings	Satisfied	72	-	72
	Dissatisfied	15	-	14
Ability to keep a safe distance from other passengers	Satisfied	77	-	76
	Dissatisfied	11	-	12
What operator did to help passengers travel safely	Satisfied	67	-	68
	Dissatisfied	4	-	41
Behaviour of other passengers (e.g. wearing face coverings, keeping distance from others)	Satisfied	68	-	68
	Dissatisfied	16	-	16
How staff helped you to feel safe during your journey	Satisfied	61	-	62
	Dissatisfied	4	-	3
	<i>Unweighted base</i>	399	47	339

Covid-19 Omnibus: week 33 (11-13 December 2020)		Total	Any disability (net)	No disability
		%	%	%
I am avoiding doing things that I don't see as absolutely necessary because I'm worried about COVID (excluding 'Don't know'/'Not applicable' responses)	All Agree	70	76	68
	All Disagree	15	11	16
	<i>Unweighted base</i>	1944	470	1426

Covid-19 Omnibus: week 33 (11-13 December 2020)		Total	Any disability (net)	No disability
		%	%	%
When enough people have been vaccinated against COVID-19 then I expect to use public transport as much, or more than I did before March this year (excluding 'Don't know'/'Not applicable' responses)	All agree	45	41	47
	All disagree	23	28	22
	<i>Unweighted base</i>	<i>1562</i>	<i>364</i>	<i>1161</i>