

GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 11 December 2020

Subject: Travel and Journey Satisfaction During Covid Research

Report of: David Sidebottom, Director, Transport Focus

PURPOSE OF REPORT

To provide Members of the GM Transport Committee the latest research findings as to Travel during Covid-19 and journey satisfaction during Covid-19, recently published by Transport Focus.

RECOMMENDATIONS:

The GMTC is recommended to:

Note and comment on any of the research shared within this report.

CONTACT OFFICERS:

David Sidebottom
Director, Transport Focus

Number of attachments to the report: 2

1. RESEARCH KEY POINTS

Understanding how travel and the perception of passengers has changed during the Coronavirus pandemic is vital to prioritising the stages of public transport recovery.

Appended are the latest published research findings in relation to travel and journey satisfaction for Member's information.

The key points from both documents are highlighted below -

- Use of public transport has fallen for another week – 11% have made a journey using public transport this week compared with 14% last week.
- Among those making journeys there has again been a significant decline in those making journeys for leisure reasons and to visit friends or relatives – 17% of people making journeys to make these visits this week, compared with 21% last week.
- Among those who have not used public transport 23% say that they have been avoiding public transport, and 24% say that they don't feel safe using public transport at the moment.
- Satisfaction scores given by those making train journeys has increased or have remained consistent. In particular among users of trains overall satisfaction has gone up from 75% to 79%, satisfaction with the number of people wearing face coverings has gone up from 64% to 69%, and satisfaction with the ease of finding out how busy the service would be has gone up from 59% to 63%.
- Among users of buses outside London satisfaction scores have remained consistent or have fallen slightly. In particular, overall satisfaction has decreased from 80% to 78%, and satisfaction with the ability to keep a safe distance from other passengers has decreased from 72% to 70%.
- Satisfaction scores given by those making journeys by London Bus or London Underground are very mixed with satisfaction with some measures rising, some falling, and some remaining consistent. In terms of decreases, in particular among those using London Bus overall satisfaction has fallen from 67% to 65%, while among users of London Underground, overall satisfaction has fallen from 71% to 69%.