

## Member Panel report, October 2020: **impact of COVID-19**



In October 2020, we asked our members what impact COVID-19 has had on the way they use transport and what opportunities they see to improve transport in response. Nearly 600 members responded: here's a summary of the findings.

### **RAA members currently rely primarily on driving and walking to meet their day-to-day transport needs**

Most have also travelled as a car passenger and used public transport in the past 12 months, but these are typically used on a less frequent basis than driving and walking. Between 2 in 10 and 3 in 10 members have used each of taxis, planes, rideshare and bicycles in the past 12 months, but only bicycles are typically being used on a frequent basis.

Almost all members go to shops, retail or medical appointments on at least a weekly basis, whereas trips to food or entertainment venues or other people's homes are common but typically less frequent. Among those in paid employment, commuting for work is usually the most frequent trip they make.

### **12% of members indicated they have purchased or acquired a vehicle as a result of COVID-19, while 9% indicated they have sold or disposed of a vehicle**

Most acquisitions and disposals were cars, with a vehicle often being traded in or upgraded for another, but some members also acquired bicycles, caravans and vans. While bicycle acquisitions facilitated physical activity when COVID-19 limited other forms of exercise, motor vehicle acquisitions were often linked to a favourable financial situation or changed travel priorities as a result of COVID-19.

**We'd like to know your thoughts on key issues regarding motoring, road safety, travel and tourism.**

**If you haven't already signed up for RAA's Member Panel, you can do so [here](#).**

### **COVID-19 has reduced member travel, particularly by plane, public transport, taxi and rideshare**

Car travel has also reduced for some members but has increased for others, while active travel has increased. COVID-19 has particularly reduced member travel for food and entertainment and for trips away. The biggest drivers of these changes have been safety concerns about public places and transport, restrictions on interstate and overseas travel, and more time spent at home and working from home.

### **Three quarters of members currently feel uncomfortable using at least one mode of transport**

Discomfort levels are highest for crowded modes such as public transport and planes but also high for other modes involving close contact with strangers such as taxis and rideshare. Improved hygiene practices and reassurances could help to address this.

### **6 in 10 members expect COVID-19 to impact their long-term transport use**

This is either because they anticipate COVID-19 being around for a long time or because they have made changes that they wish to sustain e.g. working from home or better hygiene practices. Member priorities for long-term improvements to transport use mostly target public transport - incorporating social distancing, cleanliness, hygiene and service frequency.