

V/Line Board Strategy Session 'COVID-19 and the new normal' Wednesday 11<sup>th</sup> November 2020 Australia

## Long Term Travel Impacts of Covid-19 in Melbourne

Phase 1 and 2 Results – Overview of Key Findings Plus some outline work on V/Line

Prof Graham Currie FTSE, Dr Taru Jain, Laura Aston Public Transport Research Group Monash Institute of Transport Studies Monash University, Australia







Agenda

Introduction

Approach

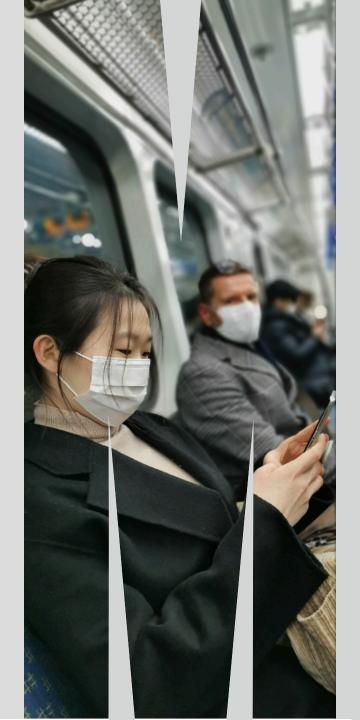
**Evidence from past disruptions** 

**Qualitative interview findings** 

**Panel survey findings** 

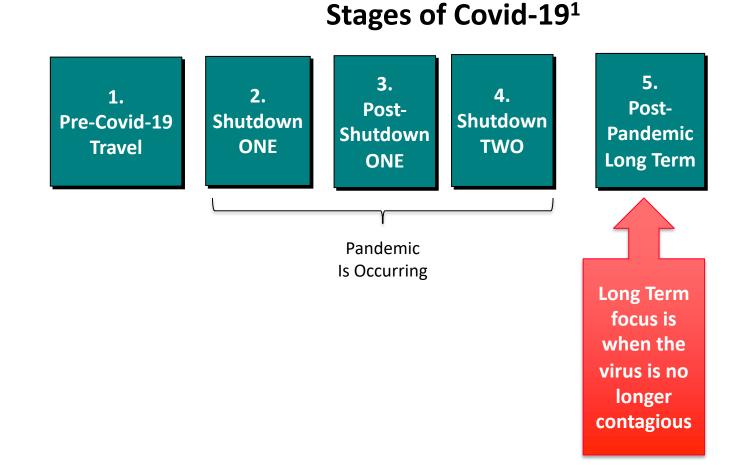
**Transit ridership futures** 

Next steps



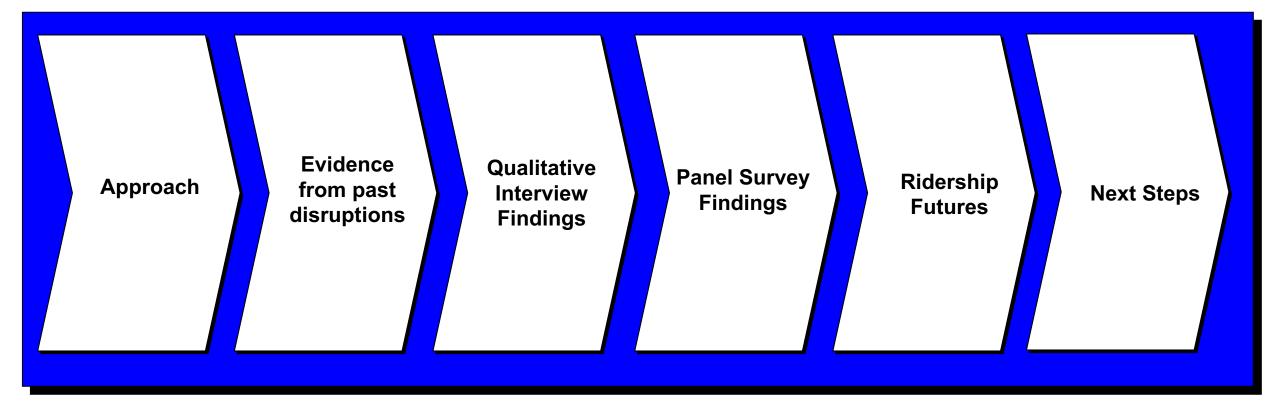
## 1. Project scope

- Objective:
  - Understand how C-19 has impacted travel including long term effects.
- Focus:
  - Melbourne, Australia



#### MONASH University











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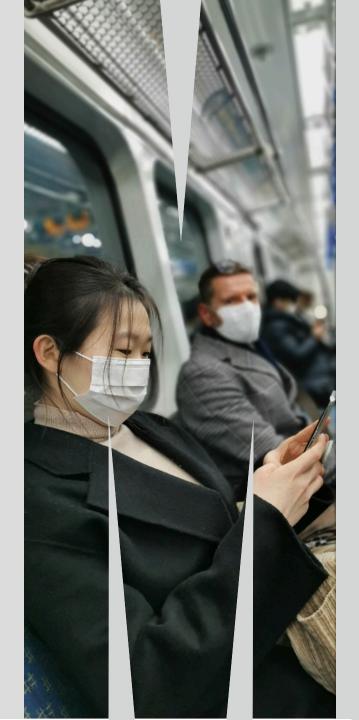
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Next steps



# The research program reviews secondary evidence and undertakes two phases of primary research in the community focussing on self reported changes in travel

### **Research Plan – phases and tasks**

### Phase 1 – Research Context

- 1. Project Inception
- 2. Literature Review
- 3.Secondary Travel Data Impact Analysis
- 4. Future Travel Impact Forecasting Approach

### Phase 2 – Shutdown Field Surveys

- 5. Qualitative Survey
- 6. Quantitative Online Panel Survey
- 7. Phase 2 Analysis and Reporting

### Phase 3 – Late Shutdown/Post Pandemic Field Surveys

- 8. Qualitative Survey
- 9. Quantitative Online Panel Survey
- 10. Phase 3 Analysis and Reporting

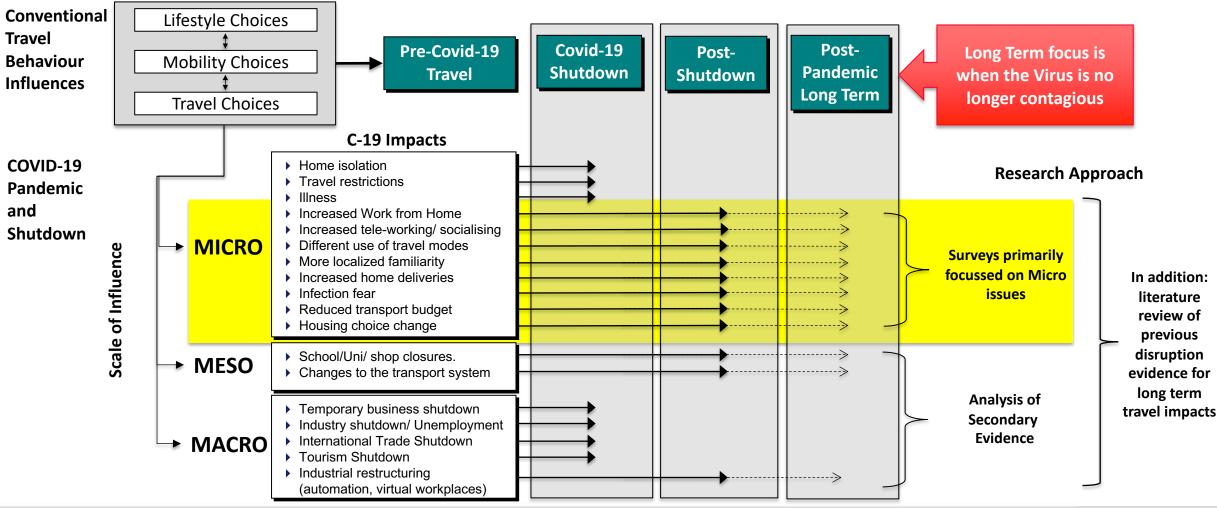
Completed





## 2. Framework





Note: This framework is developed by the research team from a review of previous research literature and also from a workshop with staff from the Victorian Department of Transport







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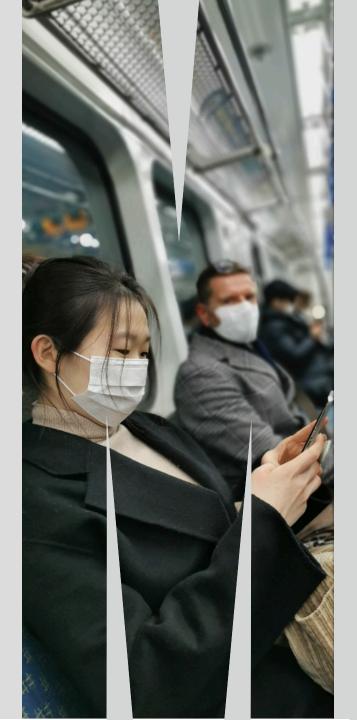
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## 3. Evidence from past disruptions

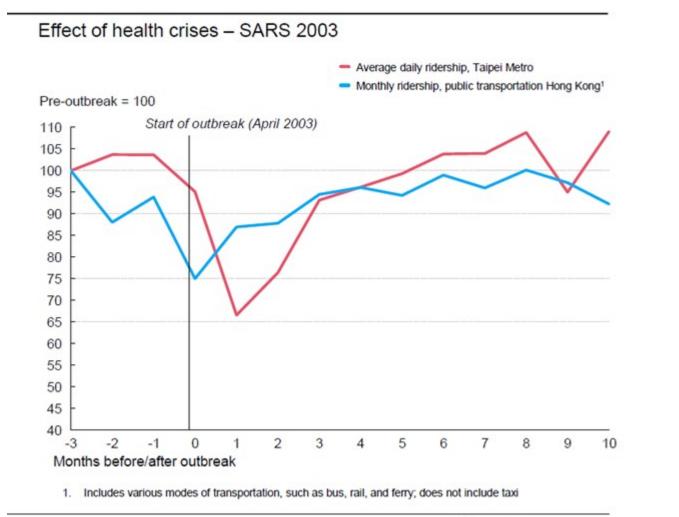
Micro		Disruptions Expl	ore	d in Travel Behavio	ur R	esearch		
Meso Macro	Personal health concerns	Security threats		Planned disruptions		Unplanned disruptions		Economic crisis
Examples:	SARS (2003) MERS (2012)	9/11 Terror attacks (2001) London, Madrid bombings 2005		Major events (London Olympics) Infrastructure works		Natural disasters Infrastructure fault Strikes		Global financial Crisis e.g. 2007
Key similarities:	<ul> <li>Fear/dread avoidance</li> <li>Social distancing</li> </ul>	<ul> <li>Fear/dread avoidance</li> </ul>		<ul> <li>Availability of options changes</li> <li>Encouragement to change travel</li> </ul>		<ul> <li>Availability of options changes</li> <li>Unknown duration</li> </ul>		<ul> <li>Long duration</li> <li>Macro/structural impacts</li> <li>Reduced latent demand</li> </ul>
Short Term Travel Impact	<ul> <li>-25%,-35% reduction in Metro system travel</li> </ul>	• -40%,-45%,-60% reduction in rail trave	əl	<ul> <li>-20% to -40% reduction</li> <li>in base travel</li> </ul>	on	>90% reduction in base travel during disasters	e	<ul> <li>-20% reduction in selected transit systems</li> </ul>
Long Term Travel Impact	<ul> <li>Zero Long-Term Impact</li> <li>Rebound on average 28 days</li> </ul>	<ul> <li>Zero Long-Term Impact</li> <li>rebounded maximun was 6 months</li> </ul>	n	<ul> <li>TDM impact -6% after months</li> <li>Expect this effect to reduce over time</li> </ul>	2	<ul> <li>No Long Term Impact</li> <li>Mean time to return to normal is 7-10 days</li> </ul>	t	<ul> <li>No Long Term Impact</li> <li>Mean time to recovery was 2 years</li> </ul>
Source:	Wang 2014, McKinsey & Co 2020a	McKinsey & Co 2020a		Parkes et al. 2016, Currie & Delbosc (2011)	2 2	Kontou et al 2017		McKinsey & Co 2020b





# The most relevant is SARS in Asia; immediate impact was a 25%/35% decline in transit ridership; Post Pandemic, ridership returned to normal within 6 months

McKinsey & Company



rebound on average took 28 days <sub>Wang (2014)</sub>

Source: Wang, K-Y 2014, 'How Change of Public Transportation Usage Reveals Fear of the SARS Virus in a City: e89405', *PLoS ONE*, vol. 9, no. 3.







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Online interviews explored personal experiences of Covid-19 on travel/activity and self reported expectations of long term impacts - for a sample frame designed to assure diversity/coverage

C-19 Travel Impacts – 1. Online Interview Survey – Shutdown Phase

### • Objective:

 provide qualitative detailed <u>narratives</u> of how <u>C-19</u>
 <u>shutdown</u> has <u>impacted the lives</u> of respondents and to provide <u>inputs to long term forecasting</u> of impacts.

### Aims:

- a. Understand <u>personal experiences of C-19 Shutdown</u> on life, work and travel – notably differences between pre-shutdown and shutdown (in their words)
- b. Ask for respondents <u>personal views</u> on how life, work and travel might change in a <u>post-C-19 shutdown</u> will anything have changed? (in their words)
- c. <u>Explore specific issues which might affect long term travel</u> with respondents (in their words)
- Approach
  - Targetted 18 interviews 40 mins online/by phone

		Regions of Melbourne											
Personal		Inner			Middle		Outer						
Income													
		Age			Age		Age						
	Low*	Medium	High	Low	Medium	High	Low	Medium	High				
Low	1 <sup>2</sup>	-	1	1 <sup>2</sup>		1	1 <sup>2</sup>		1				
Medium	1	1 <sup>2</sup>		1	1 <sup>2</sup>		1	1 <sup>2</sup>					
High		1	1 <sup>2</sup>		1	1 <sup>2</sup>		1	1 <sup>2</sup>				

<sup>\*</sup>No surveys are undertaken of anyone aged under 18 <sup>2</sup>Respondents who used Public Transport in Melbourne equal to and also more frequently than 1-2 days a week

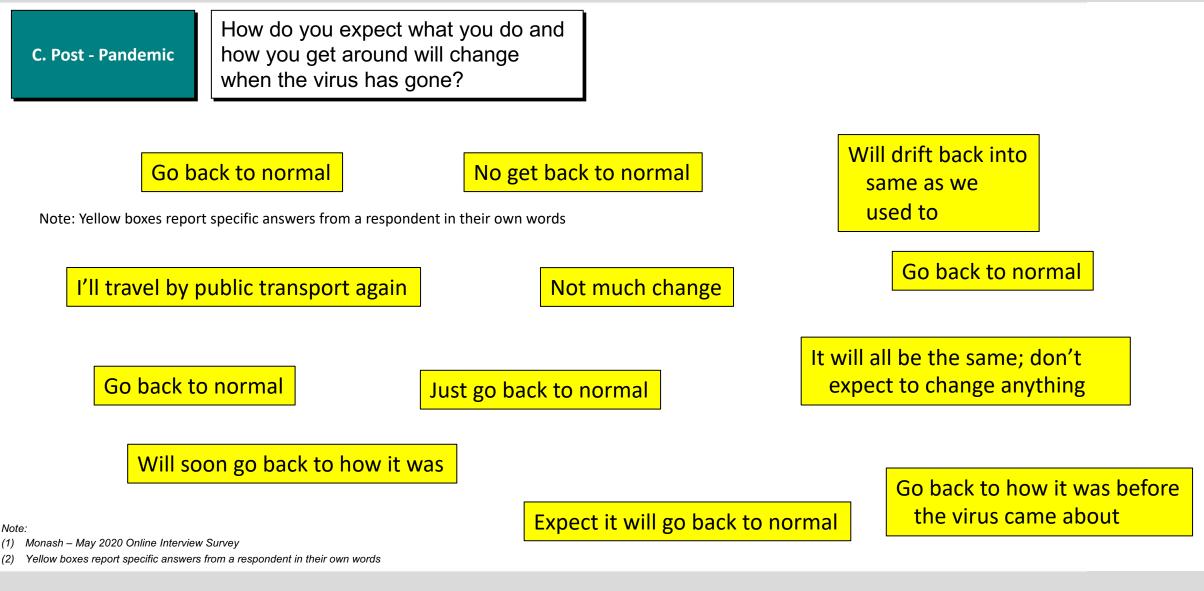
### **Completed in March/April 2020**





### Table 1 – Sample Frame – Online Interviews

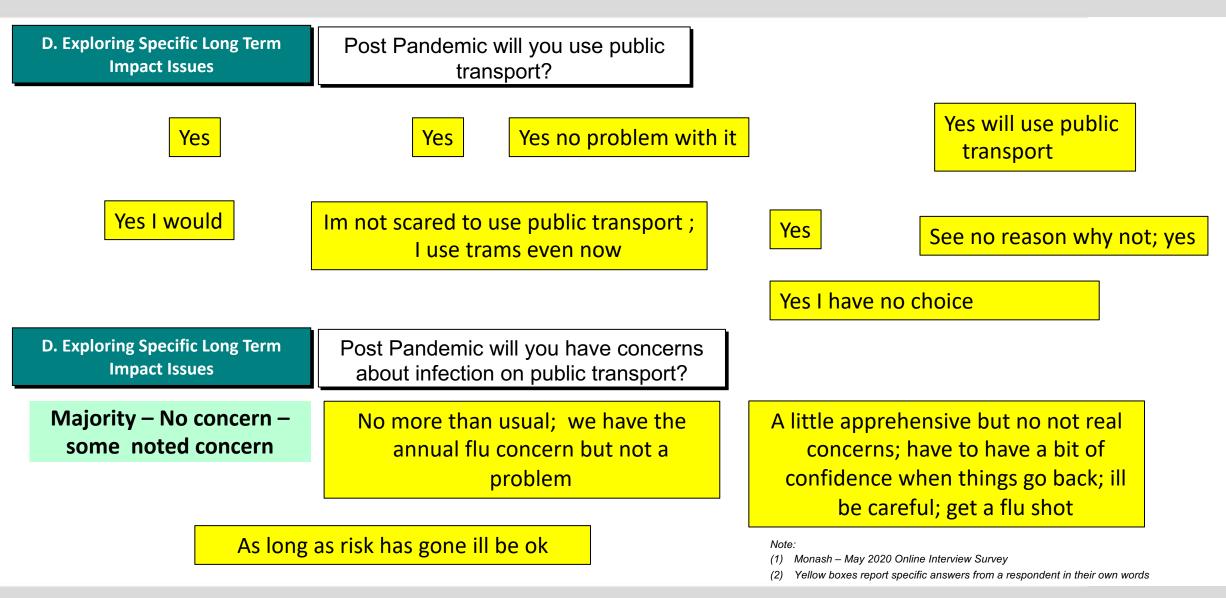
## 4. Findings from Qualitative Interviews







## 4. Findings from Qualitative Interviews









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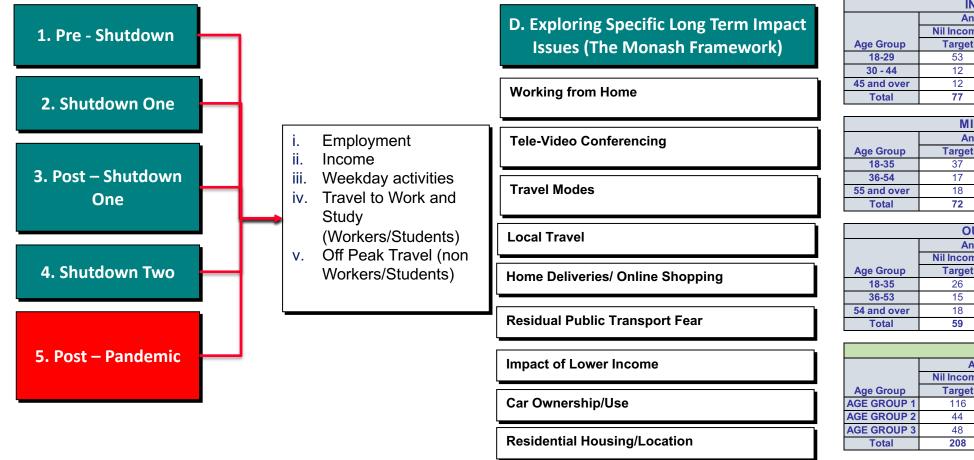
Next steps



The online panel survey covers self reported travel by Covid period & Specific Issues affecting long term travel (from the Monash framework) – a sample frame is so results are representative

**Online Panel Survey Questionnaire – Areas Covered** 

Sample Frame<sup>1</sup>



	INNER MELBOURNE (n=700)												
	Annual	Тах											
	Nil Income	Nil Income Less than Between More than											
Age Group	Target	<b>Total Target</b>											
18-29	53	96	83	16	248								
30 - 44	12	43	86	79	220								
45 and over	12	89	62	69	232								
Total	77	228	231	164	700								

MIDDLE MELBOURNE (n=700)												
	Annual Personal Income , Before Tax Total											
Age Group	Target Target Target Total 1											
18-35	37	73	92	36	238							
36-54	17	43	87	90	237							
55 and over	18	107	64	37	226							
Total	72	223	243	163	701							

	OUTER MELBOURNE (n=700)											
	Annual	Тах										
	Nil Income	Less than	Between	More than	Total							
Age Group	Target	Target Target Target Target										
18-35	26	87	97	24	234							
36-53	15	64	101	56	236							
54 and over	18	18 122 65 25										
Total	59	273	263	105	700							

	GRAND TOTAL												
	Annua	ax											
	Nil Income	INCOME 1	<b>INCOME 2</b>	INCOME 3	Total								
Age Group	Target	<b>Total Target</b>											
AGE GROUP 1	116	256	272	76	720								
AGE GROUP 2	44	150	274	225	693								
AGE GROUP 3	48	318	191	131	688								
Total	208	724	737	432	2101								

#### Note:

(1) Quotas in a sample aim to ensure representation of the community with respect to key/influential demographic and spatial criteria

(2) Statistical accuracy minimums are a sample of 600 to achieve a 95% confidence that any result is within 4% standard error.





# The sample (n=2,176) has excellent coverage of age/income quota – By region (Inner, Middle, Outer) the sample exceeds the statistical accuracy minimums

Figure A1: Sample Frame Quota and Achieved Targets – 10 August Sample

						INN	IER MEL	BOURNE (n	=700)						
	Annual Personal Income , Before Tax														
		Nil IncomeLess than \$45,000Between \$45,000 and \$98,000More than \$98,000												Total	
Age Group	Target	arget Completed % Target Completed					Target	Completed	%	Target	Completed	%	Total Target	Completed	%
18-29	53	54	102%	96	101	105%	83	87	105%	16	17	106%	248	259	104%
30 - 44	12	12	100%	43	45	105%	86	90	105%	79	83	105%	220	230	105%
45 and over	12	13	108%	89	82	92%	62	64	103%	69	68	99%	232	227	98%
Total	<b>7</b> 7 <b>7</b> 9 103% 228 228 100% 231 241 104% 164 168 102									102%	700	716	102%		

	MIDDLE MELBOURNE (n=700)															
	Annual Personal Income , Before Tax															
		Nil IncomeLess than \$37,000Between \$37,000 and \$84,000More than \$84,000												Total		
Age Group	Target         Completed         %         Target         Completed         %										%	Total Target	Completed	%		
18-35	37	39	105%	73	77	105%	92	97	105%	36	38	106%	238	251	105%	
36-54	17	17	100%	43	45	105%	87	91	105%	90	94	104%	237	247	104%	
55 and over	18	18	100%	107	111	104%	64	64	100%	37	37	100%	226	230	102%	
Total 72 74 103% 223 233 104% 243 252 104% 163 169 104% 701 728											728	<b>104%</b>				
	95															

	OUTER MELBOURNE (n=700)														
	Annual Personal Income , Before Tax														
		Nil IncomeLess than \$37,000Between \$37,000 and \$84,000More than \$84,000												Total	
Age Group	Target	Completed	%	Target	Completed	%	Target	Completed	%	Target	Completed	%	Total Target	Completed	%
18-35	26	27	104%	87	91	105%	97	102	105%	24	25	104%	234	245	105%
36-53	15	15 15 100% 64 67 10					101	105	104%	56	59	105%	236	246	104%
54 and over	18	19	106%	122	128	105%	65	68	105%	25	26	104%	230	241	105%
Total	59	61	103%	273	286	105%	263	275	105%	105	110	105%	700	732	105%

	GRAND TOTAL														
	Annual Person Income, Before Tax														
		Nil Income INCOME 1 INCOME 2 INCOME 3												Total	
Age Group	Target	Completed	%	Target	Completed	%	Target	Completed	%	Target	Completed	%	Total Target	Completed	%
AGE GROUP 1	116	120	103%	256	269	105%	272	286	105%	76	80	105%	720	755	105%
AGE GROUP 2	44	44	100%	150	157	105%	274	286	104%	225	236	105%	693	723	104%
AGE GROUP 3	48	50	104%	318	321	101%	191	196	103%	131	131	100%	688	698	101%
Total	208	214	103%	724	747	103%	737	768	104%	432	447	103%	2101	2176	104%

Note:

(1) Monash – July 2020 Online Panel Survey final sample vs quota targets

(2) Statistical accuracy minimums are a sample of 600 to achieve a 95% confidence that any result is within 4% standard error





# There was also interest in sampling of PT Users, Employed and CBD Workers - the sample also exceeds statistical accuracy minimums for all these non-Quota targets

Figure A2: Sample	Non-Quota	<b>Targets and</b>	Achieved Sample
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Q7: LAST YEAR, in 2019, HOW OFTEN did you typically use		% of total
public transport?	Completed	sample
6-7 days a week	170	8%
5 days a week	355	16%
3-4 days a week	280	13%
1-2 days a week	263	12%
Total	1068	<b>49%</b>

Q8. BEFORE the COVID 19 Outbreak, which of the following		% of total
best describes what you did?	Completed	sample
Employed full time	905	42%
Employed Part Time	329	15%
Employed casual	199	9%
Total	1433	66%

Q9 Before the COVID-19 outbreak, did you WORK in		% of total
Melbourne CBD?	Completed	sample
Yes	635	29%
Total	635	29%

Note:

(1) Monash – July 2020 Online Panel Survey final sample

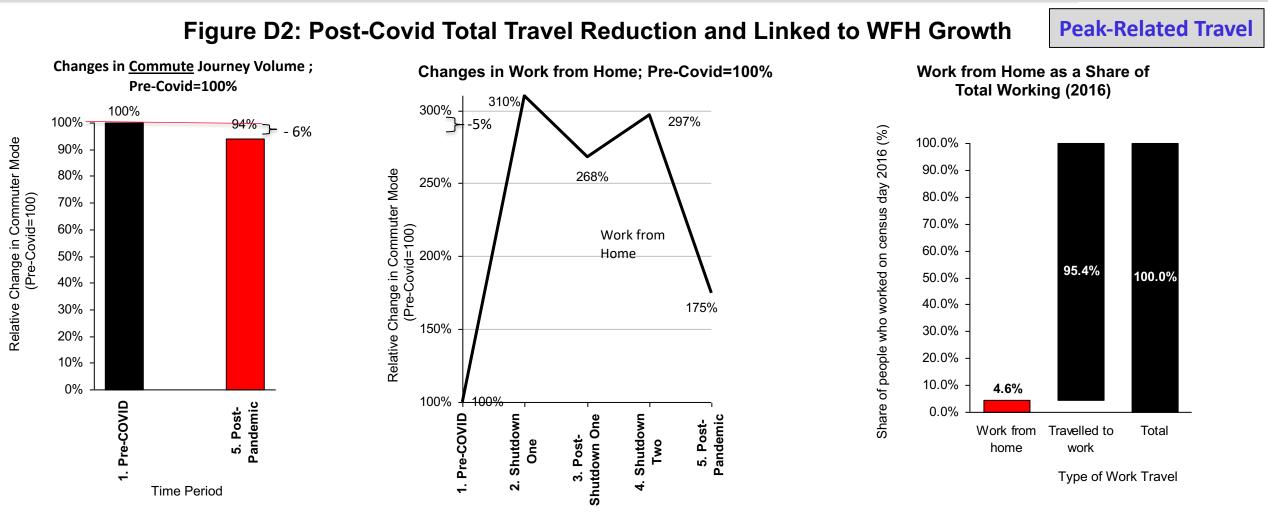
(2) Statistical accuracy minimums are a sample of 600 to achieve a 95% confidence that any result is within 4% standard error

(3) About half the sample used PT in 2019; this is a very high number and might imply a sample biased towards public transport users; this is good for reliability of results regarding public transport but may imply high estimates of PT mode share in the results





## POST COVID total JTW travel declines by 6% - mainly due to increased WFH



Note:

1) Monash - August 2020 Online Panel – final sample - Self reported activity participation volume per week

(2) Weighted sample; representative of total Melbourne travel

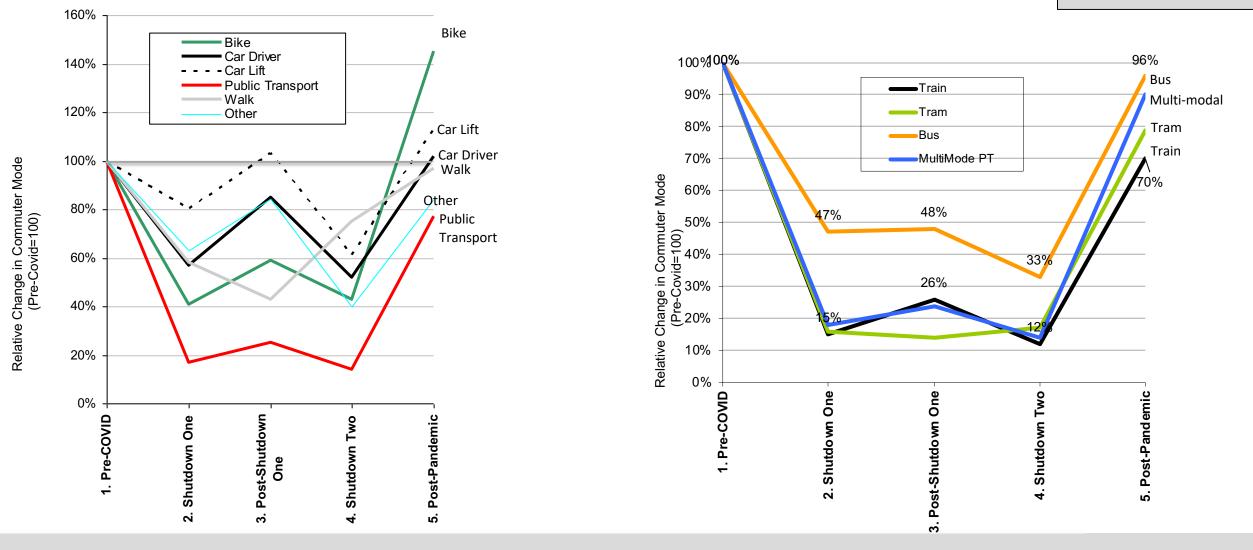


Source:: Australian Bureau of Statistics, 2016 Census Journey to Work



# By Mode Post-Covid; JTW grows for Bike (+45%), Car Lift (+13%), Car Driving (+2%). Walking (-3%) PT ridership returns to 77% of Pre Covid Levels – rail more affected than Bus and Multimodal

Figure D5: Changes in <u>Commute</u> Journey Volume <u>by Mode</u> ; Pre-Covid=100% Peak-Related Travel





Note:

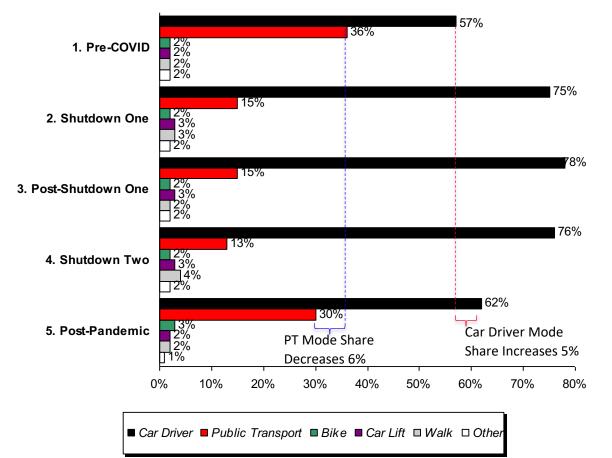
(1) Monash - August 2020 Online Panel – final sample - Self reported travel to work volume per week

(2) Weighted sample; representative of total Melbourne travel

# JTW mode share increases for car driving from 57% to 61%. PT mode share declines from 36% to 30%.



**Peak-Related Travel** 



Note:

- (1) Monash August 2020 Online Panel final sample Self reported travel to work volume per week
- (2) Weighted sample; representative of total Melbourne travel



Key Points
This is the relative SHARE of travel to work by MODE. It is the weighted sample (representative of all travel in Melbourne).
<ul> <li><u>Post Pandemic</u>; major shifts are:         <ul> <li>Increased car driving; the share of car driving to work will increase from 57% to 62%.</li> <li>Decreased public transport use; although mode share recovers from a low of 13% (Shutdown Two) it returns to a share of 30% of journey to work, 6% below pre</li> </ul> </li> </ul>
<ul> <li>covid levels <ul> <li>Bike share increases from 2% to 3% post pandemic</li> </ul> </li> <li>During the Pandemic (period 3, 4 and 5) car driving share of journey to work has consistently increased to represent 75-</li> </ul>
<ul> <li>78% of all work travel.</li> <li>Public Transport travel declines to a share of between 13-15% of travel. Interesting it still represented the second most important means of travel to work after car driving; even during the pandemic.</li> </ul>



## Melbourne CBD







Work from Home is MUCH more common for CBD workers; Post Pandemic WFH is expected to more than double (+117%) compared to pre-covid, much higher than for Melb as a whole (+75%)

Figure F2: Changes in <u>Alternative Work Methods</u>; Pre-Covid=100%

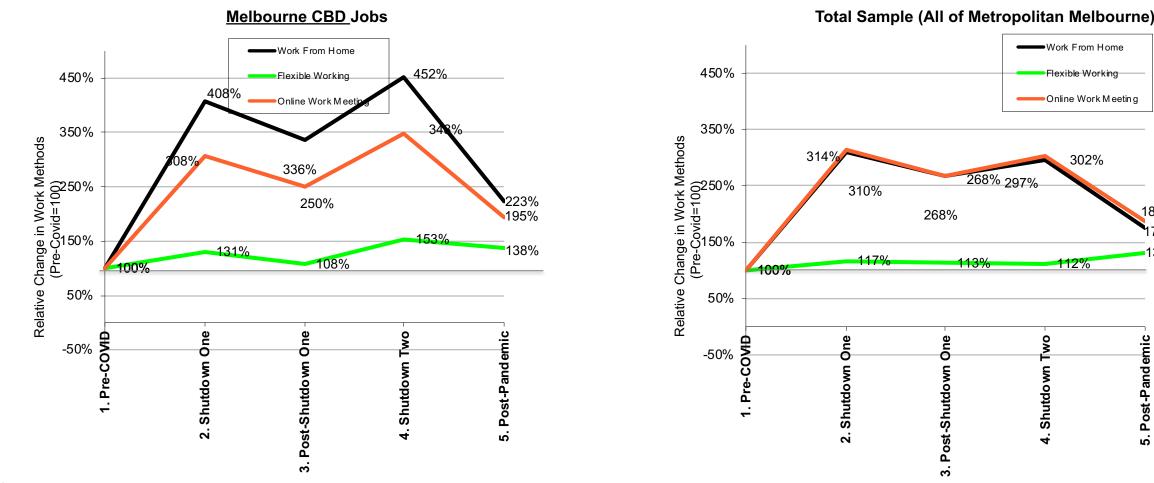
**CBD** Commuting

187%

175%

131%

5. Post-Pandemic



#### Note:

(1) Monash – August 2020 Online Panel Survey – final sample - Self reported activity participation volume per week (2) Weighted sample; representative of total Melbourne travel

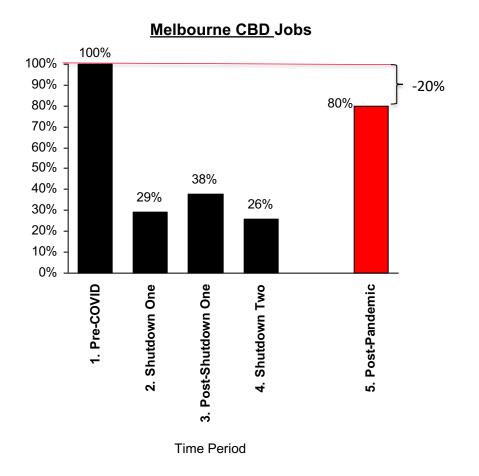




# Respondents say CBD COMMUTE will reduce more than the rest of Melbourne; Post Pandemic a 20% decline in CBD COMMUTE is self estimated - much larger than for Melbourne as a whole (6%)

Figure F4: Changes in <u>Commute</u> Journey Volume ; Pre-Covid=100%

**CBD Commuting** 

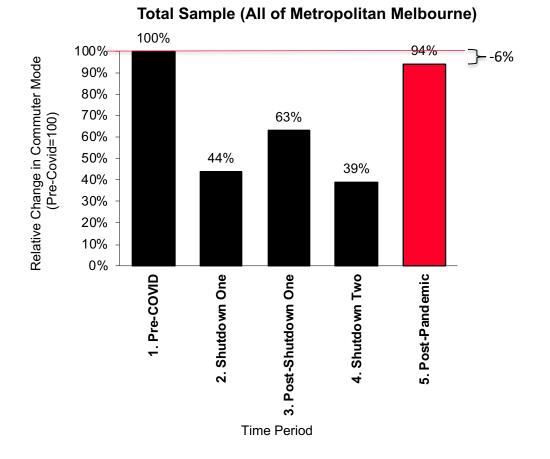


#### Note:

1) Monash - August 2020 Online Panel – final sample - Self reported CBD travel to work volume per week

(2) Weighted sample; representative of total Melbourne travel

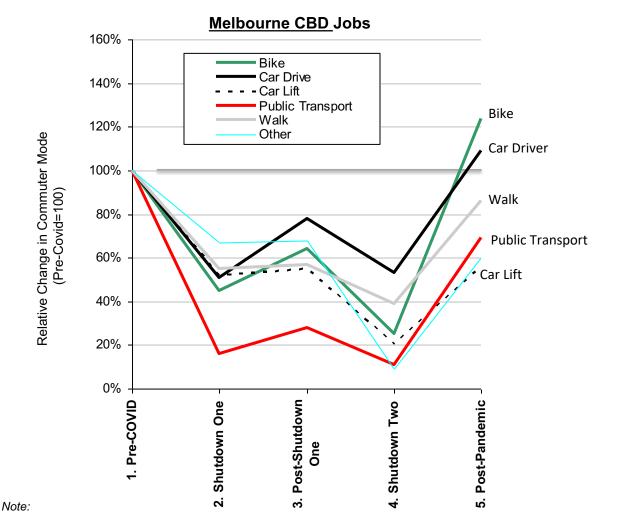


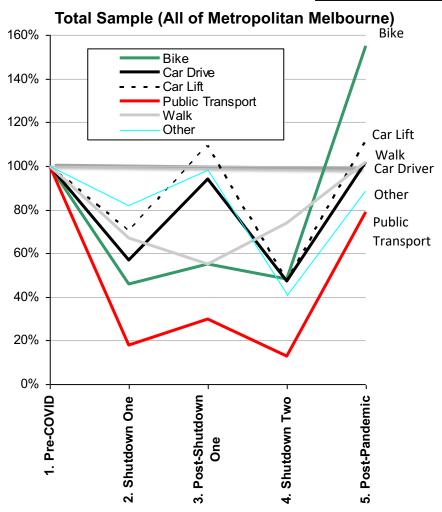




# Post-Covid CBD COMMUTE grows for Bike (+24% Pre-Covid ) & Car Driver (+9%). Car Lift (-44%) PT (-31%) & Walk (-14%) reduce. CBD modes decline more than Citywide; Car Driving growth is bigger

Figure F6: Changes in <u>Commute</u> Journey Volume <u>by Mode</u> ; Pre-Covid=100% <u>CBD Commuting</u>





(1) Monash – July 2020 Online Panel Survey – final sample - Self reported travel to work volume per week (2) Weighted sample; representative of total Melbourne travel

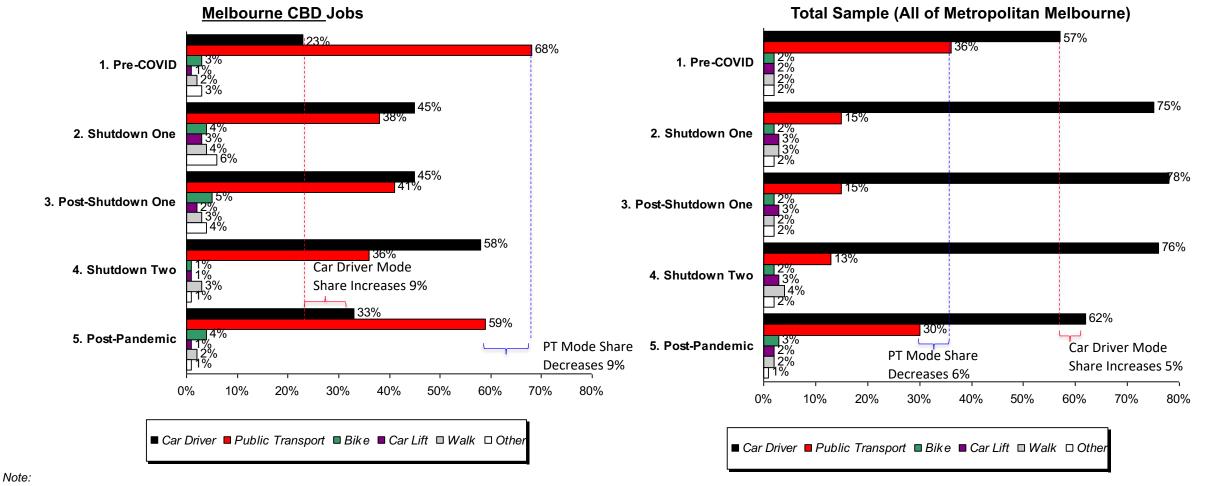




Post-Covid CBD COMMUTE mode share increases for car driving 23%-33%; PT CBD mode share declines 67%-59%. This CBD swing is similar but larger for the CBD than for Melbourne as a whole

Figure F8: Changes in <u>CBD Commute</u> Journey <u>Share</u> by Mode

### **CBD** Commuting



(1) Monash - August 2020 Online Panel - final sample - Self reported travel to work volume per week

(2) Weighted sample; representative of total Melbourne travel





## **Public Transport Users**

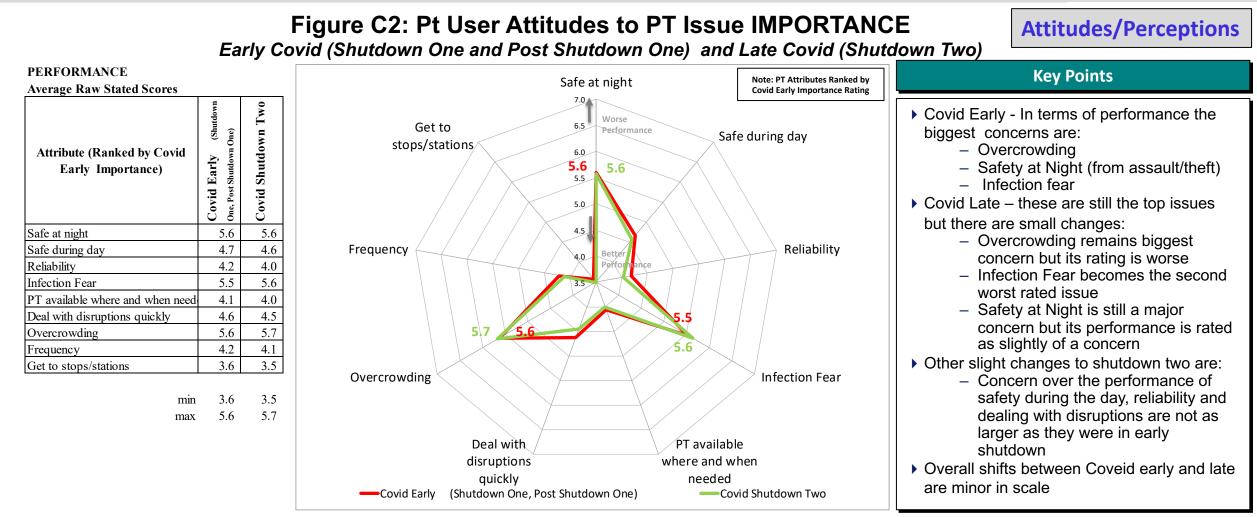






**PT Users** 

# Overcrowding & Infection Fear are top concerns for PT Users since the pandemic – these concerns increased in shutdown two



Note:

- 1) Monash August 2020 Online Panel final sample Self reported IMPORTANCE rating; 1-7; 7 = extremely Important, 1=Extremely unimportant (2) Weighted sample; representative of total Melbourne travel
- (3) Spiral Plot uses approach from Currie G Delbosc A (2015) Variation in Perceptions of Urban Public Transport Performance Between International Cities Using Spiral Plot Analysis' TRANSPORTATION RESEARCH RECORD No. 2538 pages 54-64.



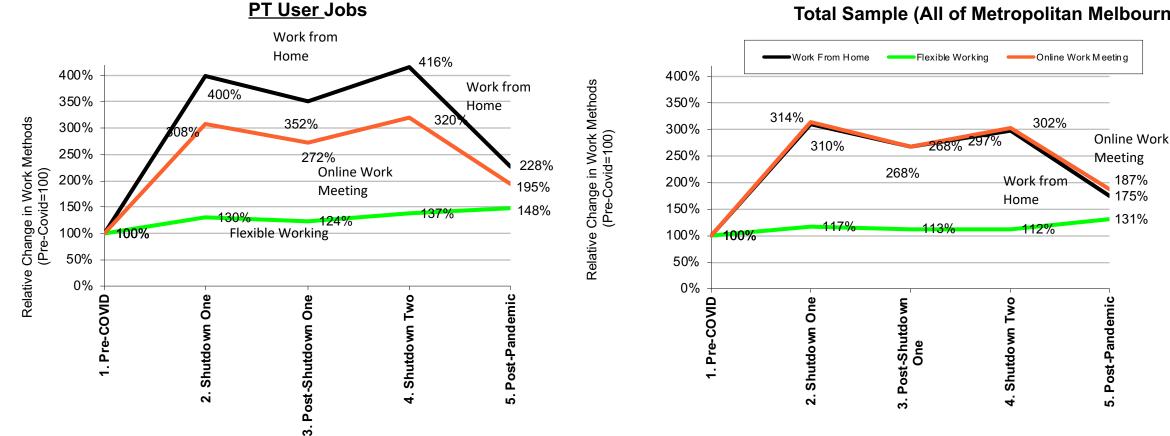


## Work from Home is MUCH more common for PT Users; Post-Pandemic WFH is expected to more than double (+128%) compared to Pre-Covid for PT Users, much higher than for Melb (+75%)



**PT Users** 

PT User and Total Melbourne



### Total Sample (All of Metropolitan Melbourne)

Note:

(1) Monash - August 2020 Online Panel - final sample - Self reported activity participation volume per week (2) Weighted sample; representative of total Melbourne travel

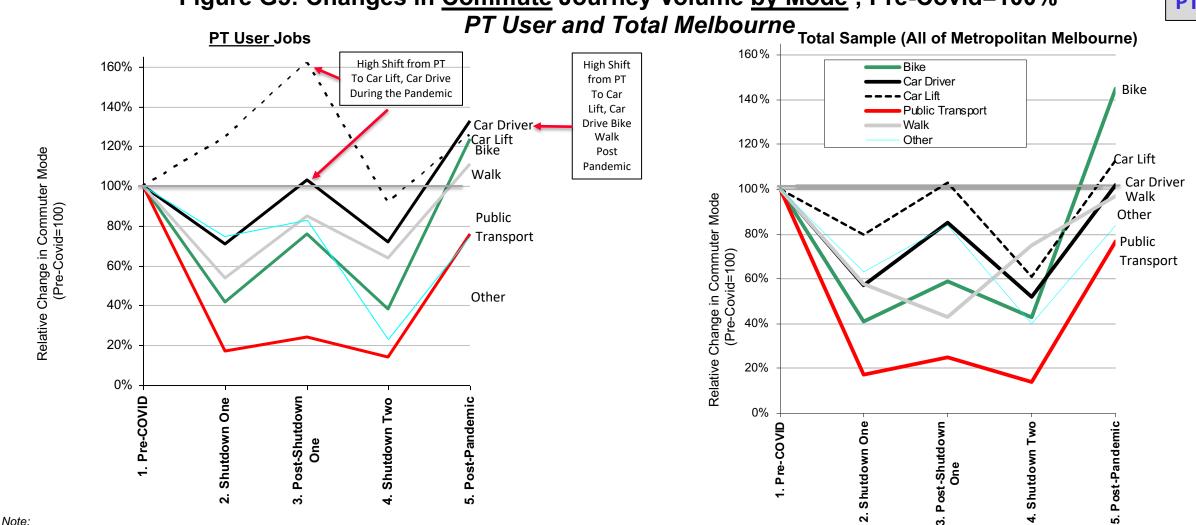




Post-Covid PT User COMMUTE increases for Car Driver (+33% pre-covid), Bike (+28%), Car Lift (+26%). PT declines (-22%). The shift to car use is higher for PT Users than Citywide

Figure G5: Changes in <u>Commute</u> Journey Volume <u>by Mode</u> ; Pre-Covid=100%

**PT Users** 

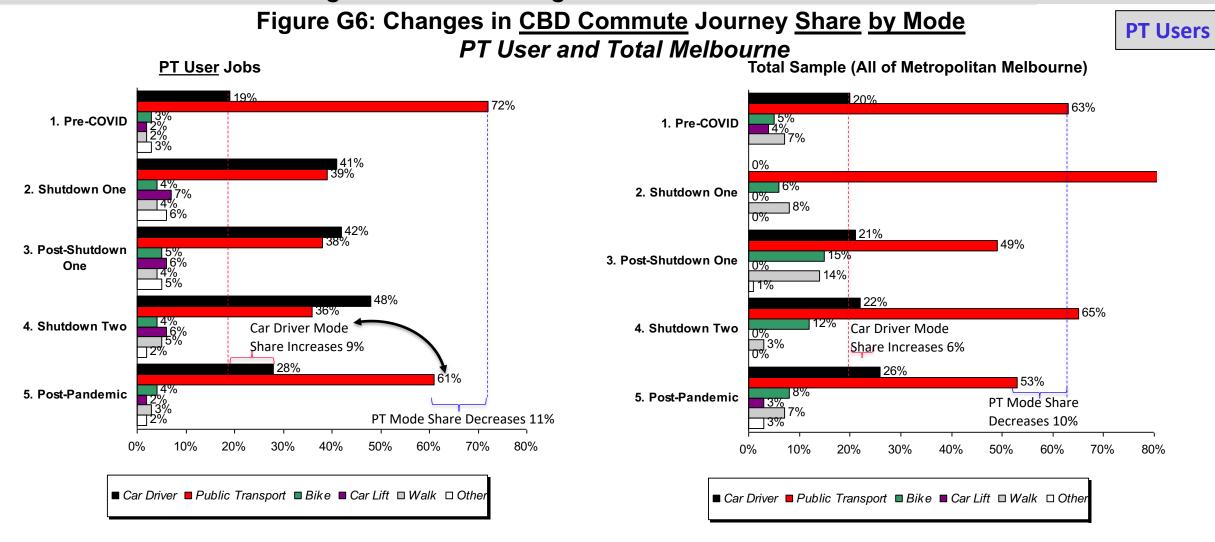


(1) Monash - August 2020 Online Panel - final sample - Self reported travel to work volume per week (2) Weighted sample; representative of total Melbourne travel





Post-Covid PT User COMMUTE mode share increases for car driving 19%-28%; PT User mode share declines 72%-61%. This swing is similar but larger for PT Users than for Melbourne as a whole



(1) Monash - August 2020 Online Panel – final sample - Self reported travel to work volume per week
 (2) Weighted sample; representative of total Melbourne travel



Note:





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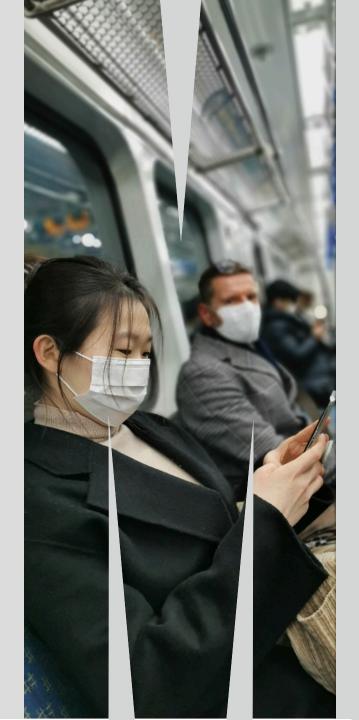
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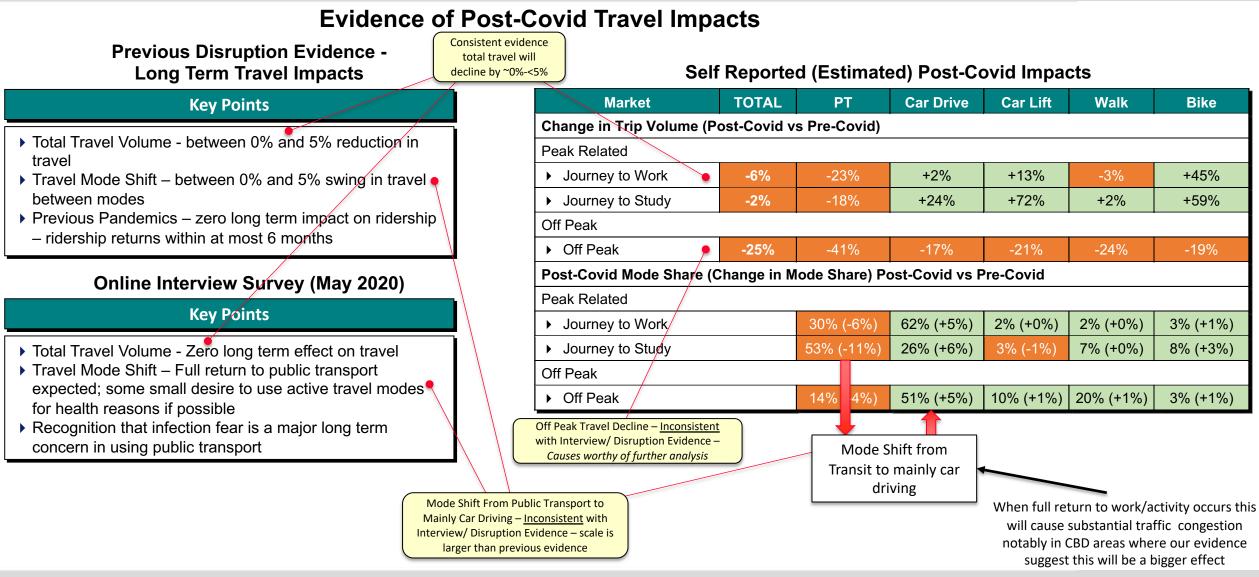
Panel survey findings

Transit ridership futures

Next steps



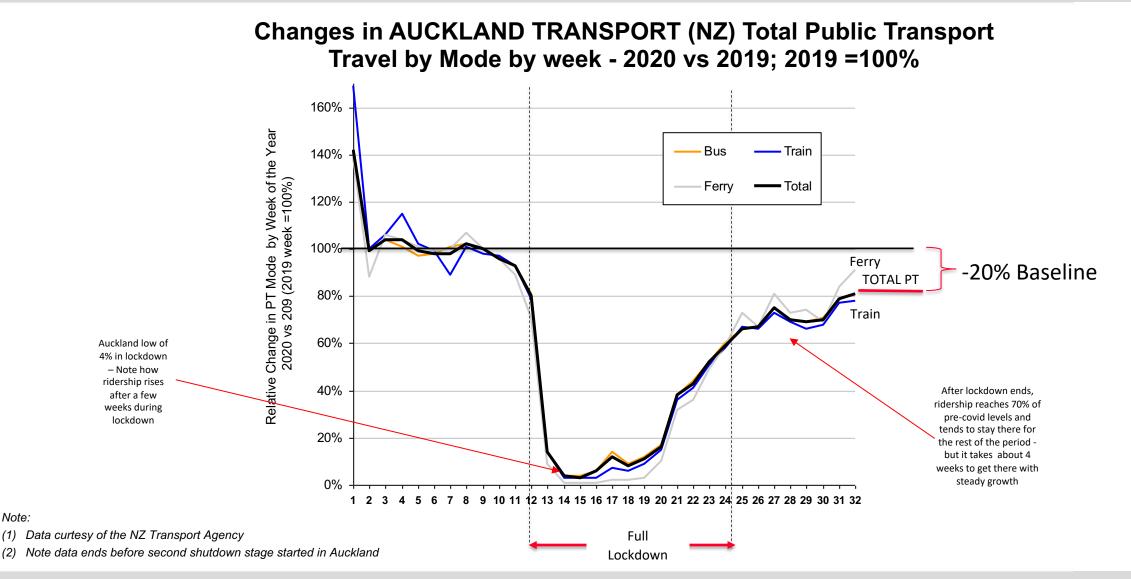
# All evidence suggests a Post-Covid 0% to -5% total travel decline. Mode Shift evidence is mixed ranging from 0% to -6% total travel shift from PT to car; a max one-off absolute PT decline of ~20%.







We note that Auckland Transport; when Covid-19 was no longer an issue, demonstrated a 20% net PT ridership decline; consistent with our low-end est. for Post Covid in Melbourne of -20%



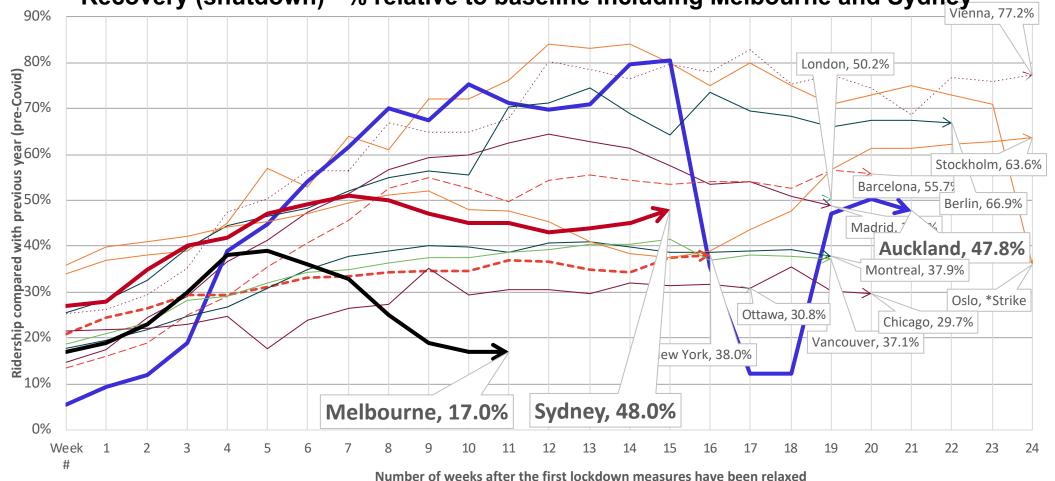


Note:



# The general pattern of Melbourne recovery matches those of other world cities – a maximum ceiling of 80% recovery seems to hold.

Changes in International City (<u>Multi-modal</u>) Public Transport Travel by Mode by week after Recovery (shutdown) - % relative to baseline including Melbourne and Sydney



(1) Monash University analysis of raw data collated from Victorian Department of Transport, Transport for NSW, NZ Transport Agency, UITP.

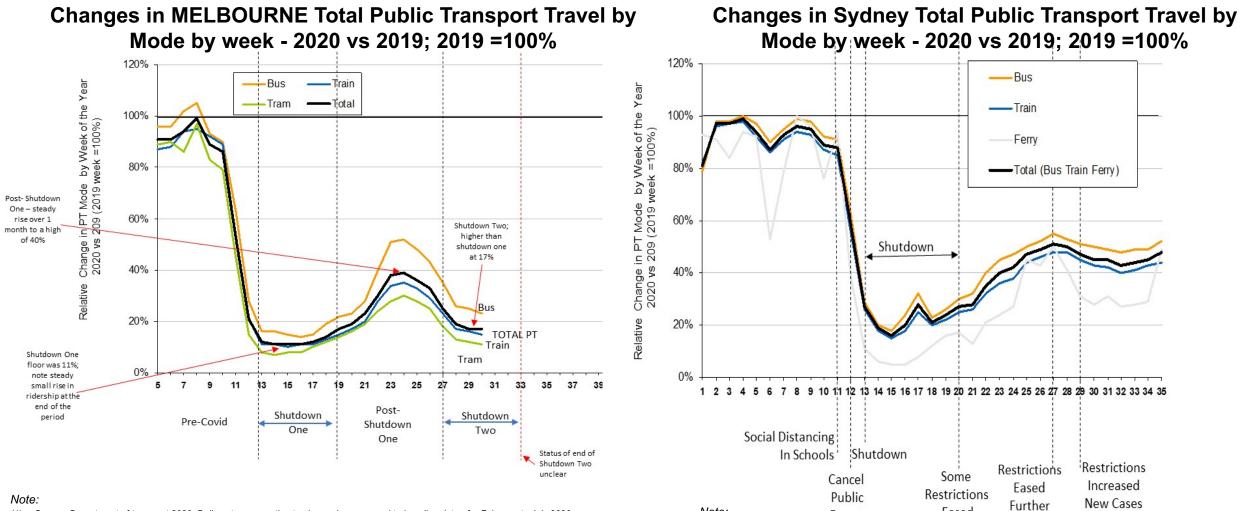
(2) The text tags with percentages after the city name show the change in ridership compared to baseline in 2019



Note:



## Melbourne & Sydney have a way to go and display interesting differences which will be explored in future research



(1) Source: Department of transport 2020, Daily patronage estimates by mode, compared to baseline data, for February to July 2020

(2) Patronage baselines are based on monthly predictions for weekdays, Saturdays, Sundays and public holidays, derived from 2019 patronage est for the same month and with a year on year growth rate applied. Baselines do not reflect fluctuations in patronage that occur throughout each month or week.

Events (1) Data curtesy of the Transport for New South Wales

Note:

Note: Light Rail and Metro not included as significant new service introduced in 2019 distorting effects pre-(2) post Covid 19

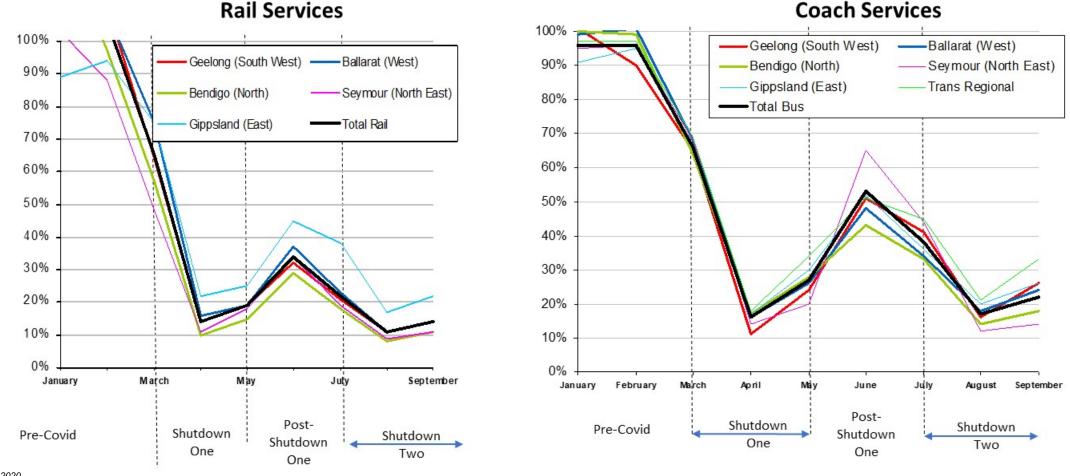
Eased





## V/Line rail is below Metro rail except Gippsland – Bendigo/Geelong, Seymour are worse performers; Coach matches Melbourne Bus; Trans Regional is the best performer; Bendigo/Seymour worst

Changes in V/Line Travel by Mode and Corridor by MONTH - 2020 vs 2019; 2019 =100%



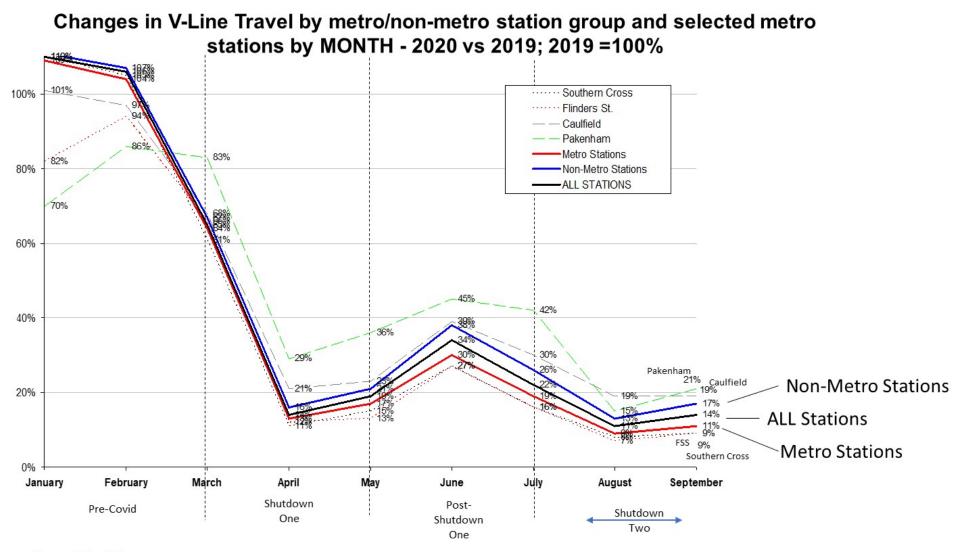
(1) Source: V/Line 2020

Note:





# For V/Line stations; metro stations are down; non-metro not quite as far; CBD metro are lowest; suburban metro not so far – there is a CBD and metro problem for V/line ridership recovery



Source: V/Line 2020







Agenda

Introduction

Approach

**Evidence from past disruptions** 

**Qualitative interview findings** 

**Panel survey findings** 

**Transit ridership futures** 

Next steps



# A number of additional analysis of the first Online Panel Survey are planned next; additional suggestions are welcome

Baseline Queries of the First Online Panel Survey	Analysis testing the robustness of user self-reported travel predictions			
New Analysis Questions/Areas to explore: logistics of factors	The (London 2012 Olympics) Transtheoretical Model Tests	The Theory of Planned Behaviour and Working From Home		
<ul> <li>Isolation of factors resulting in PT use decline</li> <li>Off peak travel decline is suggested</li> <li>this is unexpected; why does it happen? How robust is this finding?</li> </ul>	<ul> <li>Parkes et al (2016) developed the Transtheoretical Model in research exploring long term travel impacts of the Summer Olympic Games on travel in London</li> <li>They found long term travel impacts related to the degree of adjustment to change each person had made.</li> <li>The Online Panel Survey included questions exploring this for Journey to Work. This analysis will adopt this approach to test self reported travel changes</li> <li>The Transtheoretical Model</li> <li>User Adjustment to Change – London 2012 Olympic Games</li> <li>Pre-contemplation</li> <li>Preparation</li> <li>Action</li> <li>Maintenance</li> <li>(Parkes et al 2016, Prochaska and DiClemente 1982)</li> </ul>	<ul> <li>Increased WFH is a notable impact of Covid-19</li> <li>The Theory of Planned Behaviour (TPB) is the most prolific tool used to understand travel behavior. It says behavior is a function of attitudes, norms, perceived control.</li> <li>We are a series of questions on these for WFH users and will check the robustness of self reporting using this model</li> </ul>		

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## In addition we must plan for Phase 3 of the research – a second round of interviews and a second Online Panel Survey scheduled for later as the Pandemic progresses (or ends)

### **Research Plan – phases and tasks – reporting and status**

	Phase 1 – Research Context	Possible ADDITIO
Completed	<ul> <li>1.Project Inception</li> <li>2.Literature Review</li> <li>3.Secondary Travel Data Impact Analysis Future Travel Impact Forecasting Approach</li> </ul> Phase 2 – Shutdown Field Surveys	<ul> <li>Explore reasons behi post pandemic chang factor/PCA causes</li> <li>Cross check/ calibrate travel against known consider a sample ad accurate forecast</li> </ul>
2	<ol> <li>Qualitative Survey – Shutdown One.</li> <li>Quantitative Online Panel Survey</li> <li>Analysis and Reporting</li> </ol>	<ul> <li>Disaggregate analysi         <ul> <li>Inner, Middle, 0</li> </ul> </li> <li>Analyse results by he measures (Factor/P0</li> <li>Factor analysis of factor</li> </ul>
	Phase 3 – Late Shutdown/Post Pandemic Field Surveys	<ul><li>travel changes</li><li>Focus on impacts on</li></ul>
Up Next	<ul> <li>8. Qualitative Survey</li> <li>9. Quantitative Online Panel Survey</li> <li>10. Phase 3 Analysis and Reporting</li> </ul>	Do the project i

#### **ON topics to explore**

- hind the large self reported nges in off peak travel –
- ate self reported changes in n changes – if necessary adjustment to get a more
- sis:
  - Outer, Age and Income
- nealth related impact PCA analysis of differences)
- actors influencing long term
- n the disadvantaged

### in other cities





### Please reach out for more information

