



# COVID-19 Response

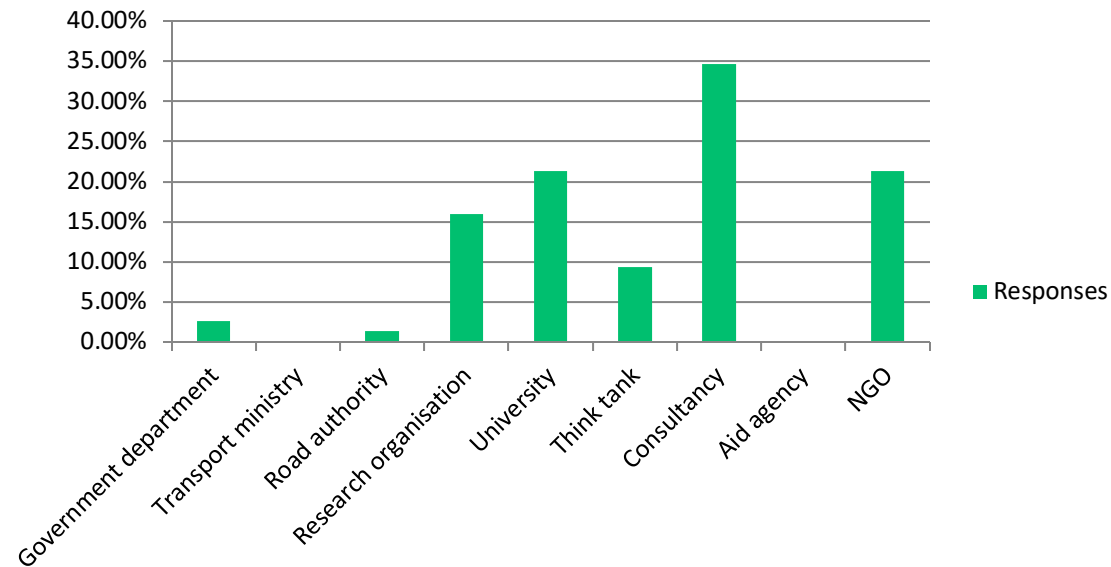
## Stakeholder Needs Analysis

### Survey results April 2020



# Respondents

What best describes your organisation?



74 respondents

Mostly from research and consultancy communities and NGOs, less from government officials

Good geographical representation with high proportion from the UK

# Context

At the time of the survey, only 39 respondents lived in countries with confirmed cases

Transport usage decreased across the board in all modalities in all countries

Public transports systems are a mix of state and privately run

80% respondents report their country's border is closed for passenger traffic

# Key Issues

Hygiene/Social distancing

Enforced lock-downs/border closures

Reduced demand

Financial impact/lack of revenue for operators

Sustainability/recovery

# Government Assistance

Only 12 respondents (17%) reported assistance measures from their Government such as

- Financial support for taxi drivers
- Food packages
- Protection for government workers
- Furlough schemes
- Budget pledges but not allocated

# Food supplies

Half the respondents (35 people) reported food supplies had been supported by

- Maintaining freight transport (by far the most common measure)
- Food parcels for the vulnerable
- Government/military interventions
- Ongoing support from NGOs

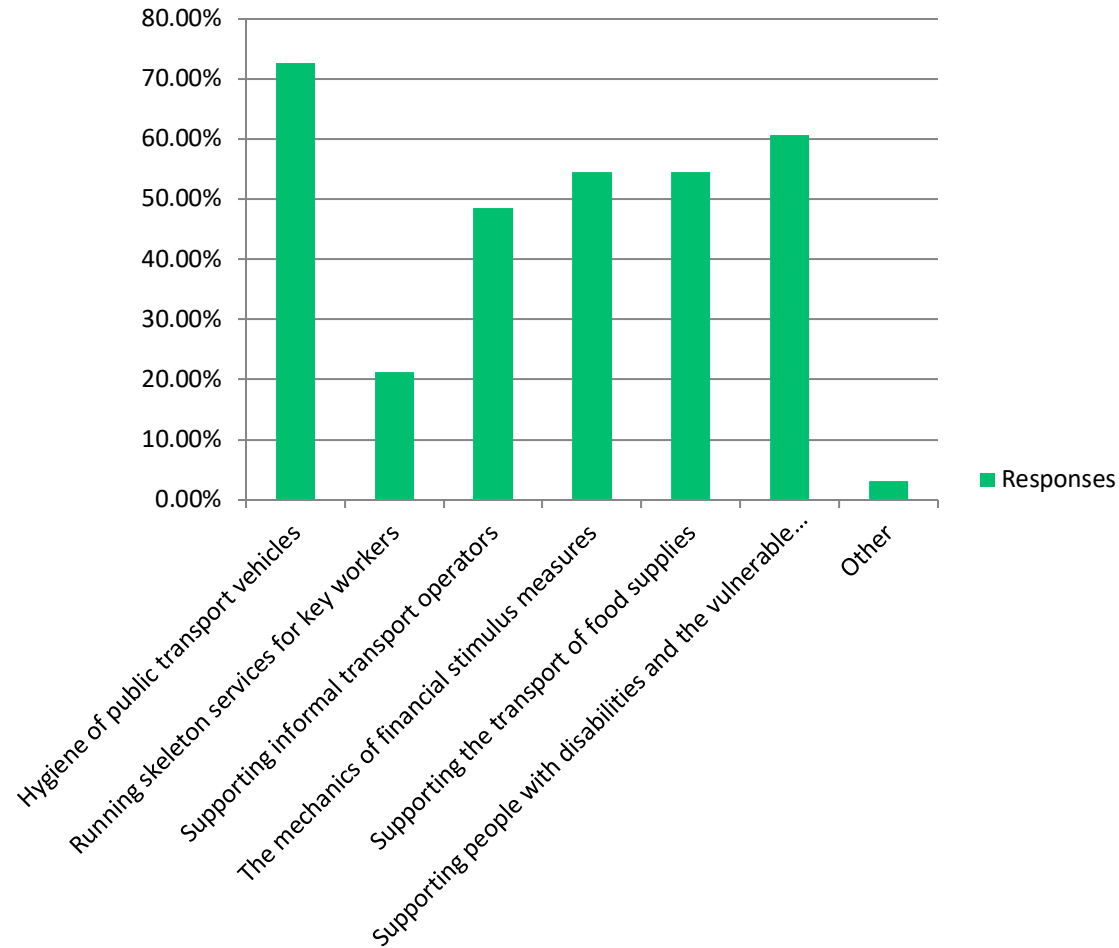
# Support for the vulnerable

Only 21 respondents (27%) reported specific support for the vulnerable such as

- Food parcels (by far the most common measure)
- Social distancing - isolation, helping migrant workers get home, school closures and special shop opening hours
- Medical monitoring and support hubs
- Payments

# Information Needs

What would you like to have more information on? Tick all that apply.



Hygiene

Supporting vulnerable groups

Supporting food supplies

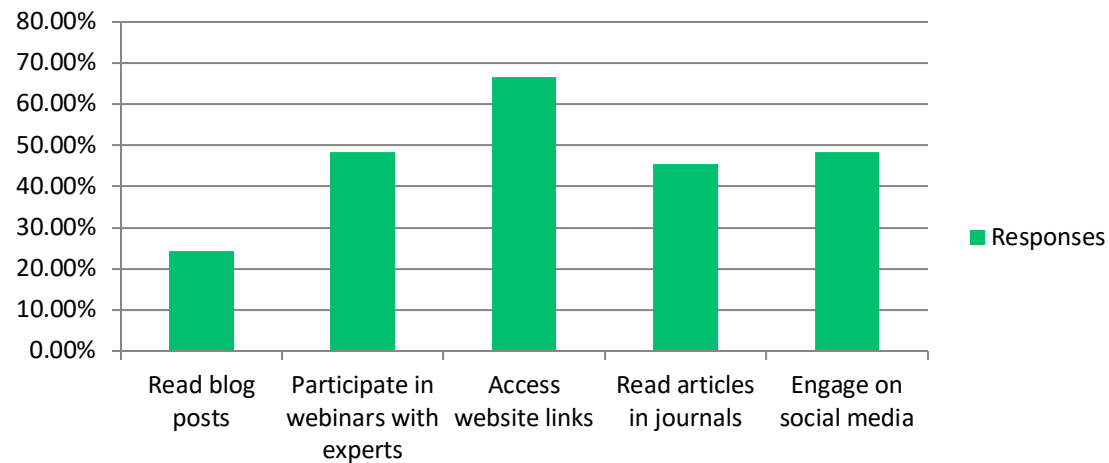
Financial stimulus packages

Supporting informal transport operators



# Engagement Preferences

What is your preferred way of finding and consuming transport-related content in relation to COVID-19?



Website content is important

Social media supports

Webinars are welcome

# Webinar topic and research requests

Public Transport hygiene/social distancing

Public Transport policy and planning post COVID

Road safety and emissions

Mobility and access support for vulnerable groups