Disruption in Three Phases

Jo Guiver
Institute of Transport and Tourism
University of Central Lancashire

Glasgow 21st March 2012
Reminder

- Volcanic Ash
- Workington after the Floods
- Winter Weather December 2010
Volcanic Ash

- On-line survey
- 507 responses
- Questions about
  - choice of mode
  - Journey being undertaken
  - Stage disrupted
  - Who contacted, how, how helpful
  - Strategies
  - Costs: time, money, inconvenience
  - What could have been done better/was done well
  - Social demographics
- Open questions throughout
Workington after the Floods of 2009

- Household postal survey
- Poor response rate
- 276 responses (6.4% to household survey) but 435 people
- Undertaken eight months after bridges lost
- And two months after temporary bridge opened
- Asked about number of weekly trips by purpose, mode, destination for three periods:
  - before floods,
  - When no bridges
  - Once temporary bridge opened
- Supplemented by interviews with residents and stakeholders
Winter weather

- On-line survey
- 734 responses 804 journeys
- Asked questions about specific journeys
  - Planned: Origin-destination, Mode, Length and duration, Purpose
  - Problem
  - Pre-information
  - Action: Origin-destination, Mode, Length and duration, Purpose
  - Socio-demographics
Decisions

- Data collection
  - Method of collection
    - Panel
    - Focus groups
    - Travel diaries
  - Surveys
    - Handed out questionnaires
  - Telephone interviews
  - On-line questions
  - Actual interviews
  - Potential interviews

- Channels of distribution
  - Media
  - Social networking
  - Twitter

- Pre-existing groups

- Area
  - Warning
  - Perception of disruption
  - Nature of disruption
  - People

- Before
  - After
  - Panel

- Trade-offs
  - Attitudes
  - Expectations

- Sources of help
  - Researching

- sources of information

- Choosing
  - Sets

- Time profiles

- Recommendations
  - Analysis
  - Processing

- Generalizability

- Insights

- Inputting

- Transcribing

- Interviews

- Face-to-face

- Responses
  - Raters
  - Biases
Decisions

- pre-existing
  - local gatherings
  - places
- method of collection
  - timing
    - before
    - after
- channels of distribution
  - media
    - social networking
    - twitter
- other potential
  - surveys
    - on-line
    - household
    - telephone
    - interviews
  - qualitative
    - focus groups
    - travel diaries
- handed out questionnaires
- response rates
  - biases
  - postal household
Dimensions of Disruption

- Normal
  - Baseline: individual or system

- Pre-disruption
  - Warnings: how delivered, received
  - By whom to whom
  - Anticipated duration, severity, coverage ...

- Disruption
  - Area, modes, severity, duration - known?
  - Bottlenecks
  - Other activities affected
Dimensions of Disruption

- Post-Disruption
  - Backlogs
  - Restoration of previous provision
  - ‘permanent’ changes?
    - Personal
    - System
    - Memory
Units

- People
- Households
- Journeys
Dimensions of a journey

- **Time**: start time, end time, duration, frequency
- **Space**: origin, destination and route
- **Information**: known, sought
- **Cost**
- **Purpose**
- **Travellers**
- **Mode**

*All of these can change*
Other Considerations

- Other activities changed because of cause of disruption
- Extra time spent travelling ‘taken’ from other activities
- Time not spent travelling spent on other activities
- Same true of money?
Other Considerations

- Other people’s travel impacts on others’
  - Household
  - Colleagues
  - ‘external’ consumers
Agency: Power to do otherwise

- Where choice available: trade-offs necessary
  - May vary according to personal circumstances, sensitivities, previous experiences, disposition

- May depend on others

- Where no choice available: resignation/make the most of it
In Conclusion

- Impossible to be fully comprehensive
  - People affected
  - Journeys
  - Other impacts
  - Life of the impact

- Needs choices of:
  - Units
  - Time period
  - Methods/types of results wanted
Any Questions?