



# Travel during Covid-19

Journey satisfaction – aggregated  
weeks 1-7

June 2020

# Satisfaction with the ability to socially distance

*Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...*

*the ability to socially distance*



Base: All those making journeys between 24 April and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

# Satisfaction with ease of finding out when services were running

*Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...*

*the ease of finding out when services were running*



Base: All those making journeys between 24 April and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

# Satisfaction with ease of finding out what special arrangements were in place

*Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...*

*the ease of finding out what special arrangements might be in place to keep passengers safe*



Base: All those making journeys between 24 April and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

# Satisfaction with service frequency

*Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...*

*the frequency of the service*



Base: All those making journeys between 24 April and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

# Satisfaction with the cleanliness

*Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...*

*the cleanliness*



Base: All those making journeys between 24 April and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

# Satisfaction with the availability of staff

*Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...*

*the availability of staff*



Base: All those making journeys between 24 April and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

# Satisfaction with the journey time

*Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...*

*the journey time*



Base: All those making journeys between 24 April and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).