



Travel during Covid-19

Journey satisfaction
week 10-12 aggregated

June 2020

Satisfaction with the 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 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

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

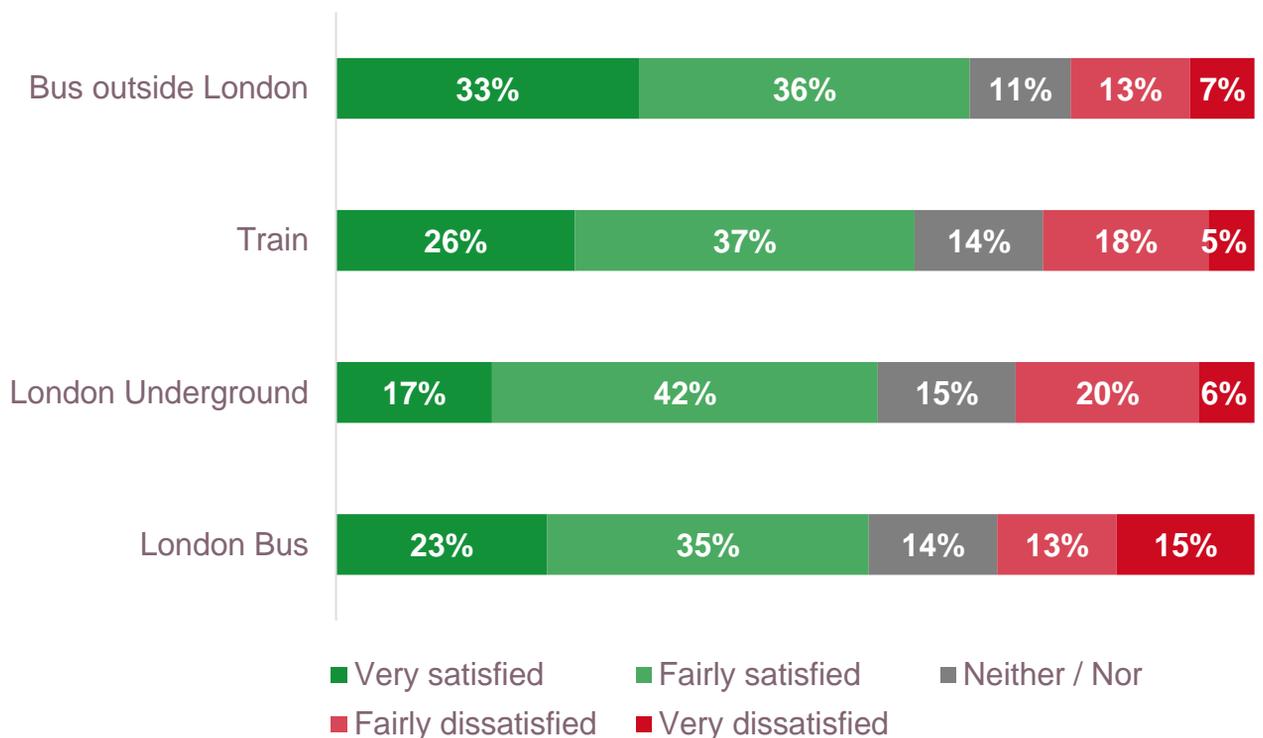


Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

Satisfaction with the number of people wearing face coverings

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

the number of people wearing face coverings



Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

Satisfaction with the ability to keep a safe distance from other passengers

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 keep a safe distance from other passengers



Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

Satisfaction with what the operator did to help passengers travel safely

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

What the operator did to help passengers travel safely

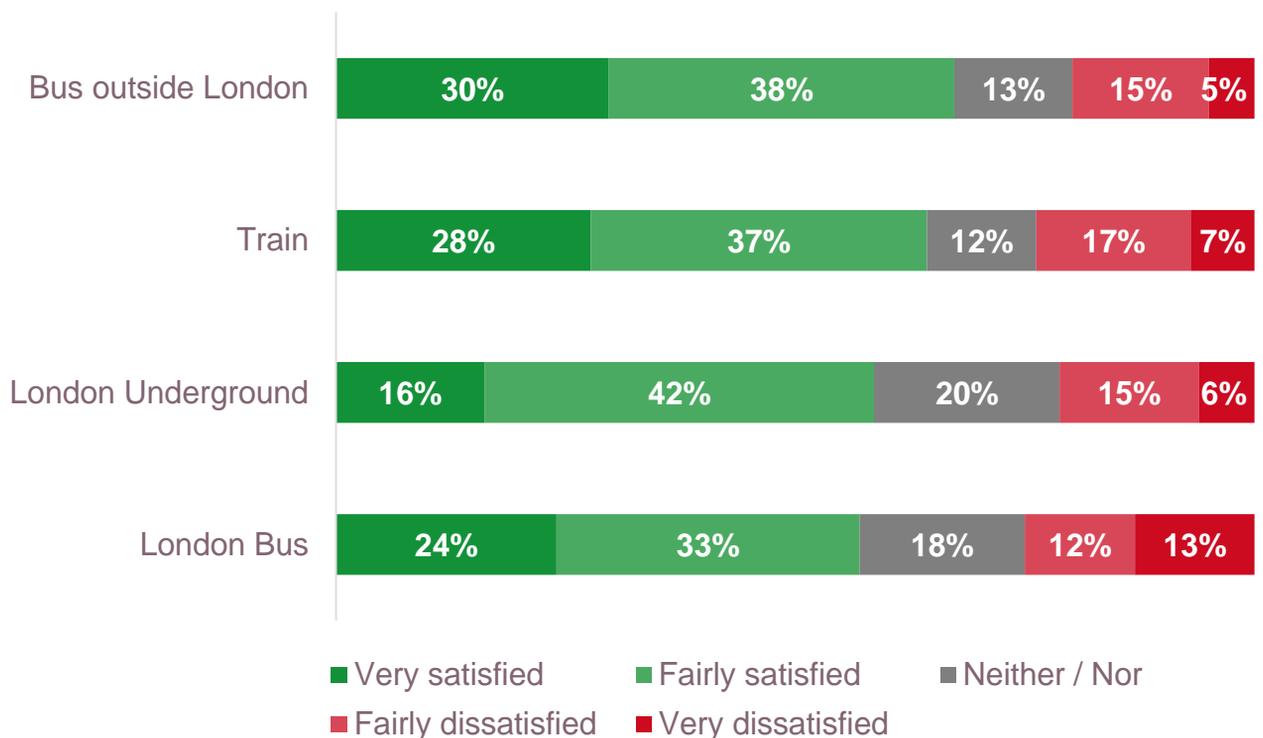


Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

Satisfaction with the behaviour of other passengers

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

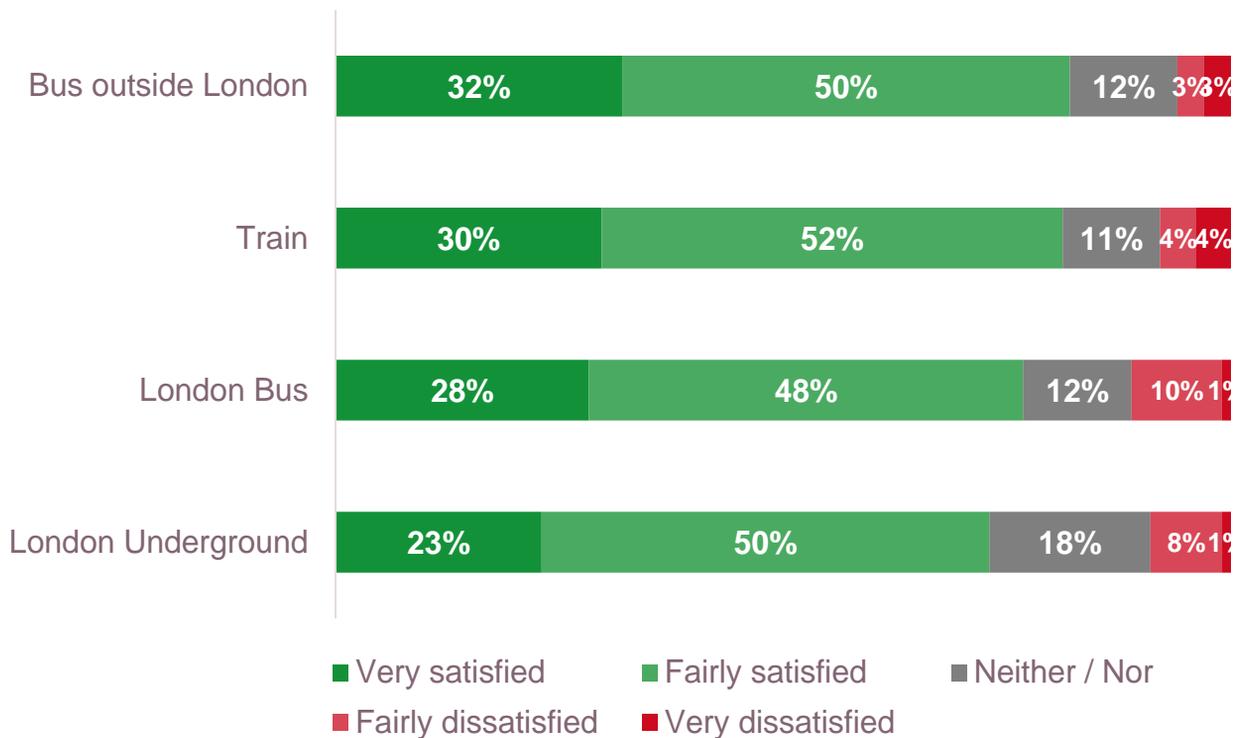
the behaviour of other passengers (e.g. people wearing face coverings, keeping distance from others)



Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

Satisfaction with the journey overall

And taking everything about your journey(s) by x into account, how satisfied or dissatisfied were you with the journey overall



Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).