



Journey satisfaction during Covid-19

14 August 2020

Journey satisfaction: rolling three-week data

Charts in this report show the degree to which those making journeys are satisfied with various aspects of their experience. Data is aggregated so that three weeks of results are included within each data-point.

The aggregation is described in the table below:

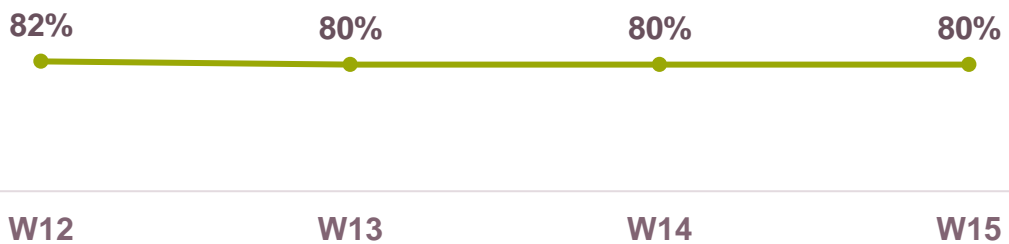
Data Point	Aggregates	Covers journeys made between:
W12	W10, W11 + W12	26 June – 19 July
W13	W11, W12 + W13	3 – 26 July
W14	W12, W13 + W14	10 July - 2 August
W15	W13, W14 + W15	17 July - 9 August

	Train	Bus Outside London	London Bus	London Underground
Base W12	182	286	188	91
Base W13	208	291	201	109
Base W14	274	336	212	129
Base W15	291	344	245	160

Satisfaction with train services (1) – overall satisfaction and perception of safety

Satisfaction with the journey overall

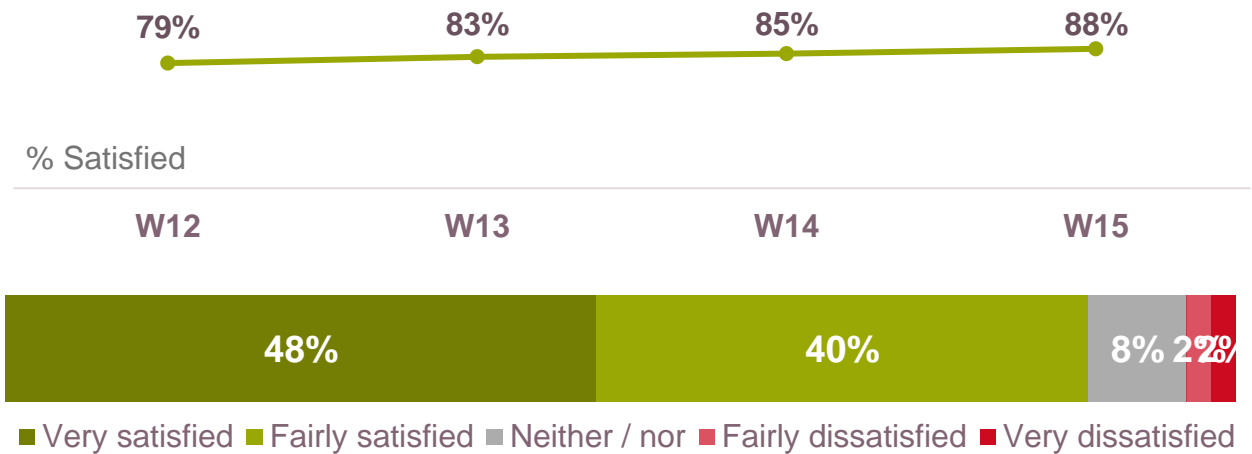
% Satisfied



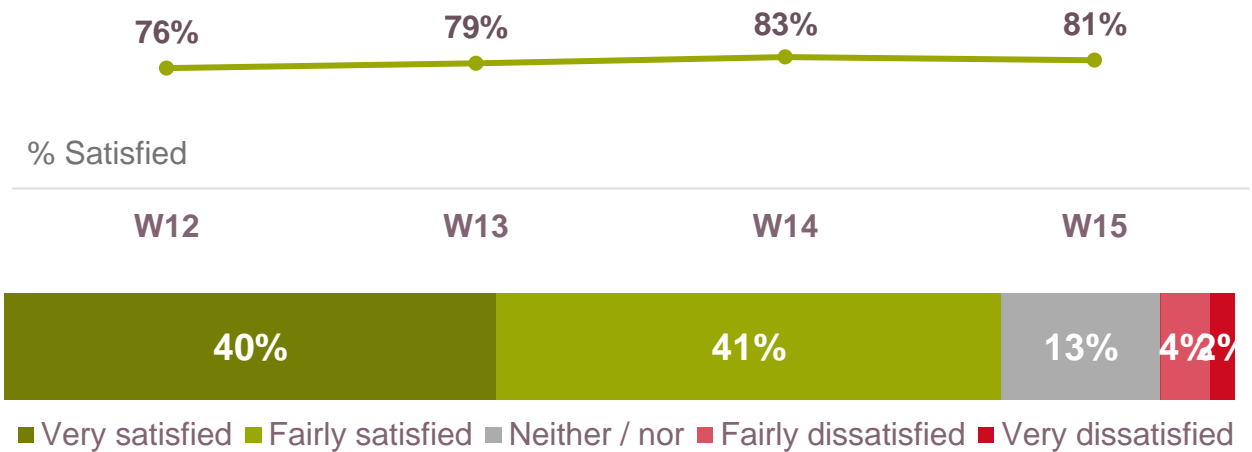
■ Very satisfied ■ Fairly satisfied ■ Neither / nor ■ Fairly dissatisfied ■ Very dissatisfied

Satisfaction with train services (2)

Satisfaction with the ease of finding out when services were running

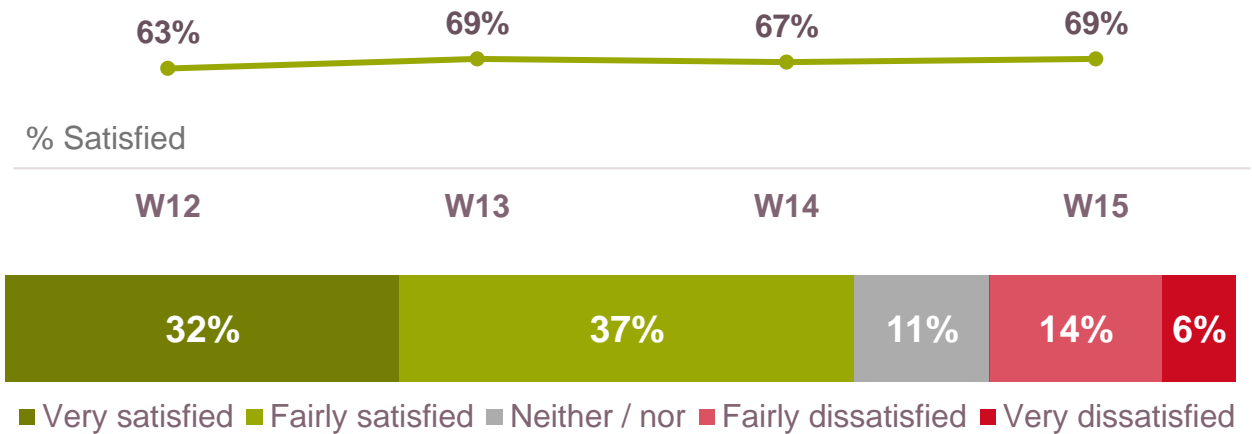


Satisfaction with the cleanliness

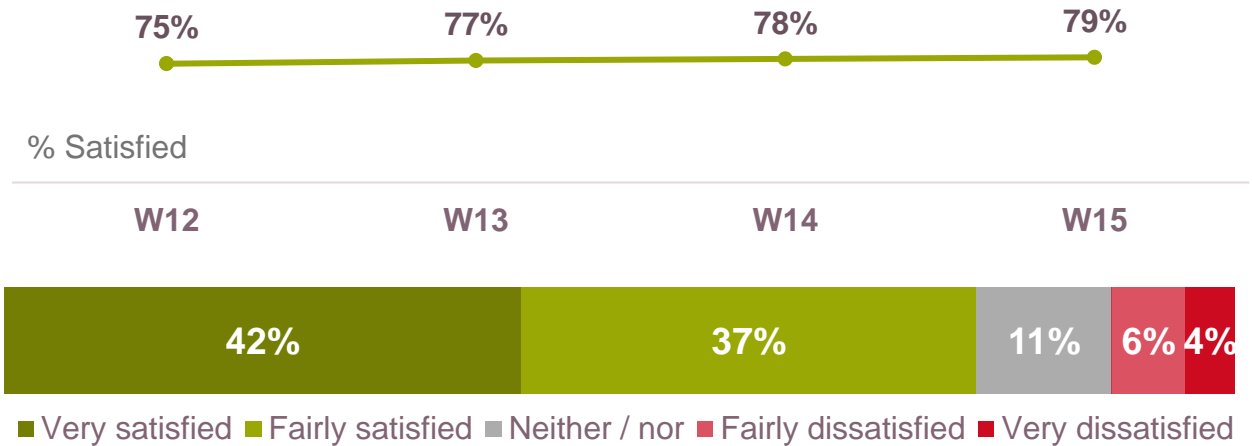


Satisfaction with train services (3)

Satisfaction with the number of people wearing face coverings

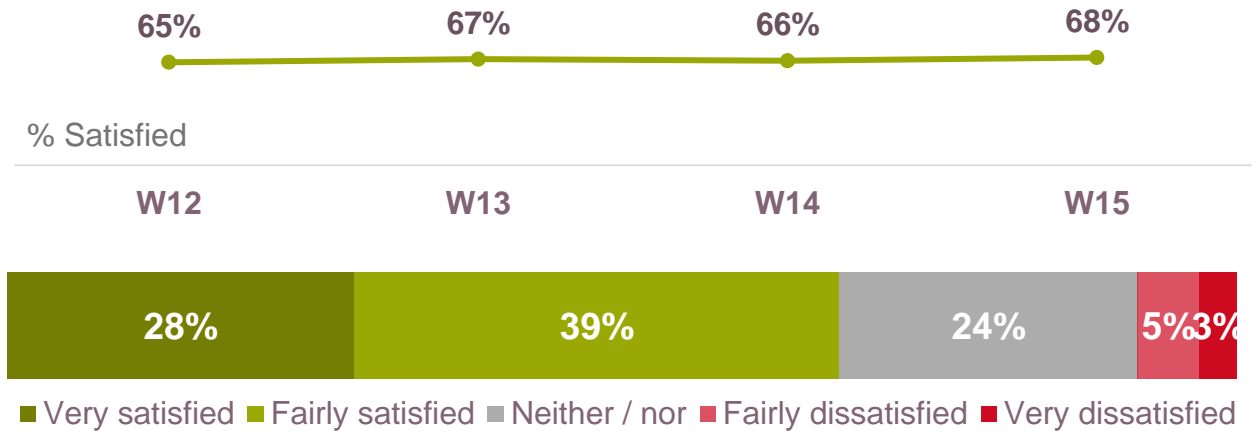


Satisfaction with the ability to keep a safe distance from other passengers

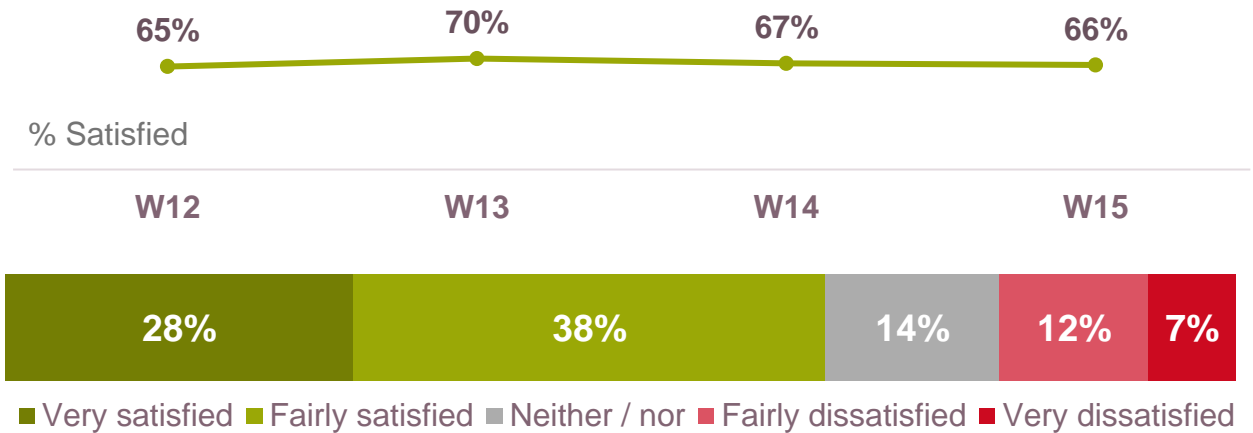


Satisfaction with train services (4)

Satisfaction with what the operator did to help passengers travel safely

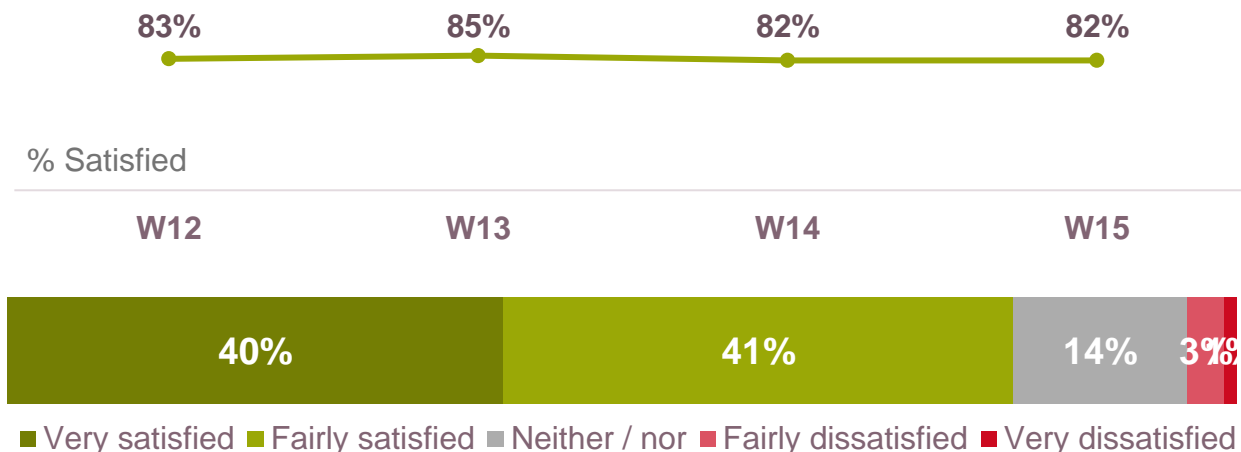


Satisfaction with the behaviour of other passengers



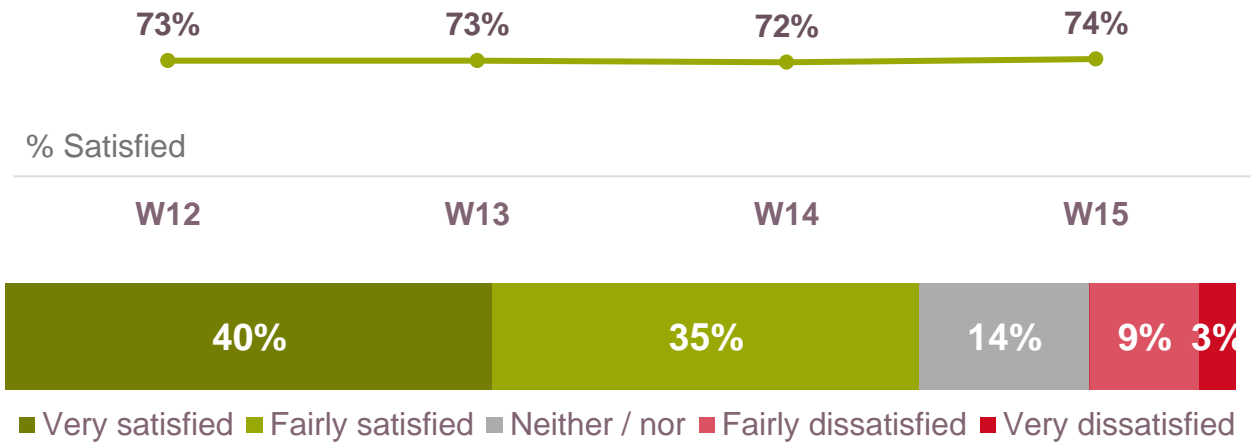
Satisfaction with bus services outside London (1) - overall satisfaction

Satisfaction with the journey overall

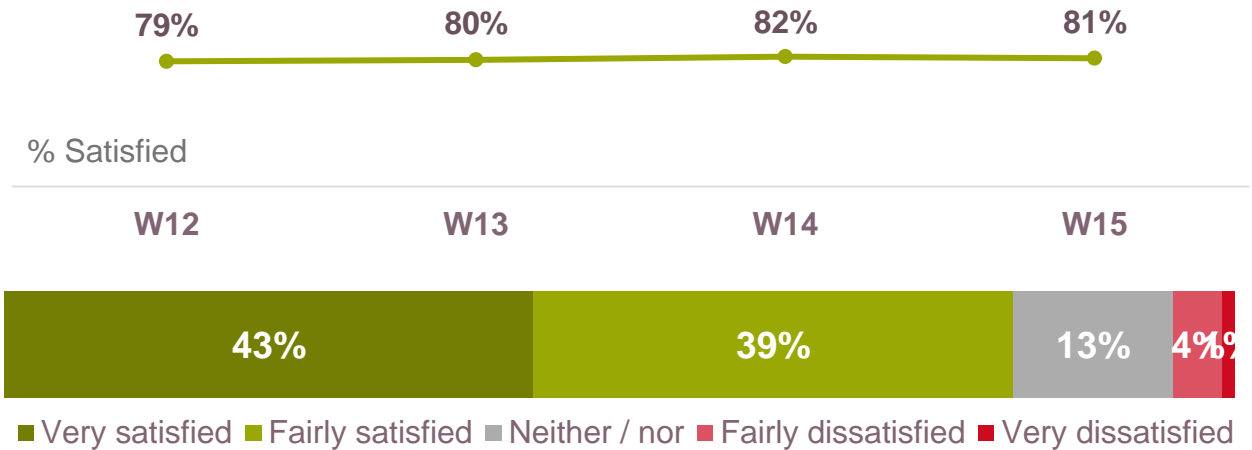


Satisfaction with bus services outside London (2)

Satisfaction with the ease of finding out when services were running

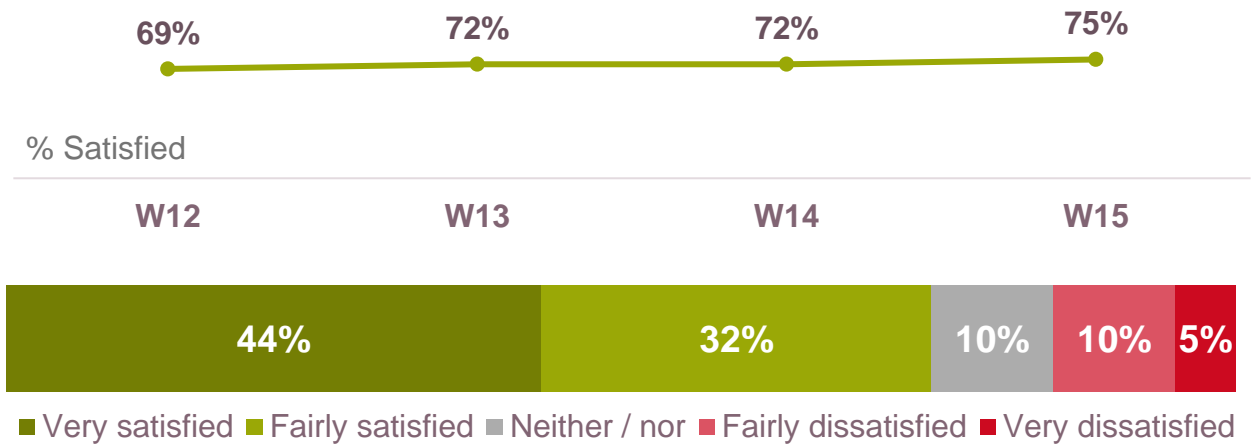


Satisfaction with the cleanliness

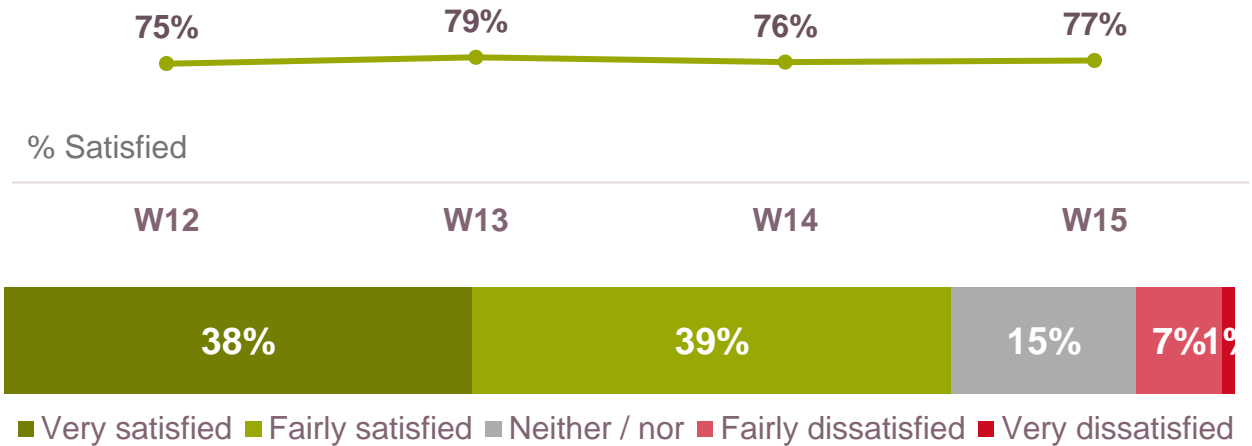


Satisfaction with bus services outside London (3)

Satisfaction with the number of people wearing face coverings

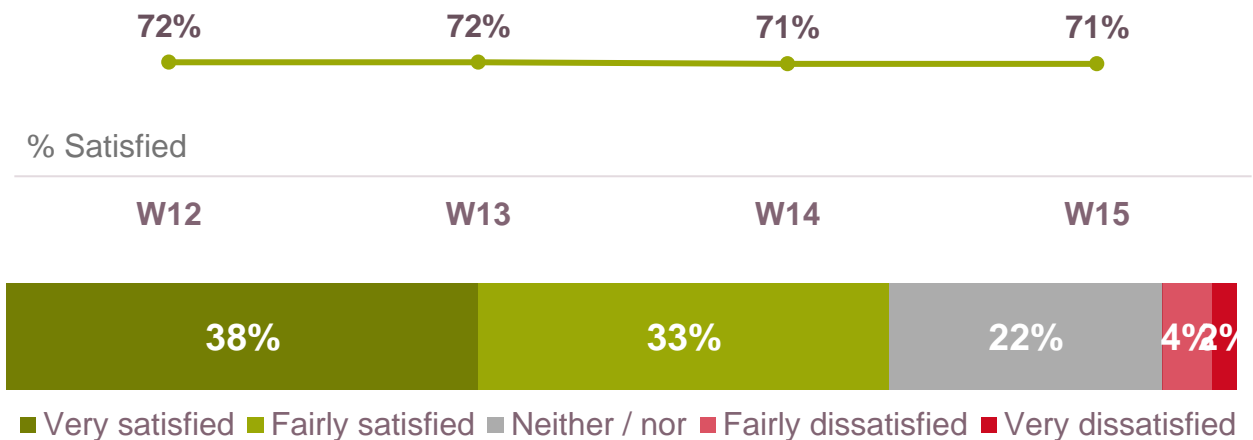


Satisfaction with the ability to keep a safe distance from other passengers

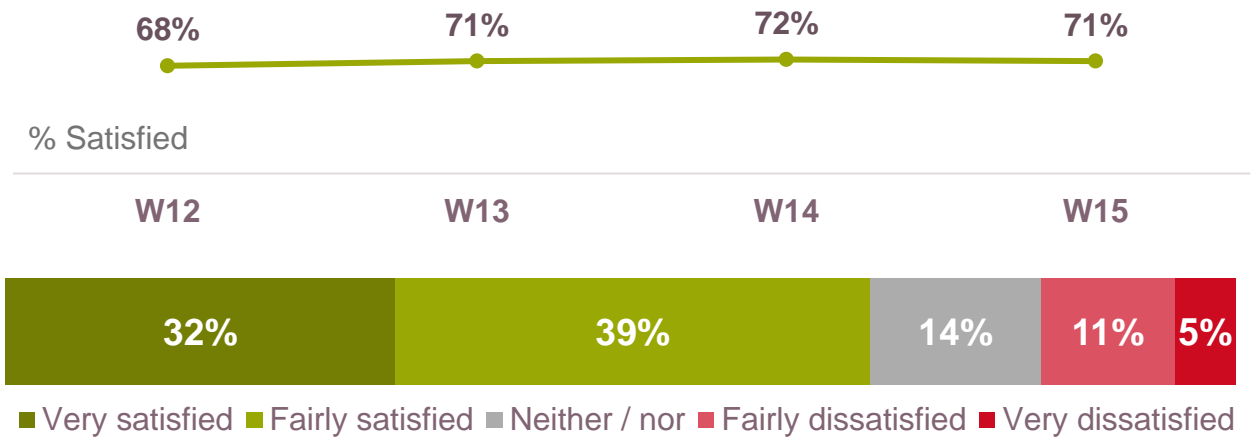


Satisfaction with bus services outside London (4)

Satisfaction with what the operator did to help passengers travel safely

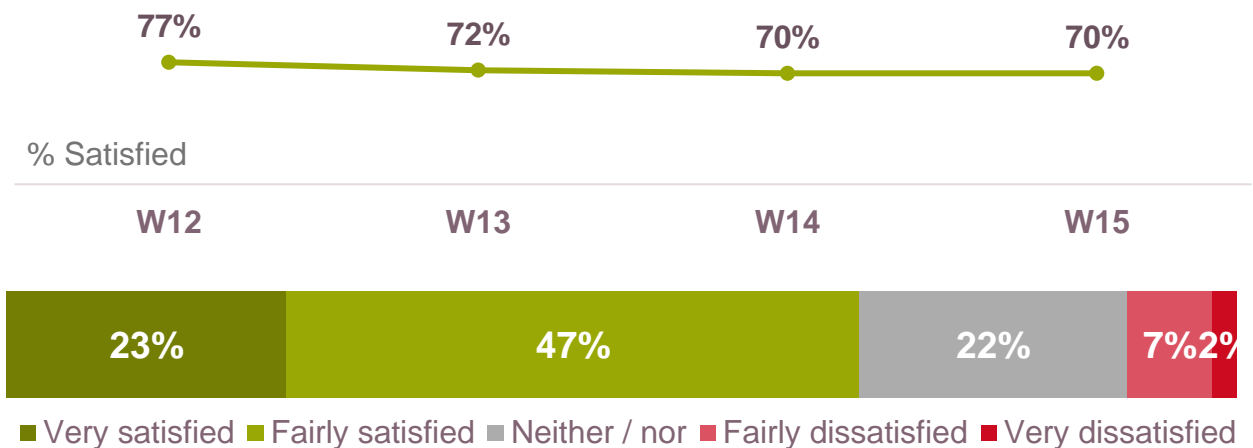


Satisfaction with the behaviour of other passengers



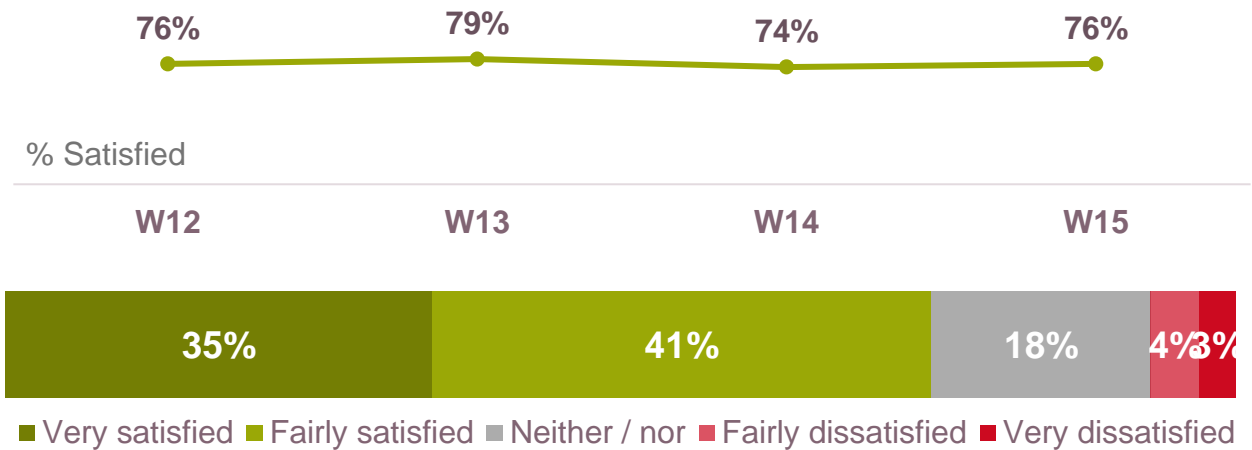
Satisfaction with London bus services (1) – overall satisfaction

Satisfaction with the journey overall

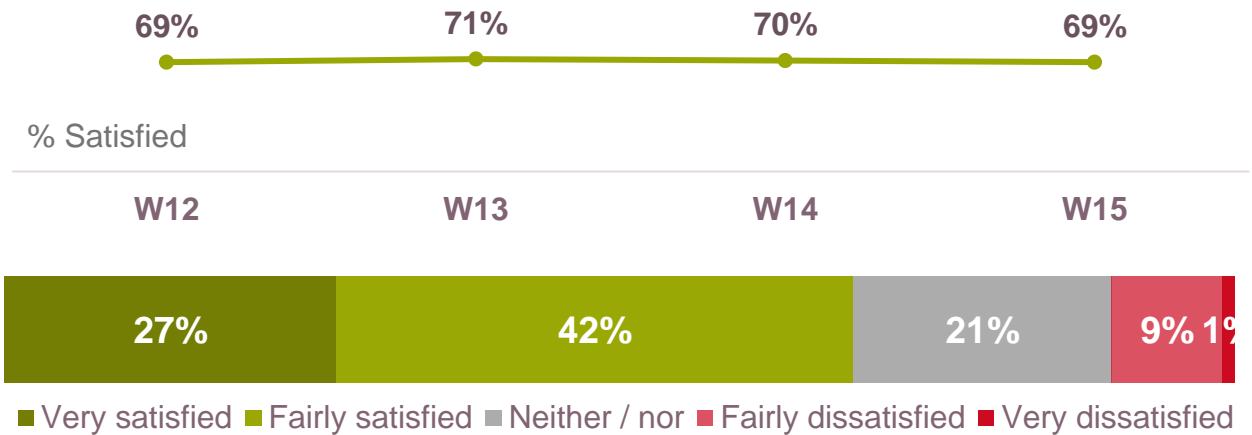


Satisfaction with London bus services (2)

Satisfaction with the ease of finding out when services were running

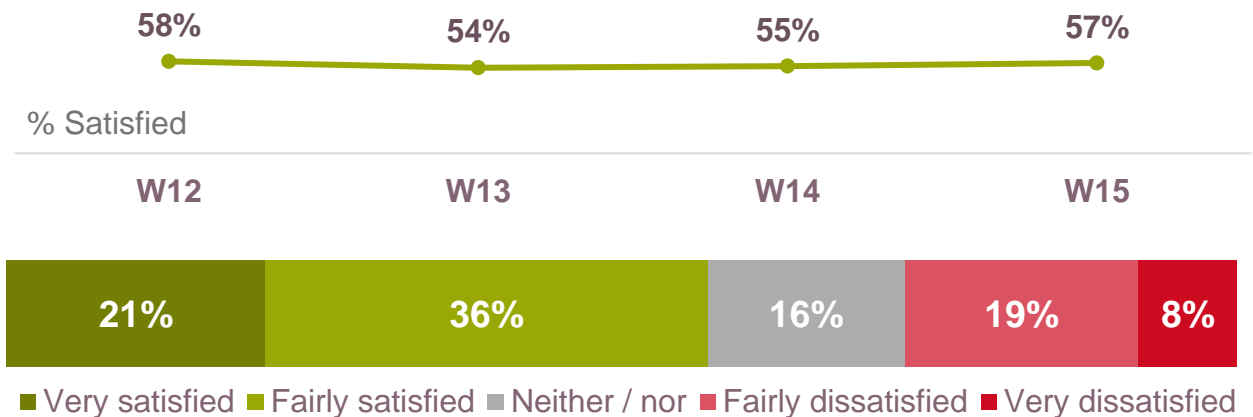


Satisfaction with the cleanliness

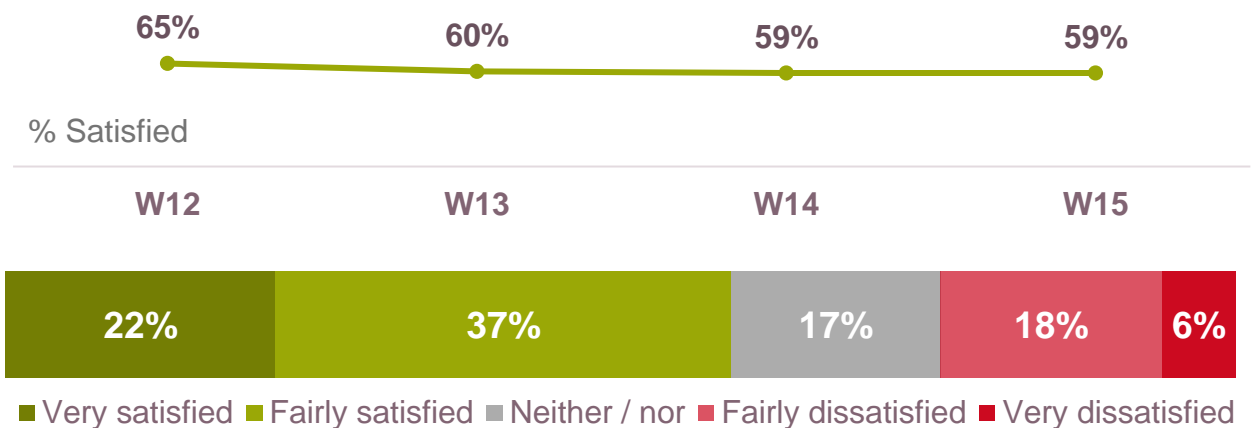


Satisfaction with London Bus Services (3)

Satisfaction with the number of people wearing face coverings

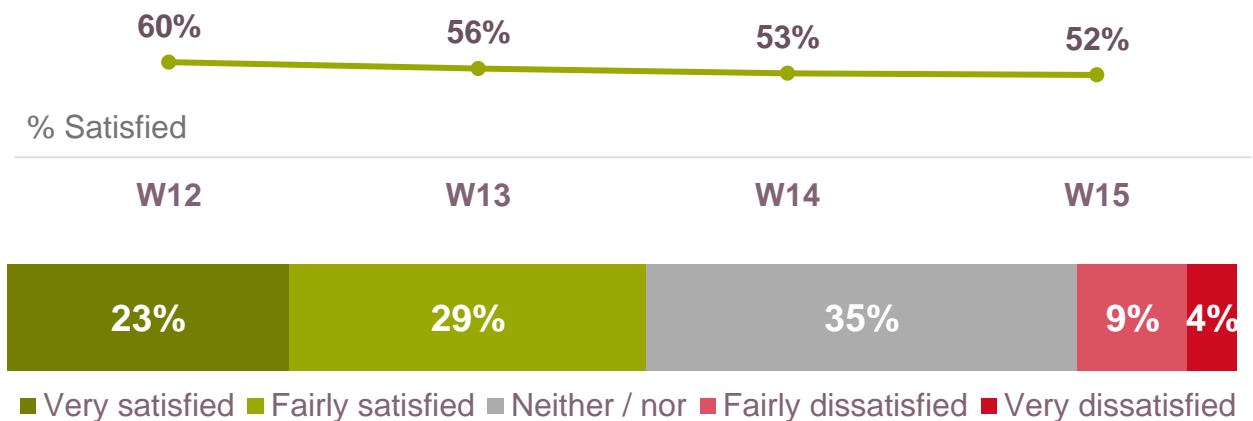


Satisfaction with the ability to keep a safe distance from other passengers

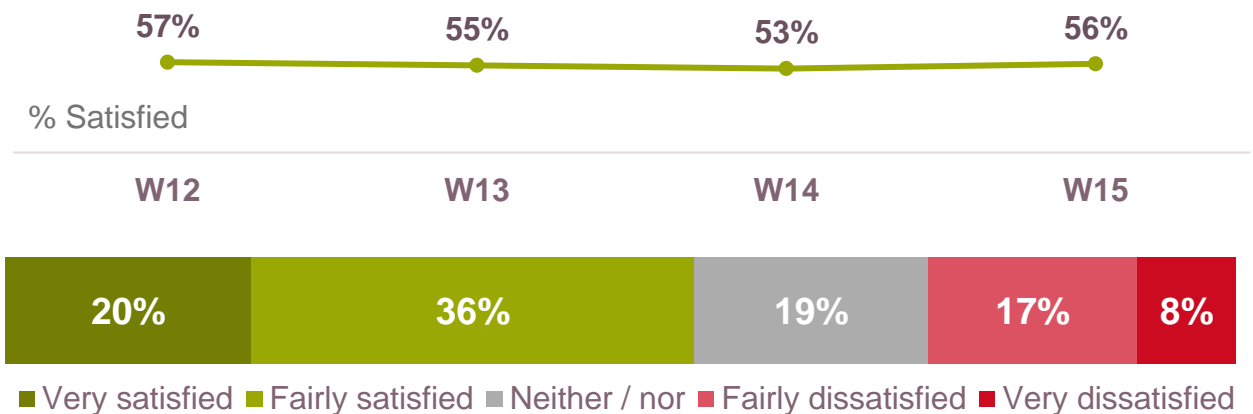


Satisfaction with London bus services (4)

Satisfaction with what the operator did to help passengers travel safely

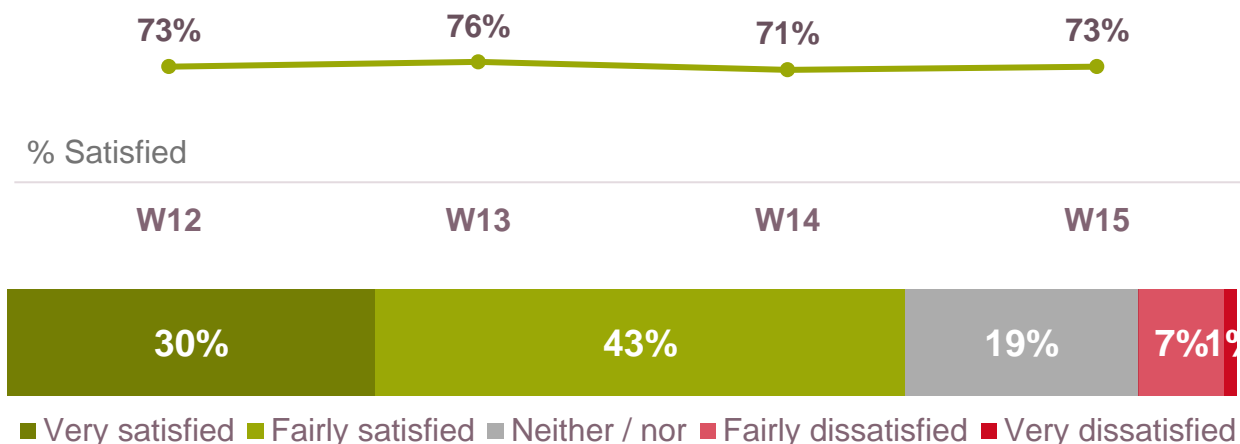


Satisfaction with the behaviour of other passengers



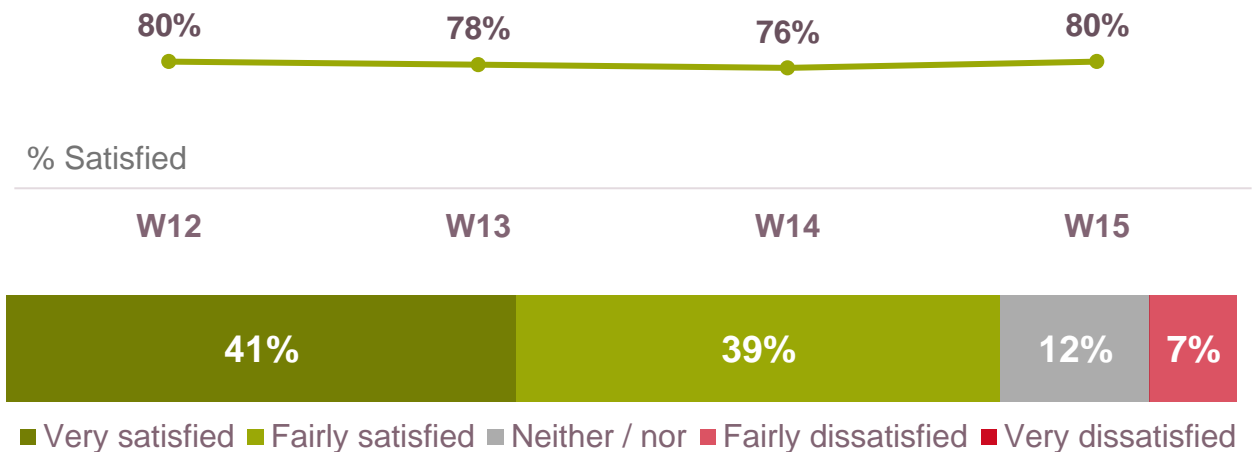
Satisfaction with London Underground Services (1) - overall satisfaction

Satisfaction with the journey overall

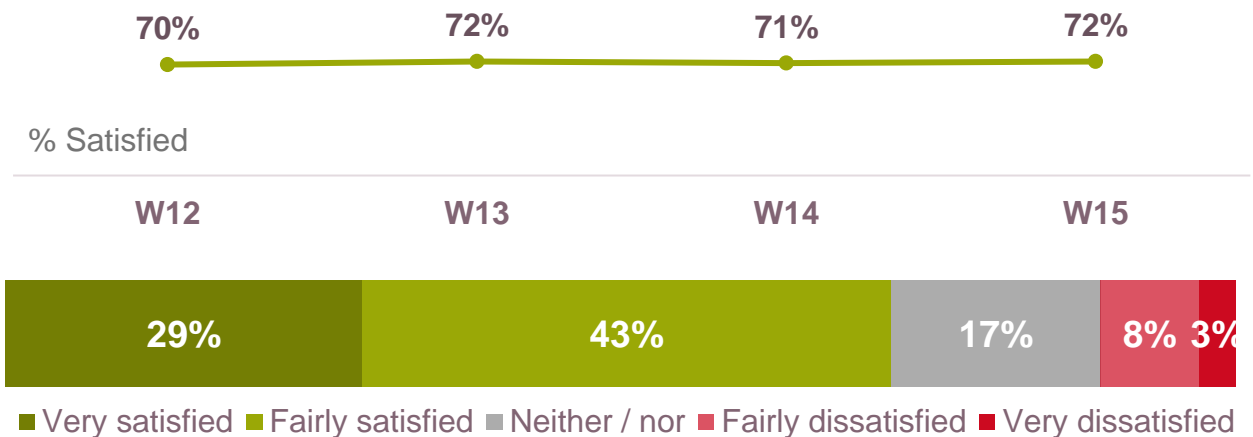


Satisfaction with London Underground Services (2)

Satisfaction with the ease of finding out when services were running

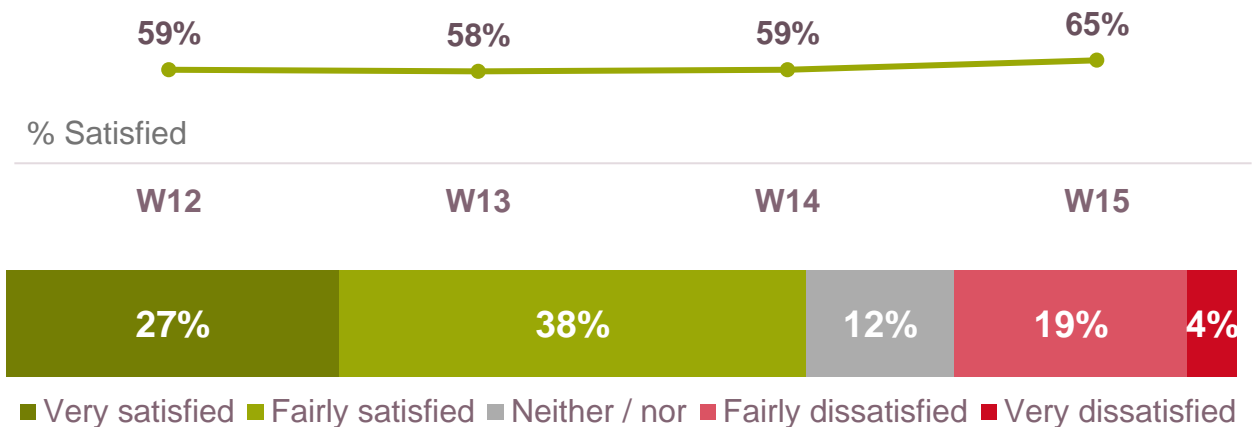


Satisfaction with the cleanliness

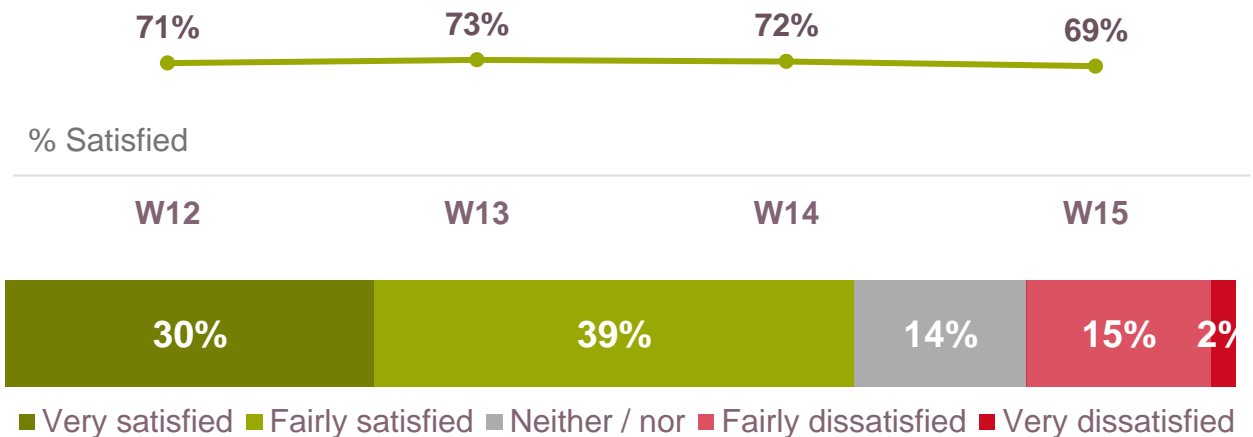


Satisfaction with London Underground Services (3)

Satisfaction with the number of people wearing face coverings

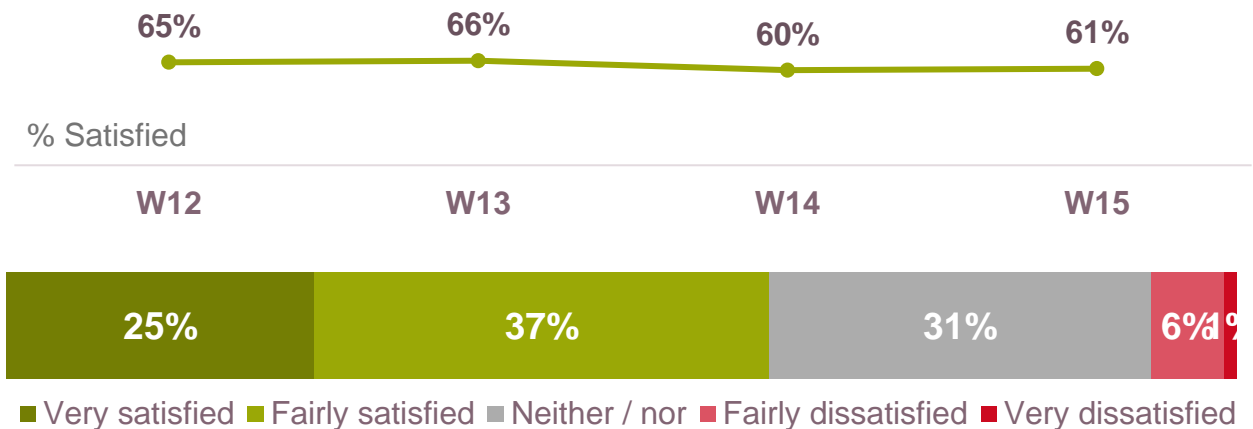


Satisfaction with the ability to keep a safe distance from other passengers



Satisfaction with London Underground Services (4)

Satisfaction with what the operator did to help passengers travel safely



Satisfaction with the behaviour of other passengers

