Journey satisfaction during Covid-19

21 August 2020

transport**focus**

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.

The data shown is a mix of an aggregated 3-week rolling average and individual weekly satisfaction scores where 100 respondents or more have used a single mode in the last seven days.

What is aggregated under each rolling three-week data point is described 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
W16	W14, W15 + W16	24 July – 16 August

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Journey satisfaction: aggregated base size

The number of respondents included in the aggregated three-week rolling scores are as below:

	Train	Bus (outside London)	London bus	London Underground
Base W10 + W11 + W12	182	286	188	91
Base W11 + W12 + W13	208	291	201	109
Base W12 + W13 + W14	274	336	212	129
Base W13 + W14 + W15	291	344	245	160
Base W14 + W15 + W16	356	409	263	184

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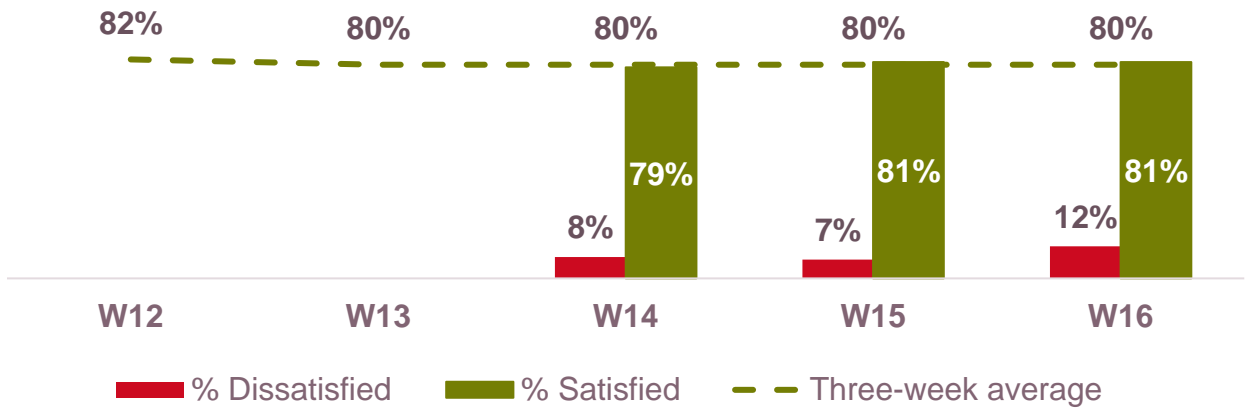# Journey satisfaction: single week base sizes

Only in weeks 14, 15 and 16, more than 100 respondents made journeys by a single mode; in this case by train and bus (outside London).

The base sizes for each mode at each week is described in the table below:
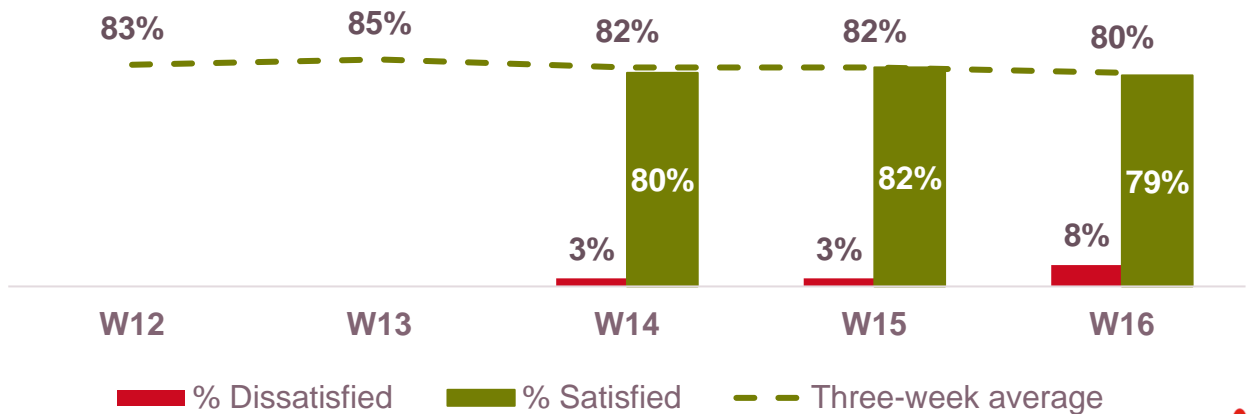
	Train	Bus (outside London)
Base W14	111	139
Base W15	101	116
Base W16	144	154

Satisfaction with the journey overall

Train

82%   80%   80%   80%   80%

	W12	W13	W14	W15	W16
% Dissatisfied			8%	7%	12%
% Satisfied			79%	81%	81%

— % Dissatisfied   ▬ % Satisfied   - - Three-week average

Bus

83%   85%   82%   82%   80%

	W12	W13	W14	W15	W16
% Dissatisfied			3%	3%	8%
% Satisfied			80%	82%	79%

— % Dissatisfied   ▬ % Satisfied   - - Three-week average

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Satisfaction with the journey overall

London Underground

73%   76%   71%   73%   72%

W12   W13   W14   W15   W16

– – Three-week average

London bus

77%   72%   70%   70%   73%

W12   W13   W14   W15   W16

– – Three-week average

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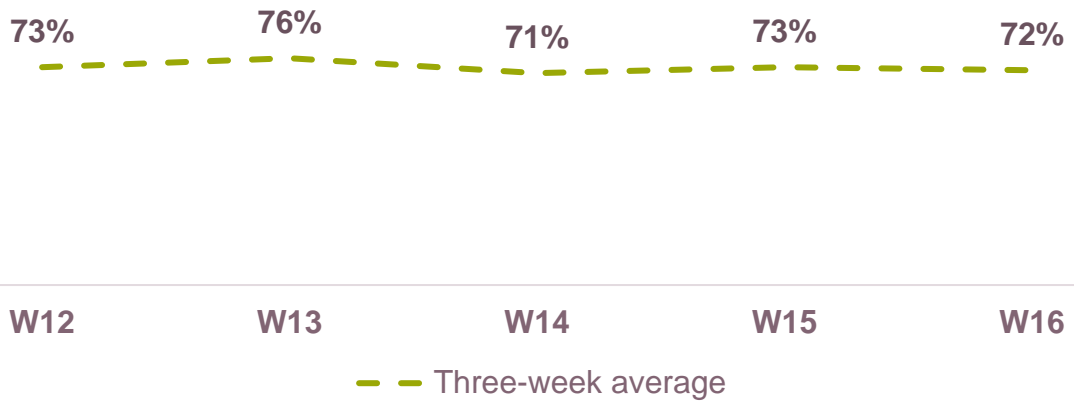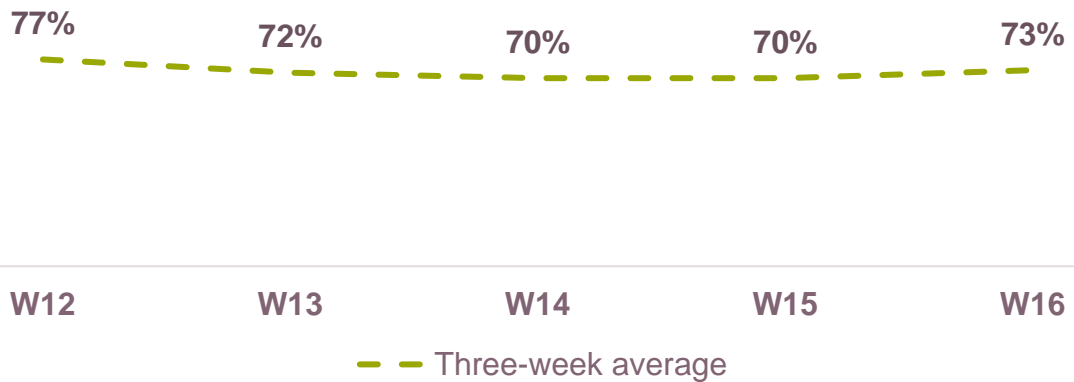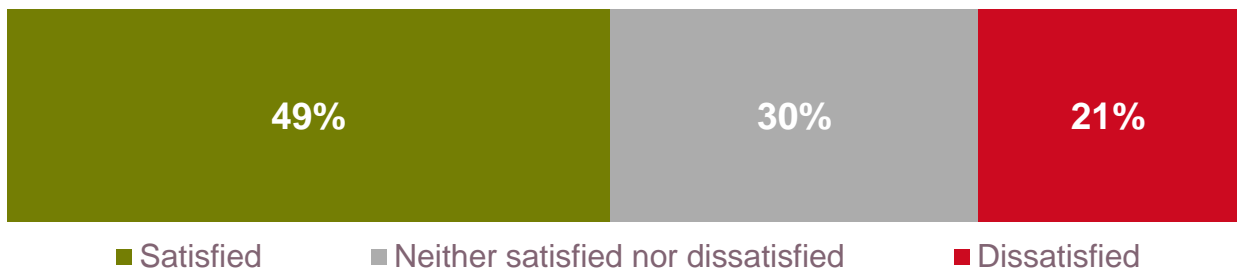
Satisfaction with the ease of finding out how busy the service would be before travelling – W16 only

Train

Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
49%	30%	21%

■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

Bus

Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
53%	34%	13%

■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied

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Satisfaction with cleanliness

Train

	W12	W13	W14	W15	W16
Three-week average	76%	79%	83%	81%	78%
% Satisfied			85%	75%	75%
% Dissatisfied			5%	8%	11%

Legend: % Dissatisfied · % Satisfied · Three-week average

Bus

	W12	W13	W14	W15	W16
Three-week average	79%	80%	82%	81%	79%
% Satisfied			82%	82%	74%
% Dissatisfied			4%	4%	8%

Legend: % Dissatisfied · % Satisfied · Three-week average

transportfocus

Satisfaction with cleanliness

London Underground
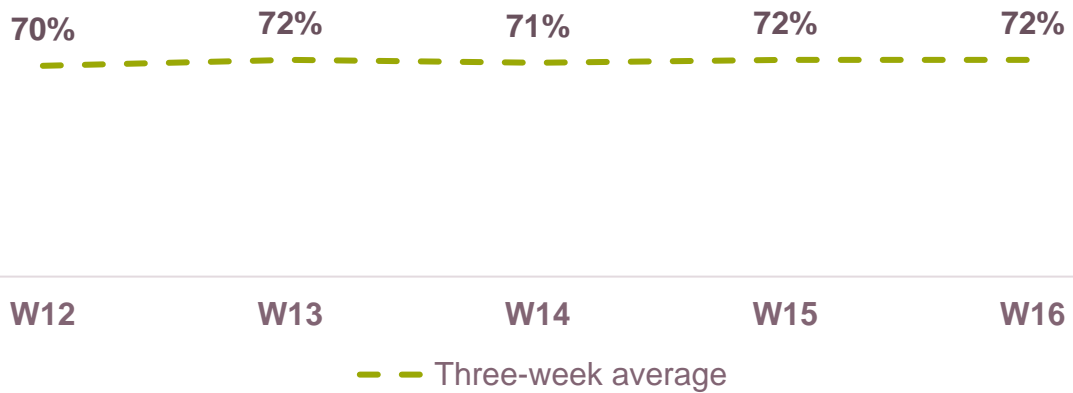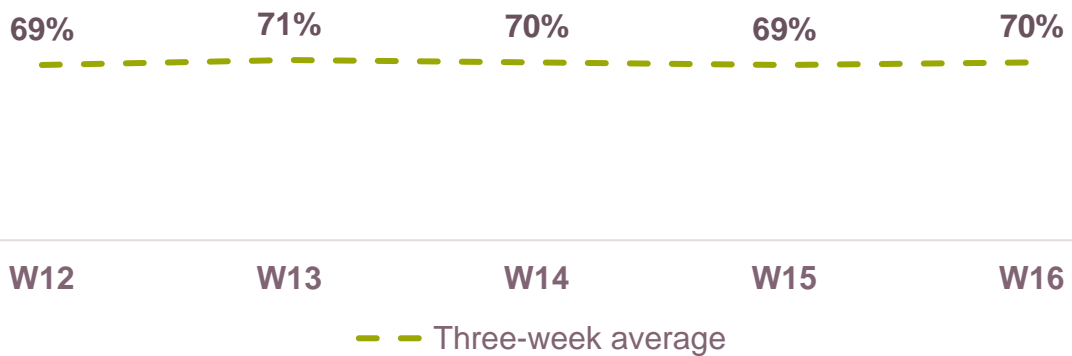
70%	72%	71%	72%	72%
W12	W13	W14	W15	W16

– – Three-week average

London bus

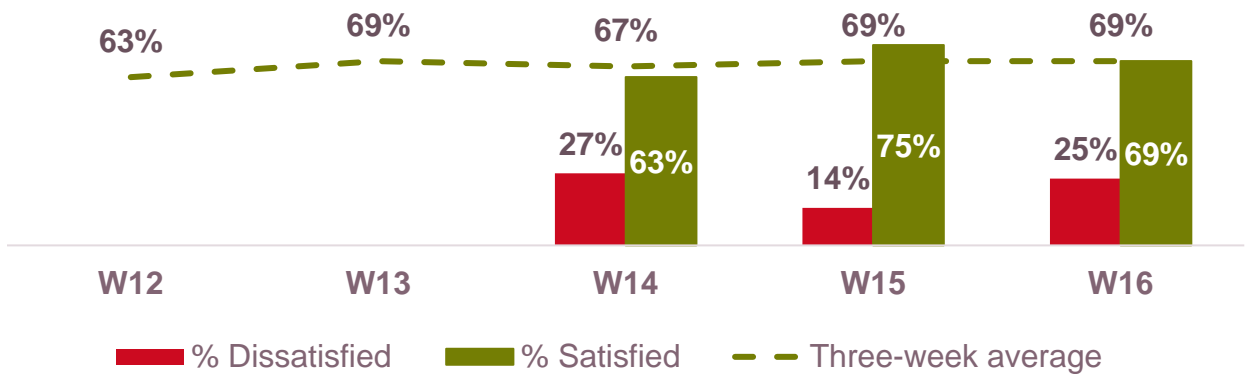|				
69%	71%	70%	69%	70%
W12	W13	W14	W15	W16

– – Three-week average

transport focus

Satisfaction with the number of people wearing face coverings

Train

63%   69%   67%   69%   69%

	W12	W13	W14	W15	W16
% Dissatisfied			27%	14%	25%
% Satisfied			63%	75%	69%

■ % Dissatisfied ■ % Satisfied – – Three-week average

Bus

69%   72%   72%   75%   75%

	W12	W13	W14	W15	W16
% Dissatisfied			16%	11%	20%
% Satisfied			73%	80%	75%

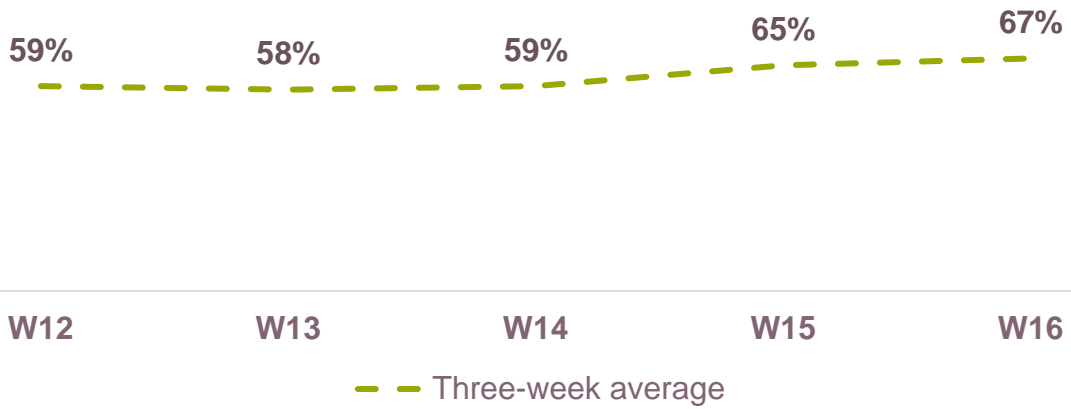■ % Dissatisfied ■ % Satisfied – – Three-week average

transportfocus
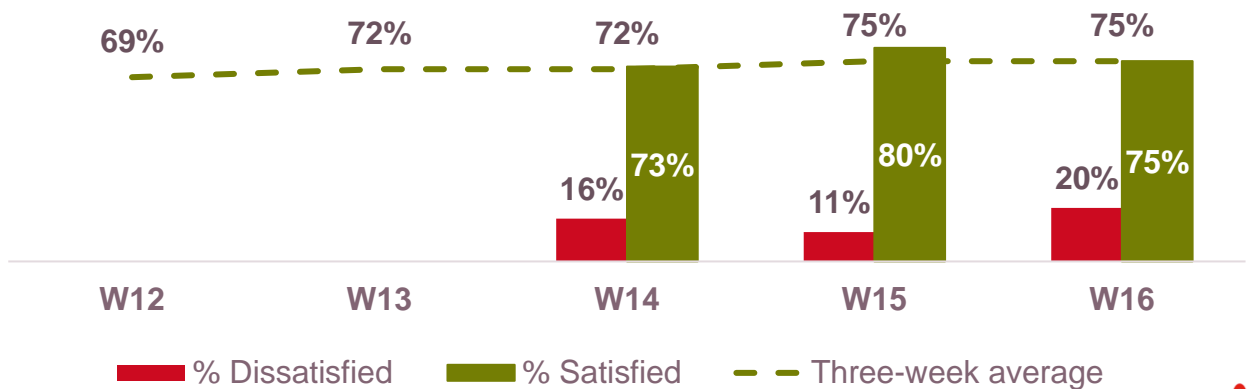
Satisfaction with the number of people wearing face coverings

London Underground
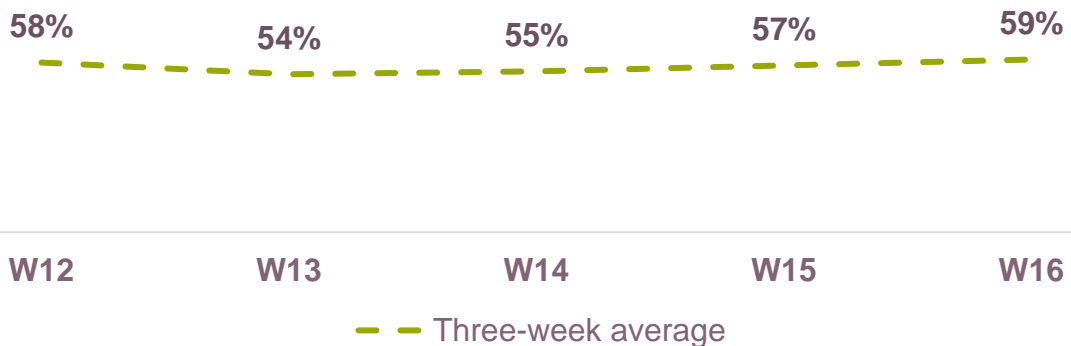
59%   58%   59%   65%   67%

| W12 | W13 | W14 | W15 | W16 |

– – Three-week average

London bus

58%   54%   55%   57%   59%

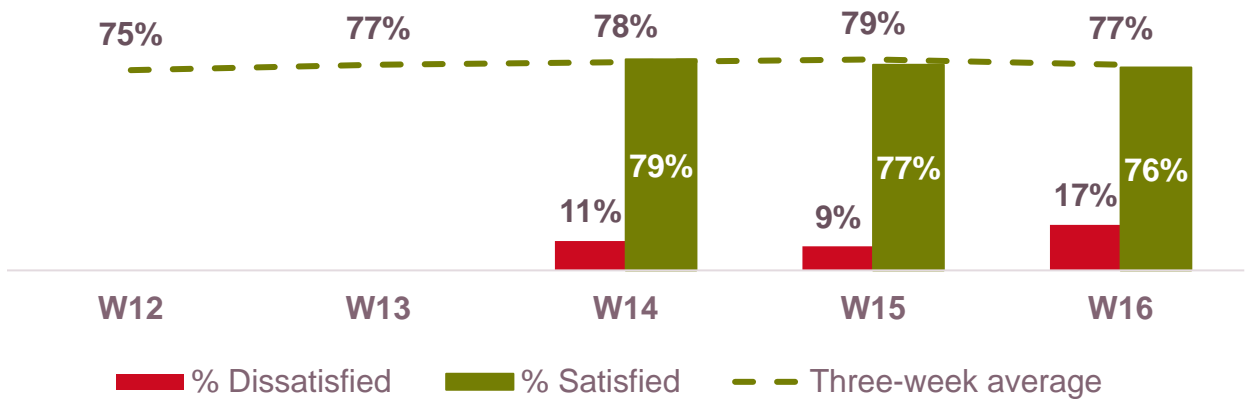| W12 | W13 | W14 | W15 | W16 |

– – Three-week average

transport focus

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

Train

75%   77%   78%   79%   77%

11%   9%   17%
        79%   77%   76%

W12   W13   W14   W15   W16

■ % Dissatisfied   ■ % Satisfied   - - Three-week average

Bus

75%   79%   76%   77%   74%

7%   9%   13%
        73%   77%   74%

W12   W13   W14   W15   W16

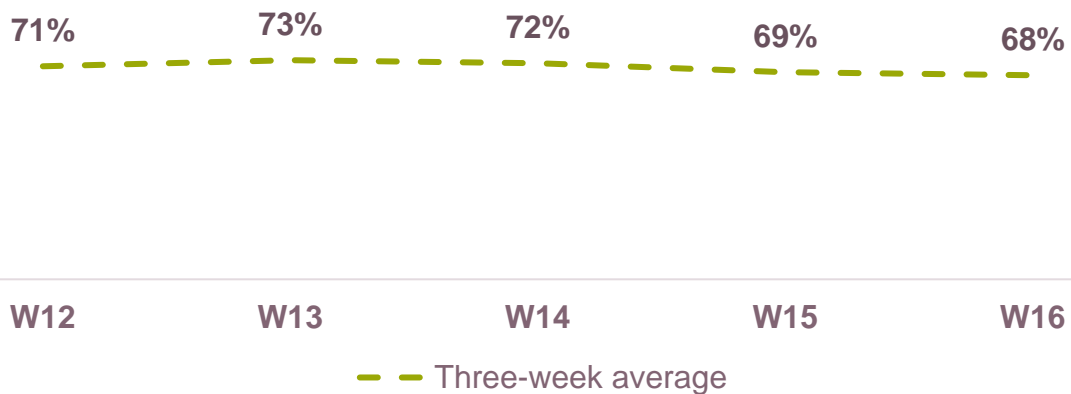■ % Dissatisfied   ■ % Satisfied   - - Three-week average

transportfocus

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

London Underground

71%   73%   72%   69%   68%

W12   W13   W14   W15   W16

– – Three-week average

London bus

65%   60%   59%   59%   63%

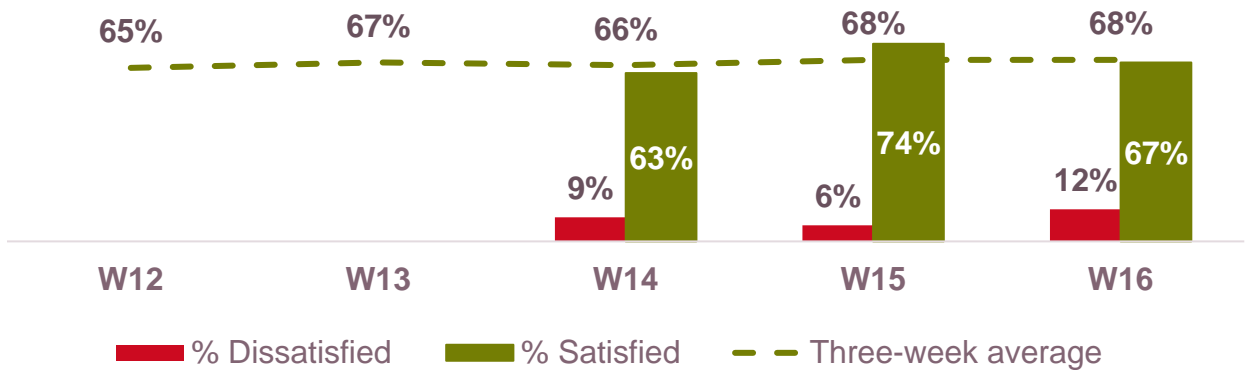W12   W13   W14   W15   W16

– – Three-week average

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Satisfaction with what the operator did to help passengers travel safely

Train

	W12	W13	W14	W15	W16
Three-week average	65%	67%	66%	68%	68%
% Dissatisfied			9%	6%	12%
% Satisfied			63%	74%	67%

- % Dissatisfied
- % Satisfied
- Three-week average

Bus

	W12	W13	W14	W15	W16
Three-week average	72%	72%	71%	71%	69%
% Dissatisfied			7%	5%	11%
% Satisfied			74%	71%	63%

- % Dissatisfied
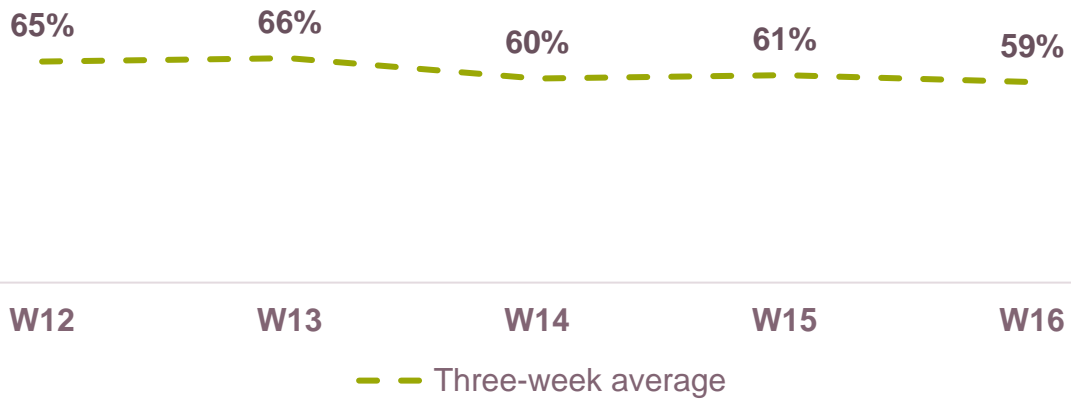- % Satisfied
- Three-week average

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14
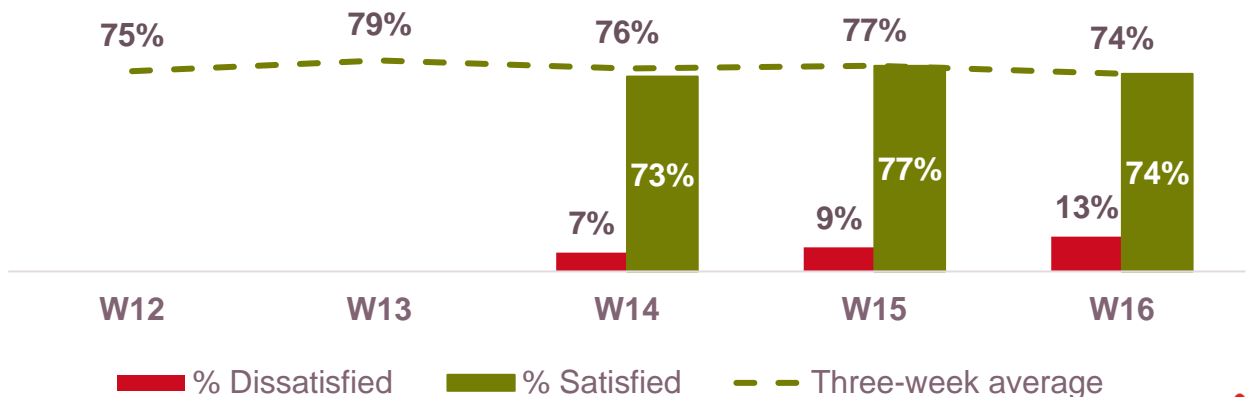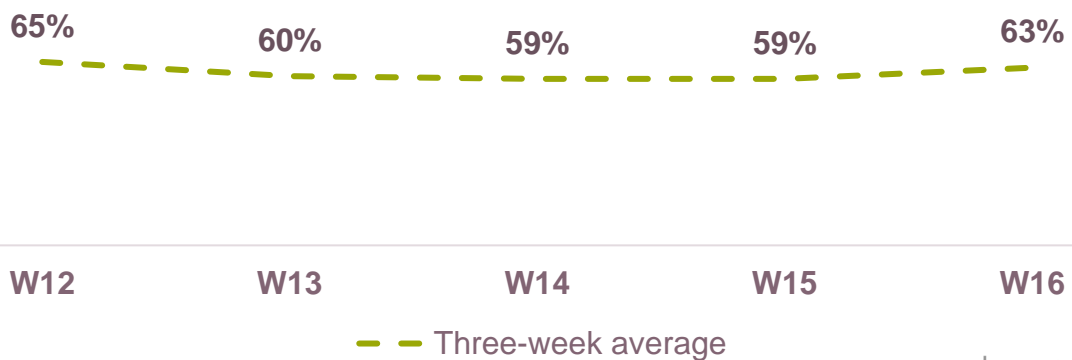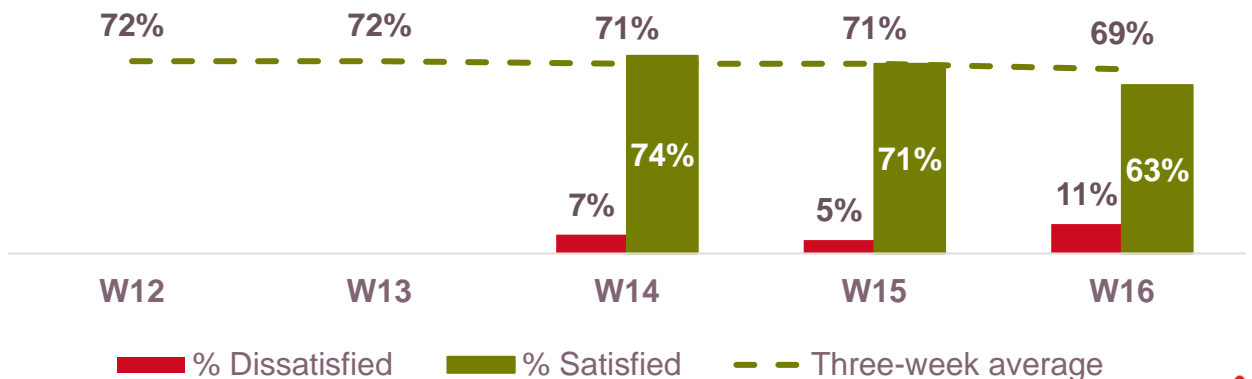
Satisfaction with what the operator did to help passengers travel safely

London Underground

65%	66%	60%	61%	59%
W12	W13	W14	W15	W16

– – Three-week average

London bus

60%	56%	53%	52%	55%
W12	W13	W14	W15	W16

– – Three-week average

transport focus

Satisfaction with the behaviour of other passengers

Train

	W12	W13	W14	W15	W16
Three-week average	65%	70%	67%	66%	66%
% Dissatisfied			24%	18%	21%
% Satisfied			61%	68%	68%

- % Dissatisfied
- % Satisfied
- Three-week average

Bus

	W12	W13	W14	W15	W16
Three-week average	68%	71%	72%	71%	71%
% Dissatisfied			17%	14%	20%
% Satisfied			70%	72%	71%

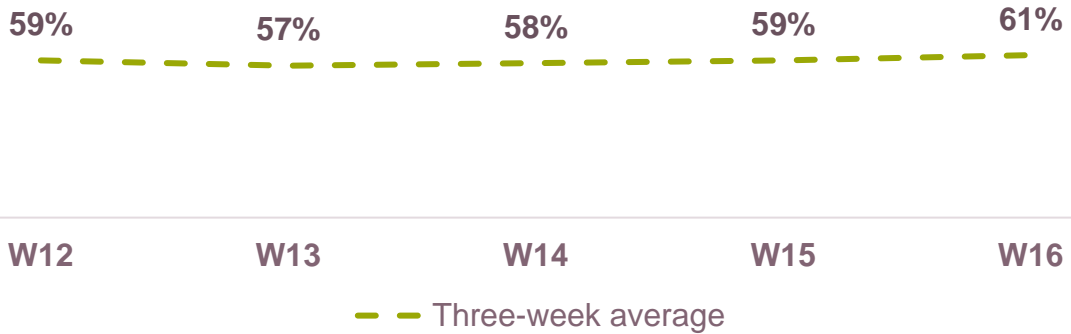- % Dissatisfied
- % Satisfied
- Three-week average

transportfocus

Satisfaction with the behaviour of other passengers

London Underground

59%	57%	58%	59%	61%
W12	W13	W14	W15	W16

– – Three-week average

London bus

57%	55%	53%	56%	57%
W12	W13	W14	W15	W16

– – Three-week average

transport focus