



# Journey satisfaction during Covid-19

28 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. The data shown is a mix of an aggregated three-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
W17	W15, W16 + W17	31 July – 23 August

## 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
Base W15 + W16 + W17	341	423	283	190

# Journey satisfaction: single week base sizes

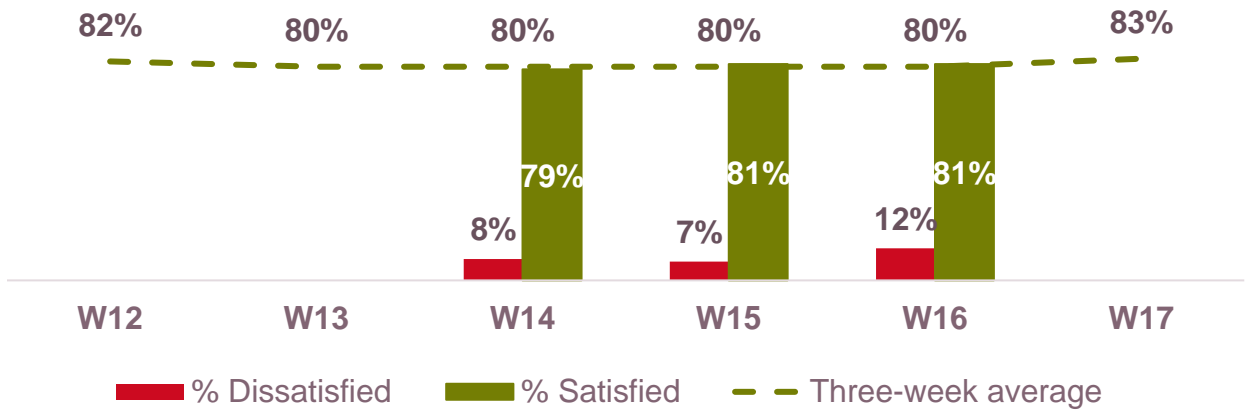
Only in weeks 14, 15, 16 and 17, more than 100 respondents made journeys by a single mode. More than 100 respondents made journeys by train and bus (outside London) in weeks 14, 15, and 16, and more than 100 respondents made journeys by bus (outside London) in week 17.

The base sizes for each mode at each week is described in the table below:

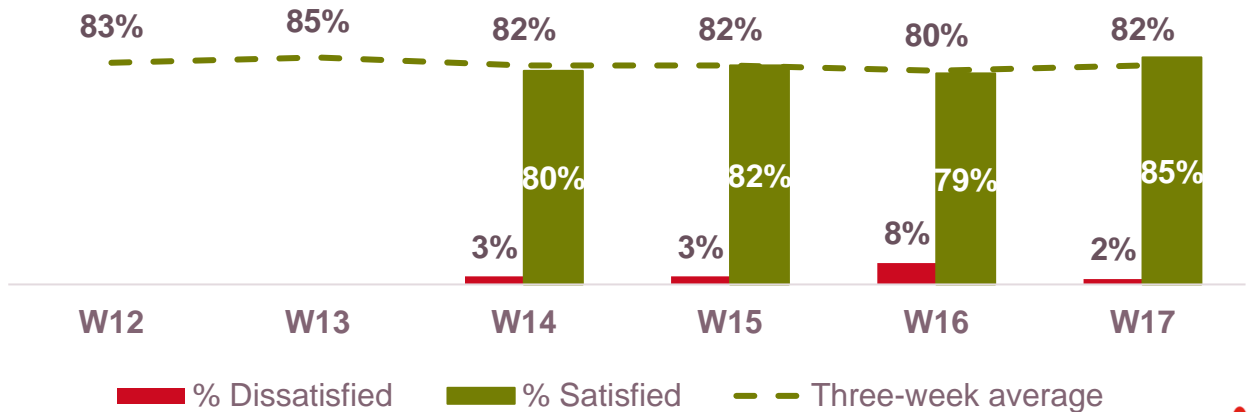
	Train	Bus (outside London)
Base W14	111	139
Base W15	101	116
Base W16	144	154
Base W17		153

# Satisfaction with the journey overall

## Train

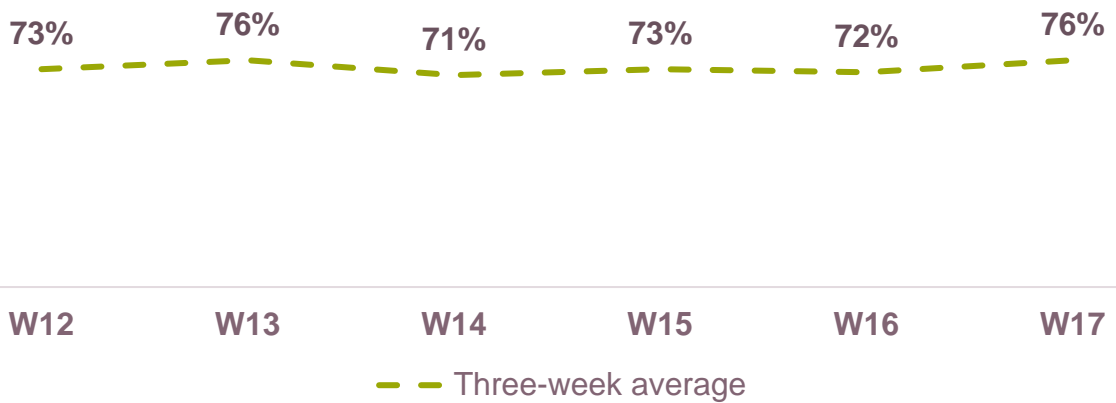


## Bus

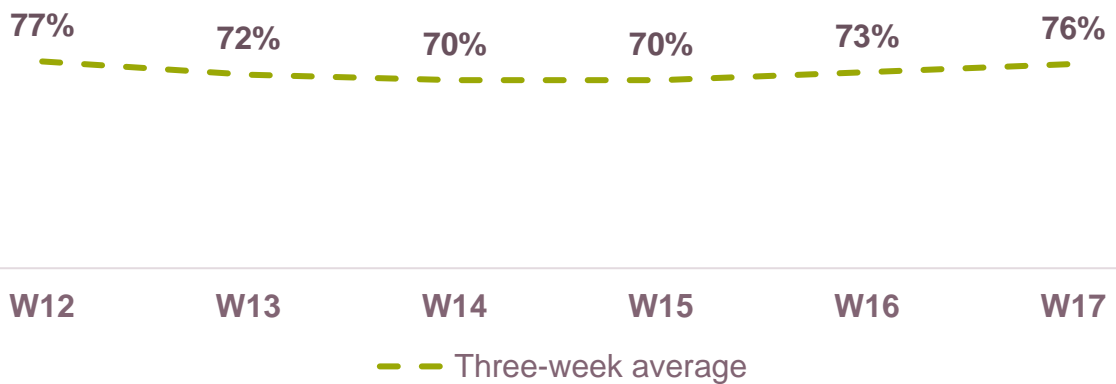


# Satisfaction with the journey overall

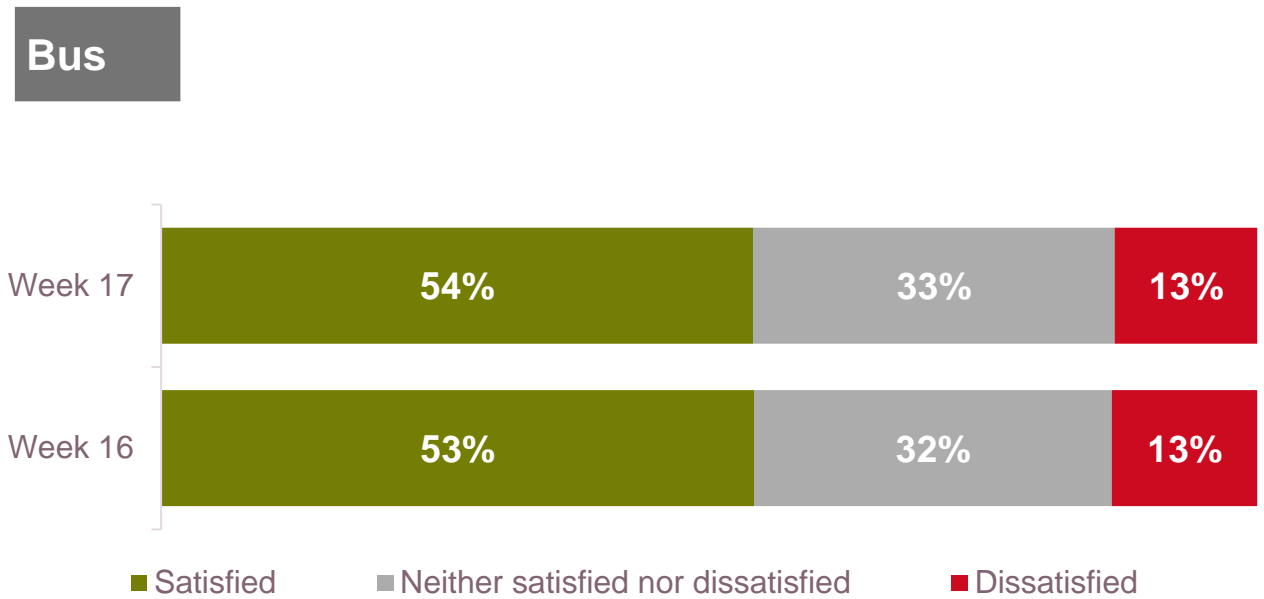
## London Underground



## London bus

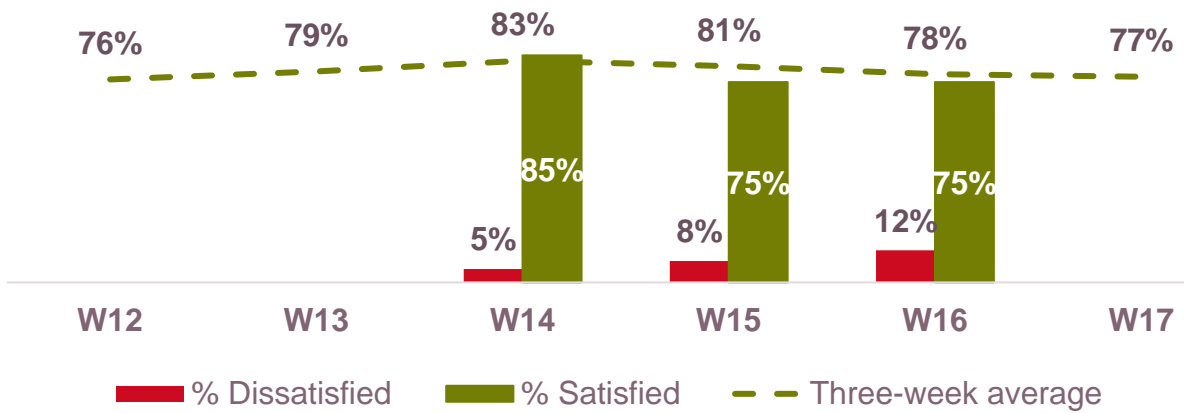


# Satisfaction with the ease of finding out how busy the service would be before travelling

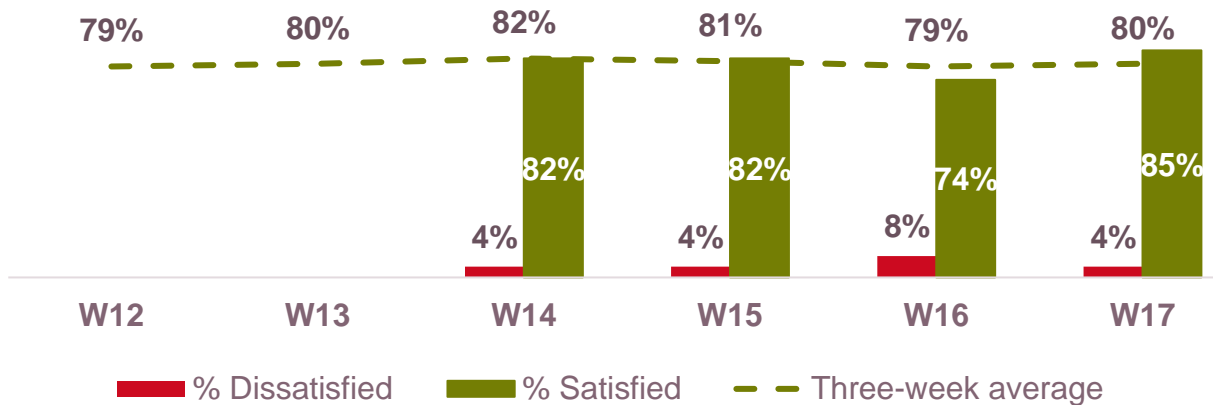


# Satisfaction with cleanliness

## Train



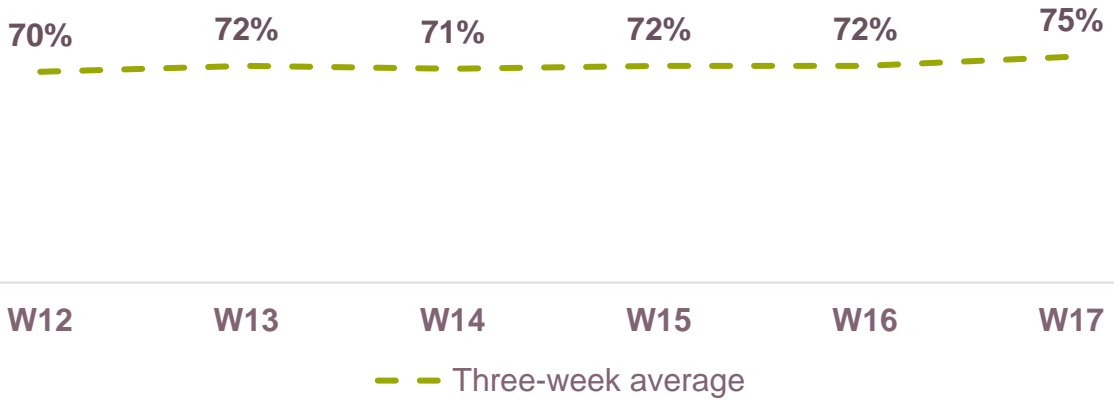
## Bus



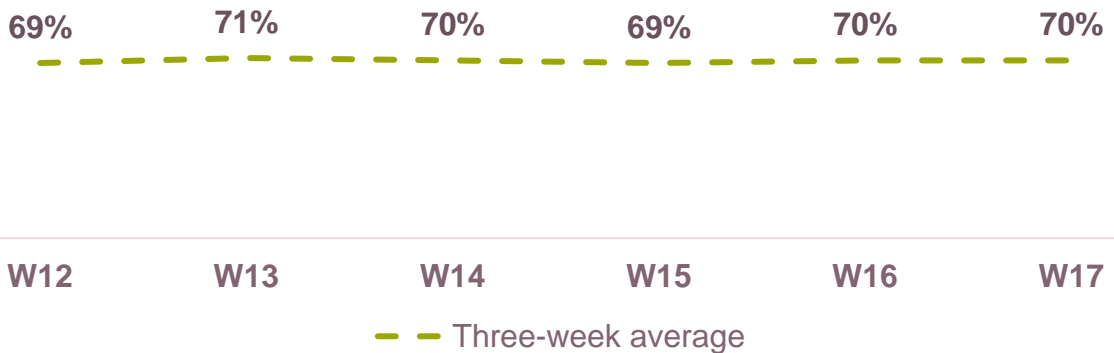


# Satisfaction with cleanliness

## London Underground

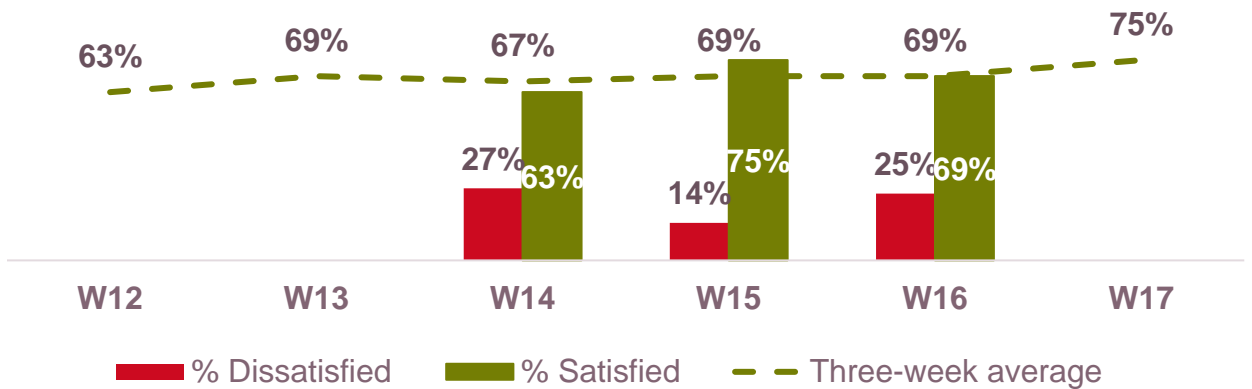


## London bus

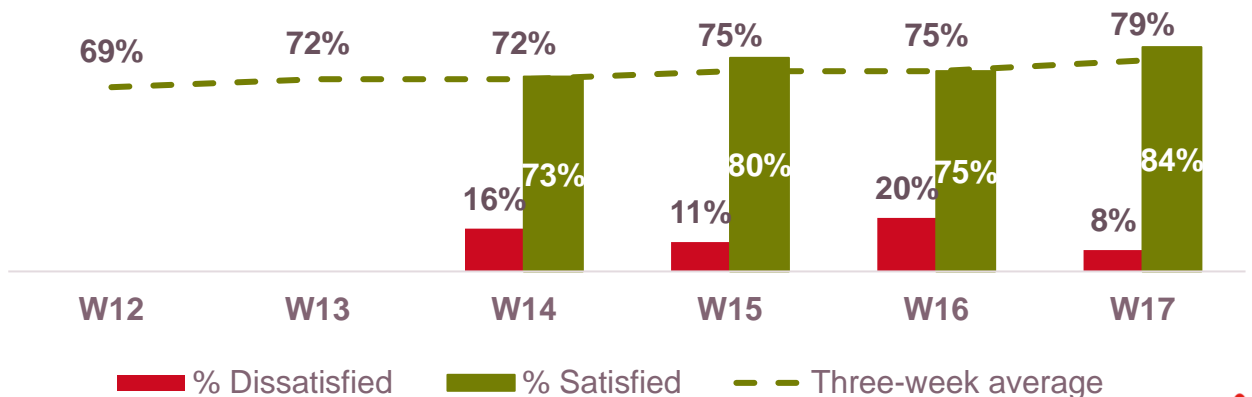


# Satisfaction with the number of people wearing face coverings

## Train

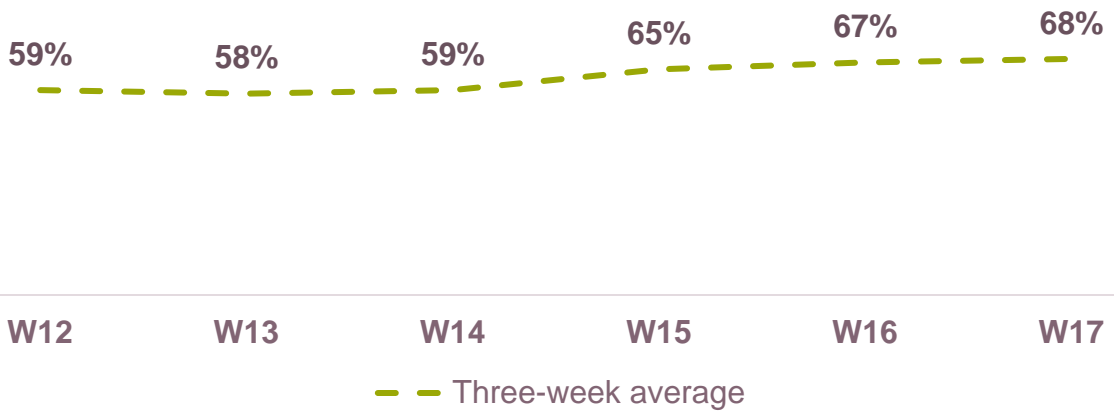


## Bus

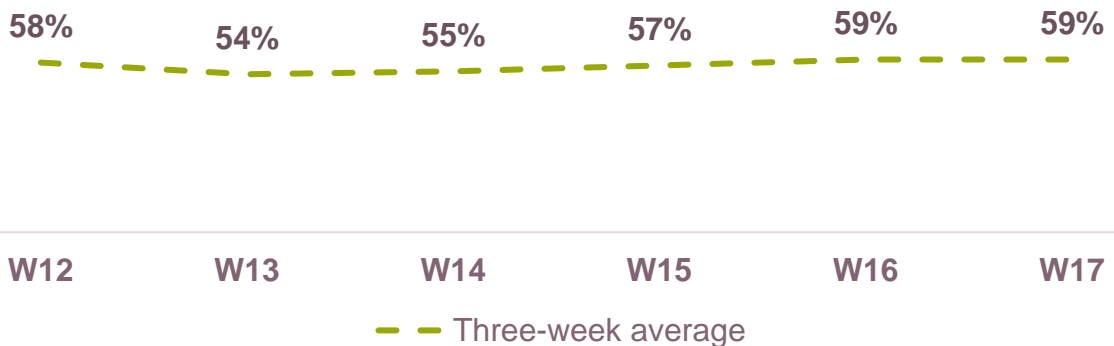


# Satisfaction with the number of people wearing face coverings

## London Underground

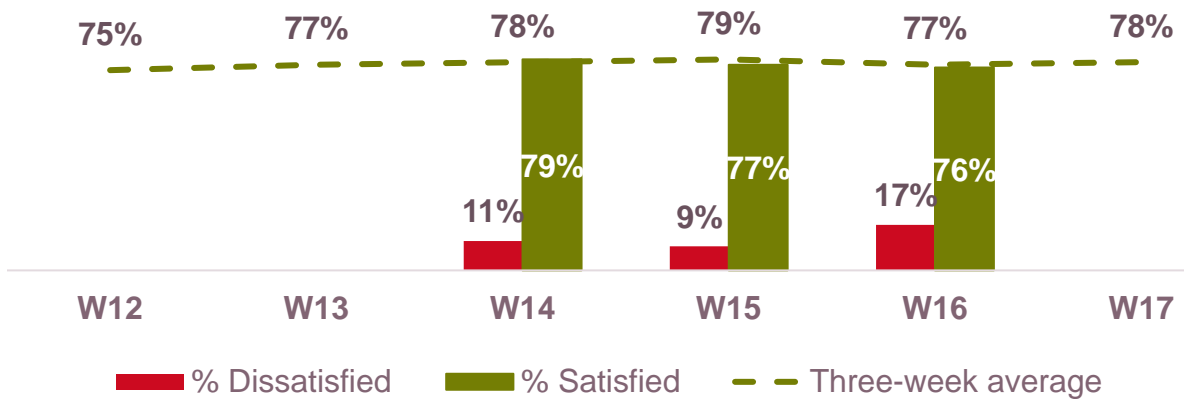


## London bus

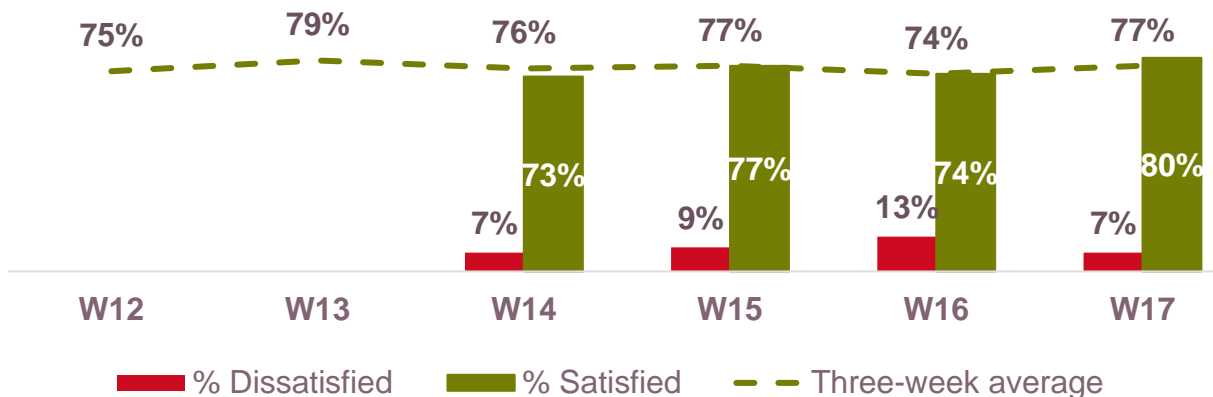


# Satisfaction with the ability to keep a safe distance from other passengers

## Train

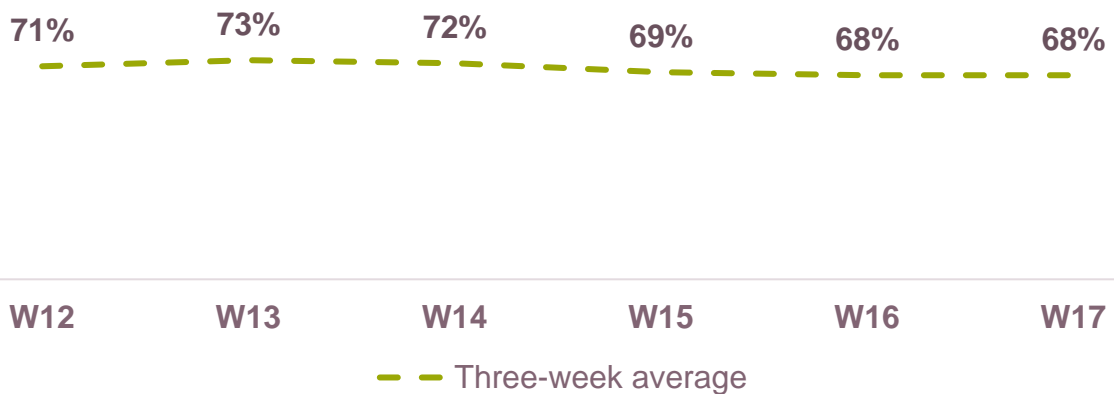


## Bus

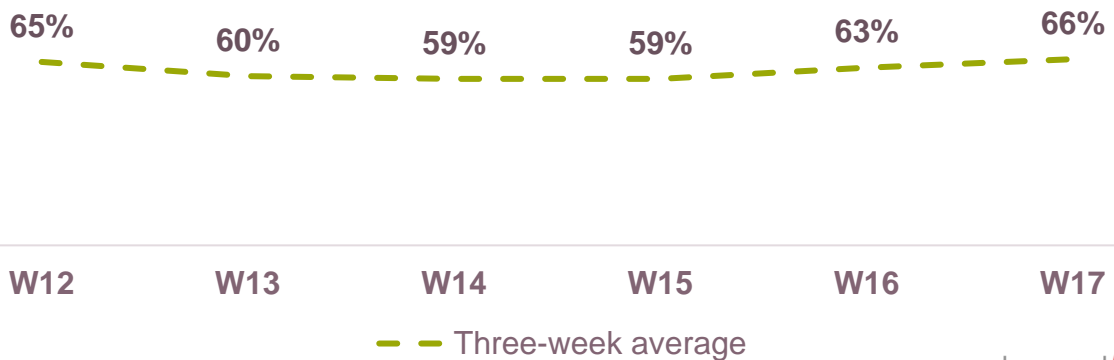


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## London Underground

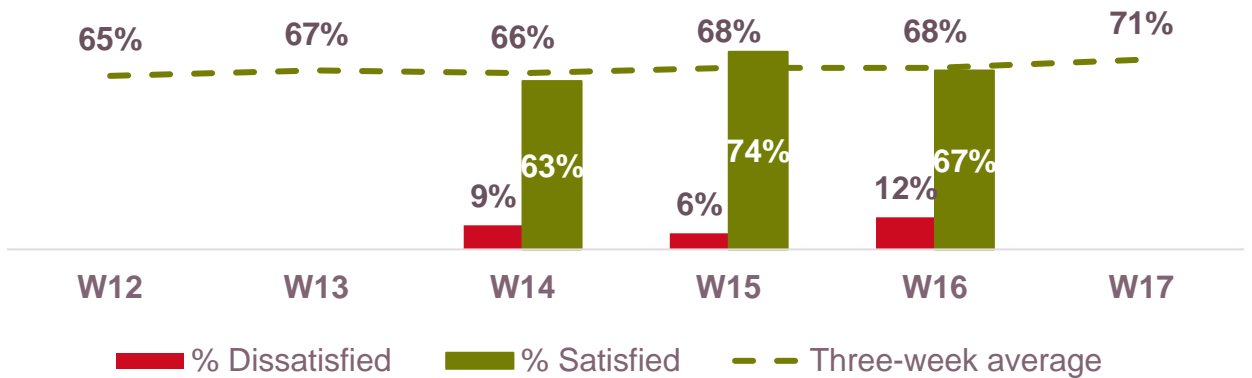


## London bus

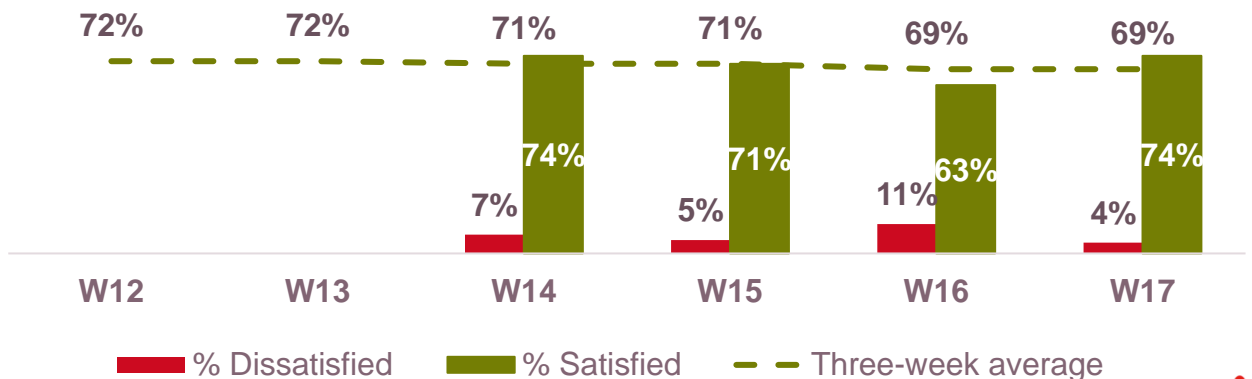


# Satisfaction with what the operator did to help passengers travel safely

## Train

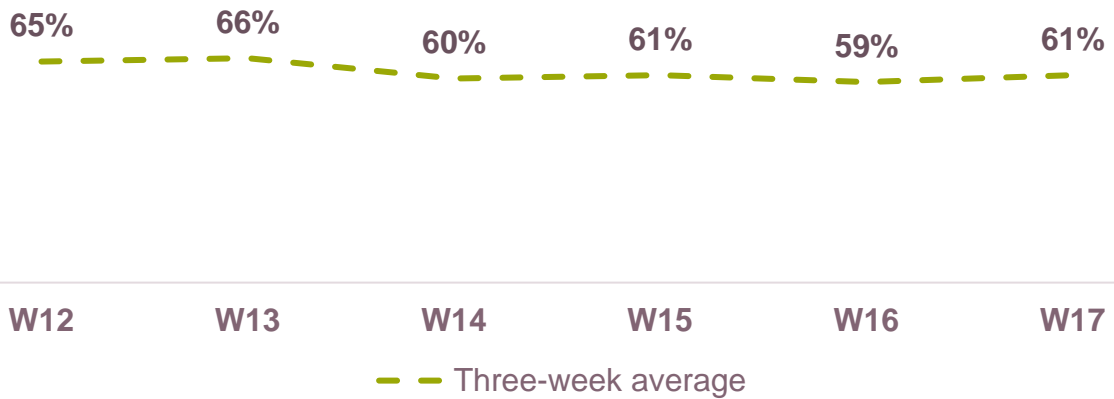


## Bus

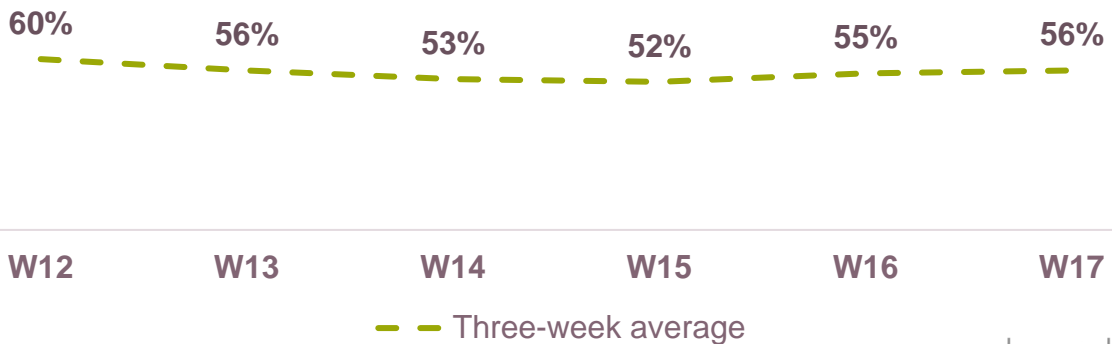


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## London Underground

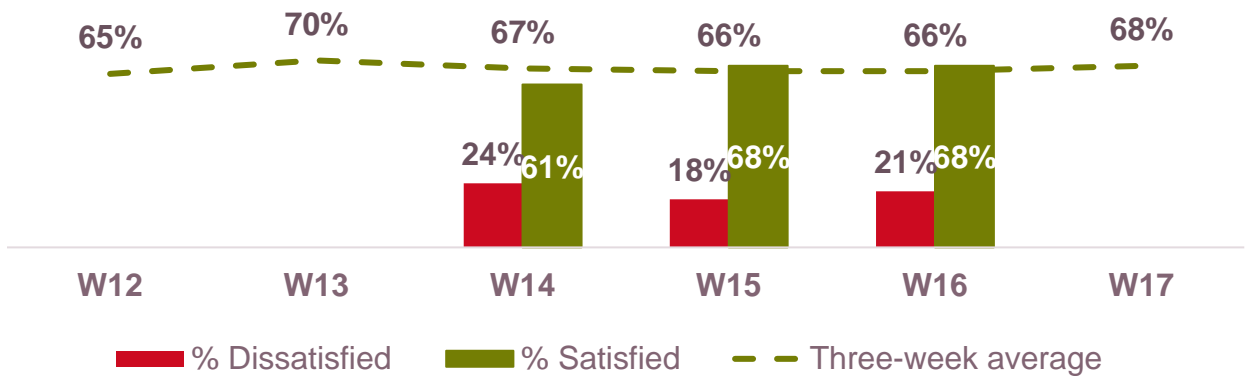


## London bus

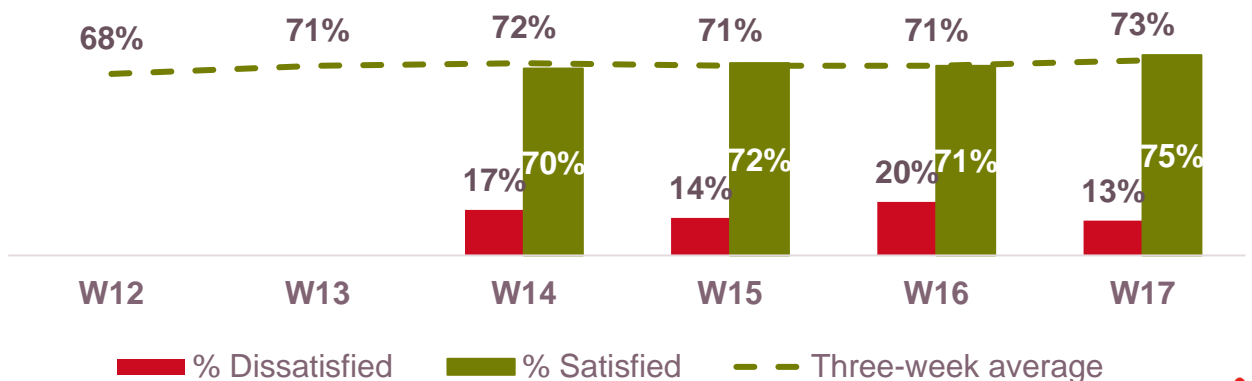


# Satisfaction with the behaviour of other passengers

## Train



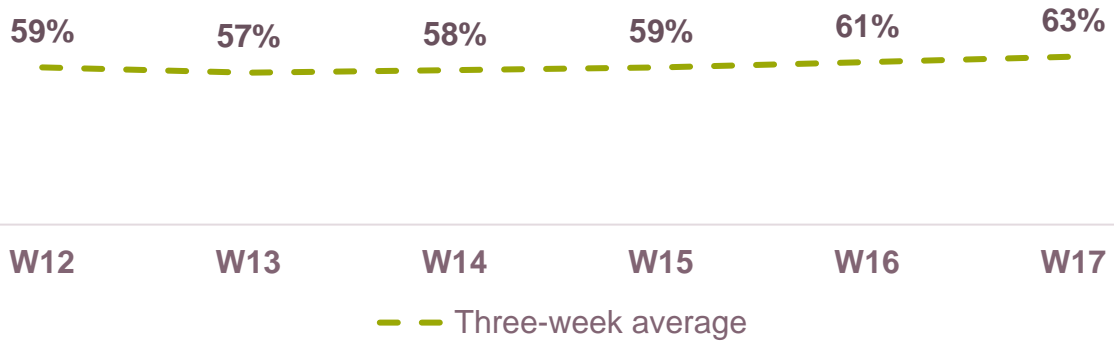
## Bus





# Satisfaction with the behaviour of other passengers

## London Underground



## London bus

