

Journey satisfaction during Covid-19

11 September 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 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
W17	W15, W16 + W17	31 July – 23 August
W18	W16, W17 + W18	7 August – 30 August
W19	W17, W18 +W19	14 August – 6 September

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
Base W16 + W17 + W18	388	454	294	203
Base W17 + W18 + W19	371	481	292	193

Journey satisfaction: single week base sizes

Satisfaction scores for individual weeks are only shown for each mode if 100 or more respondents have used that mode in the seven days prior to completing a questionnaire.

The base sizes for each mode at each week, where 100 or more respondents have used that mode in the last week, is described in the table below:

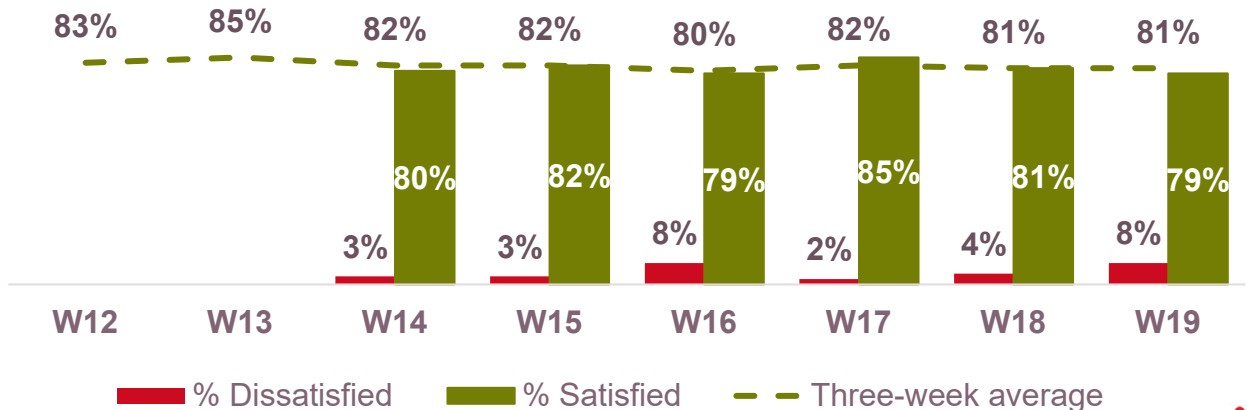
	Train	Bus (outside London)	London Bus
Base W14	111	139	
Base W15	101	116	
Base W16	144	154	
Base W17		153	
Base W18	148	147	106
Base W19	127	181	

Satisfaction with the journey overall

Train

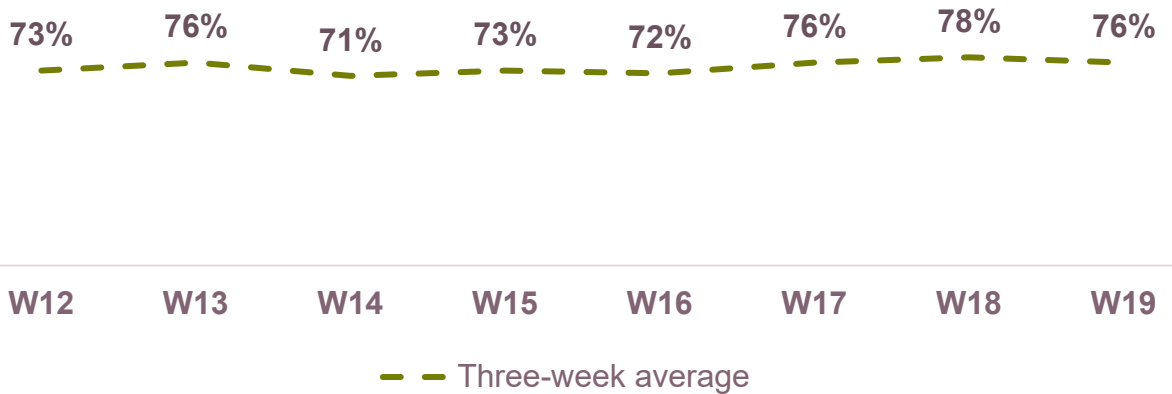


Bus

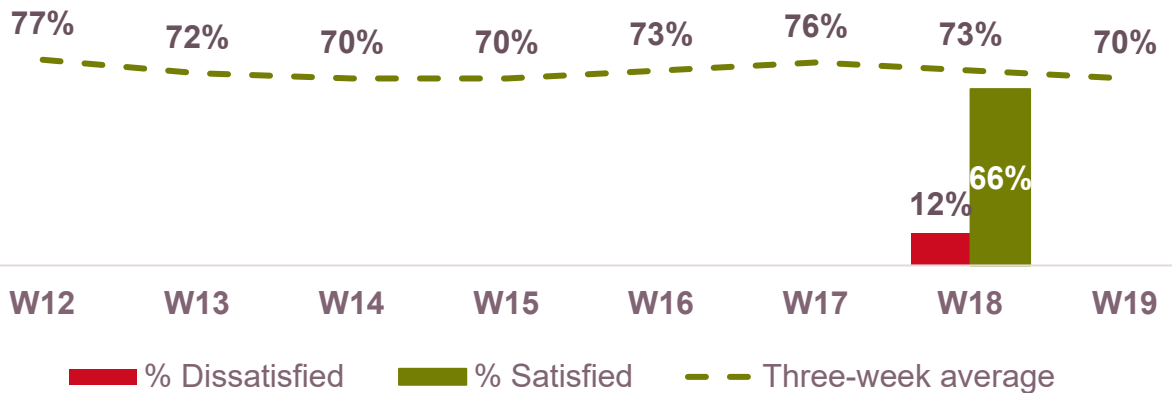


Satisfaction with the journey overall

London Underground

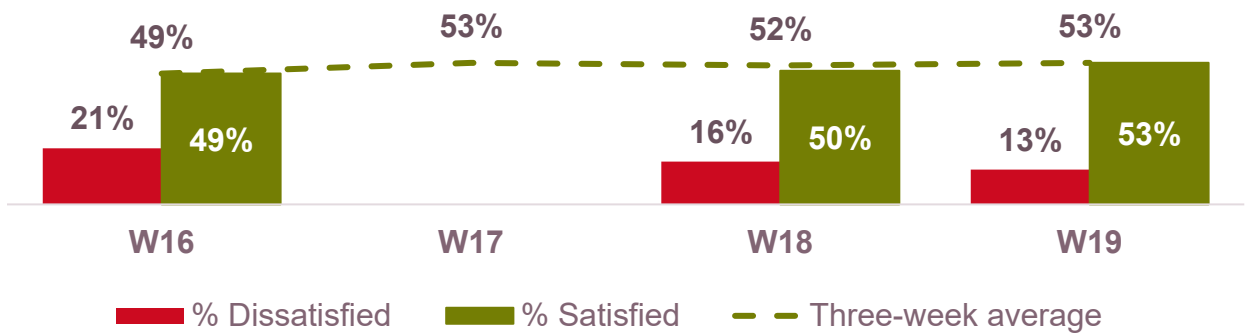


London bus

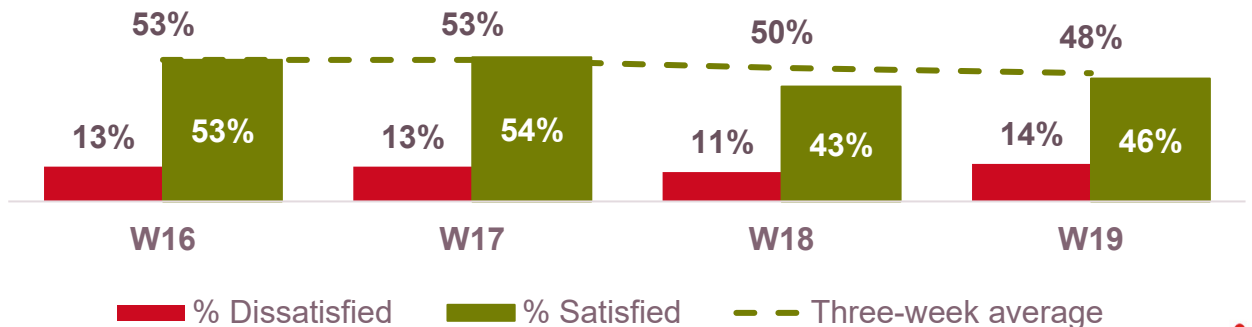


Satisfaction with the ease of finding out how busy the service would be before travelling

Train

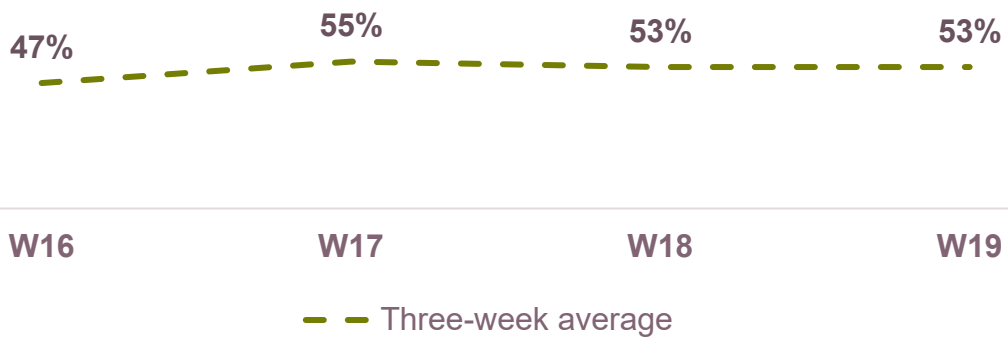


Bus

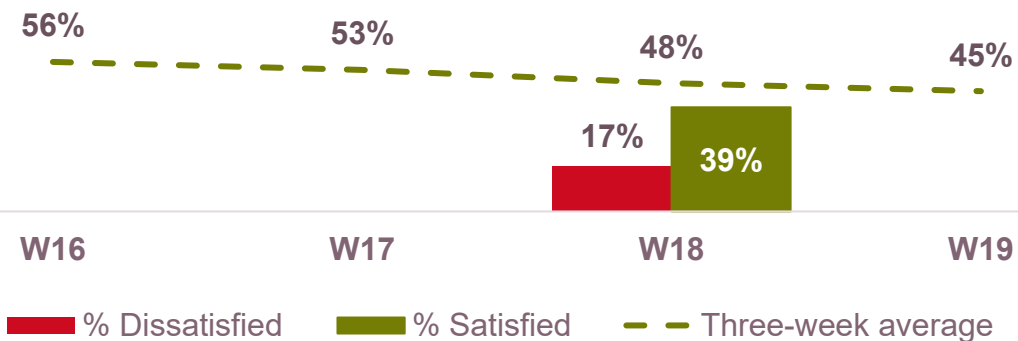


Satisfaction with the ease of finding out how busy the service would be before travelling

London Underground



London bus

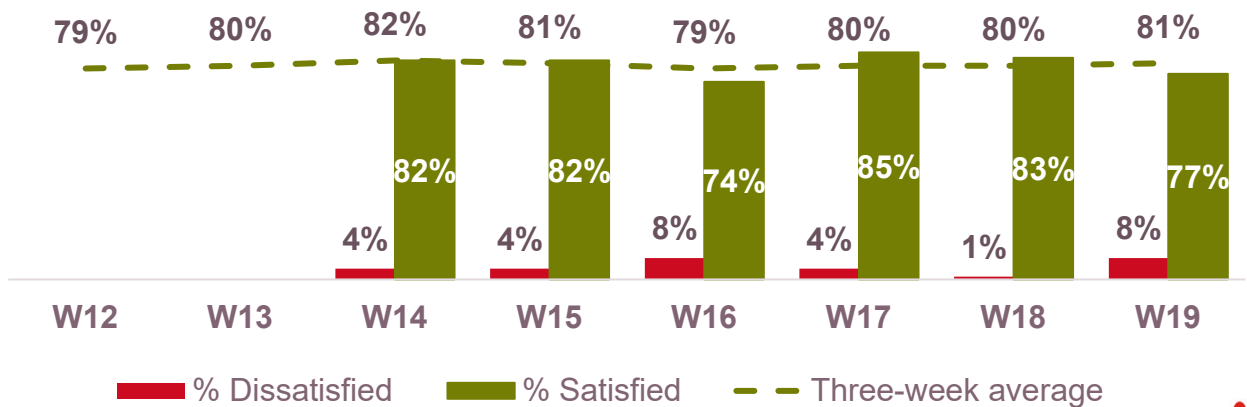


Satisfaction with cleanliness

Train

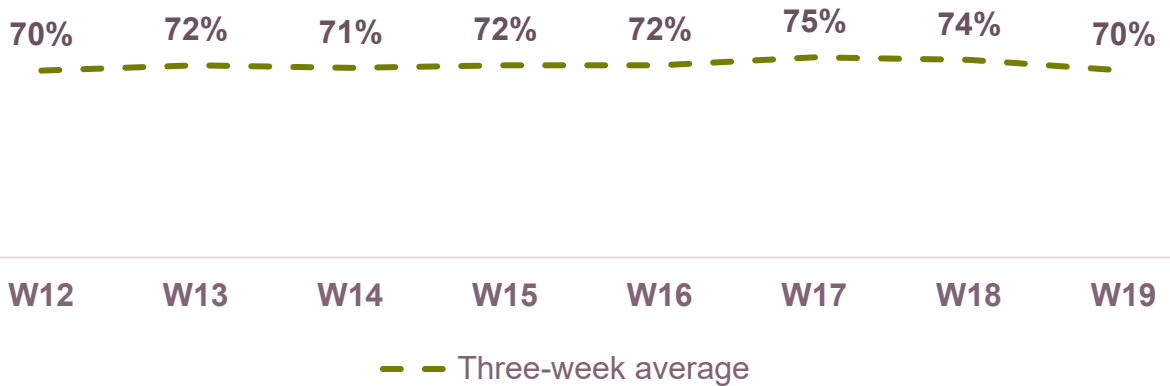


Bus

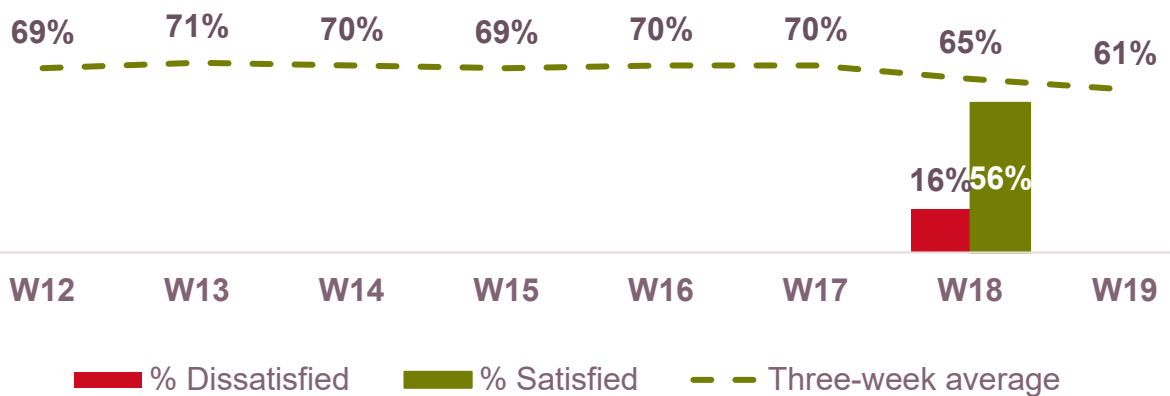


Satisfaction with cleanliness

London Underground

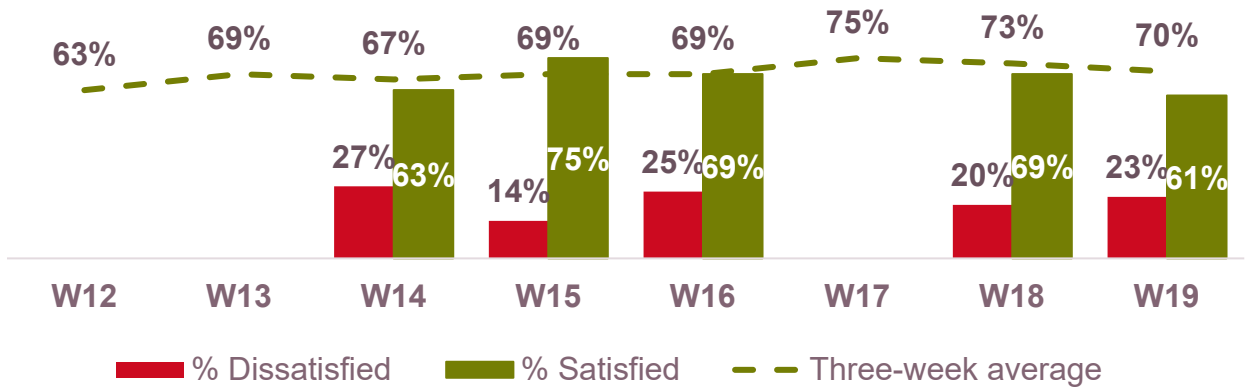


London bus

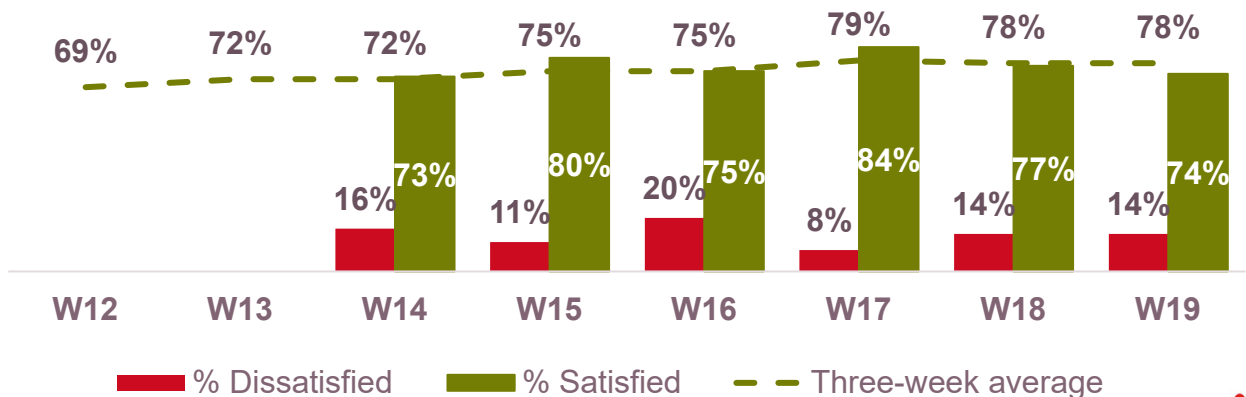


Satisfaction with the number of people wearing face coverings

Train

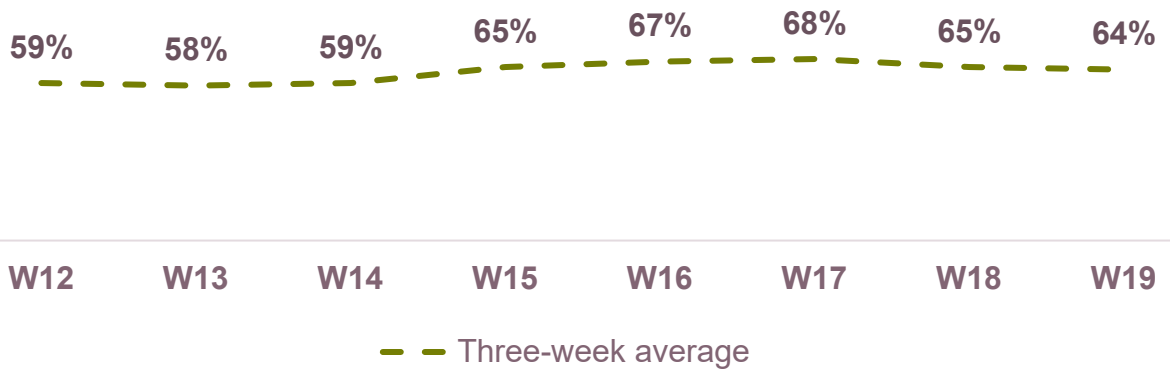


Bus

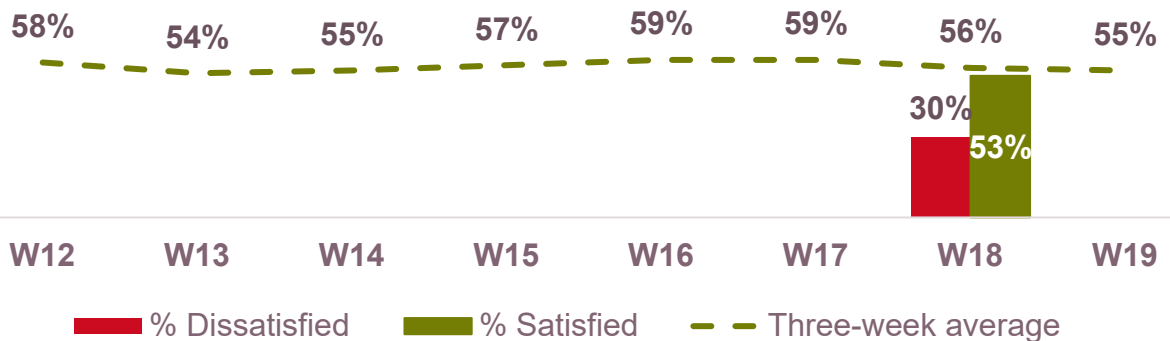


Satisfaction with the number of people wearing face coverings

London Underground

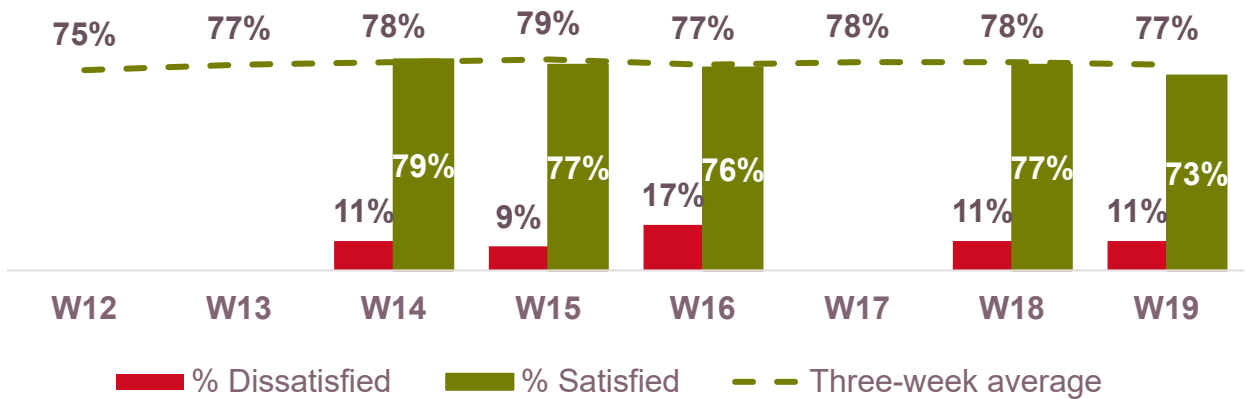


London bus

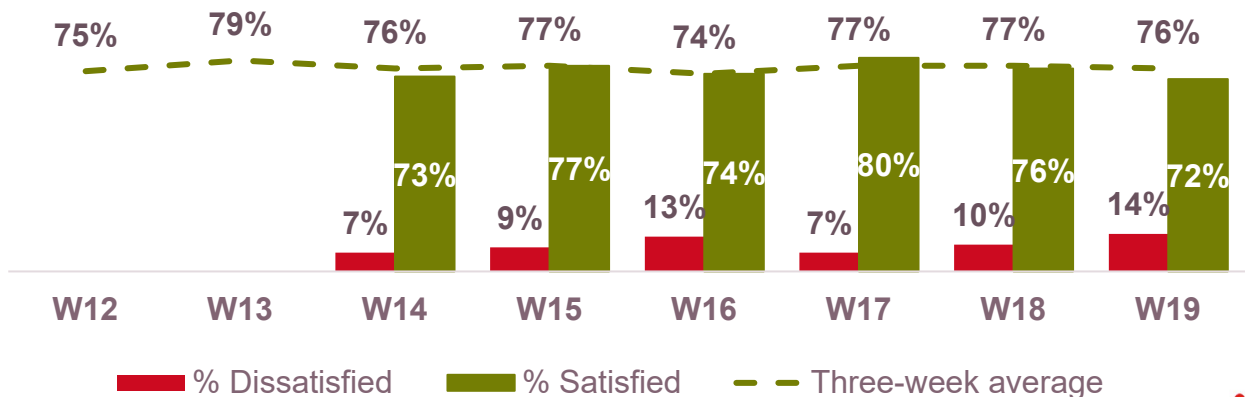


Satisfaction with the ability to keep a safe distance from other passengers

Train

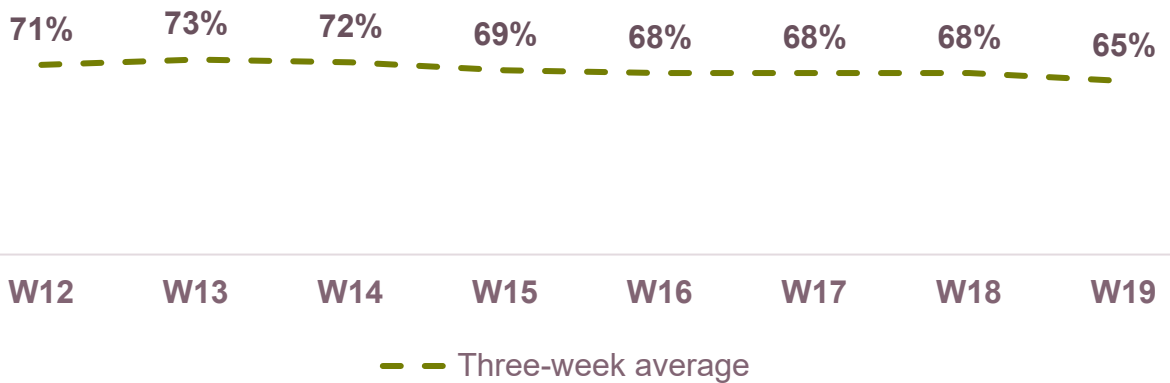


Bus

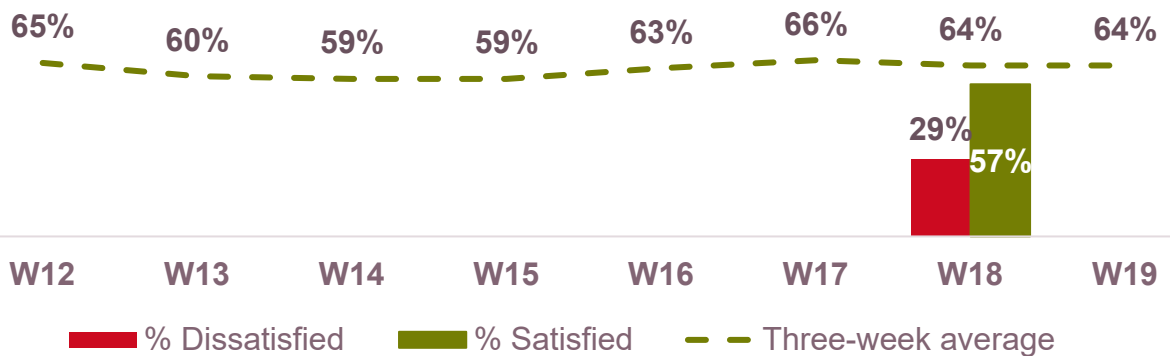


Satisfaction with the ability to keep a safe distance from other passengers

London Underground

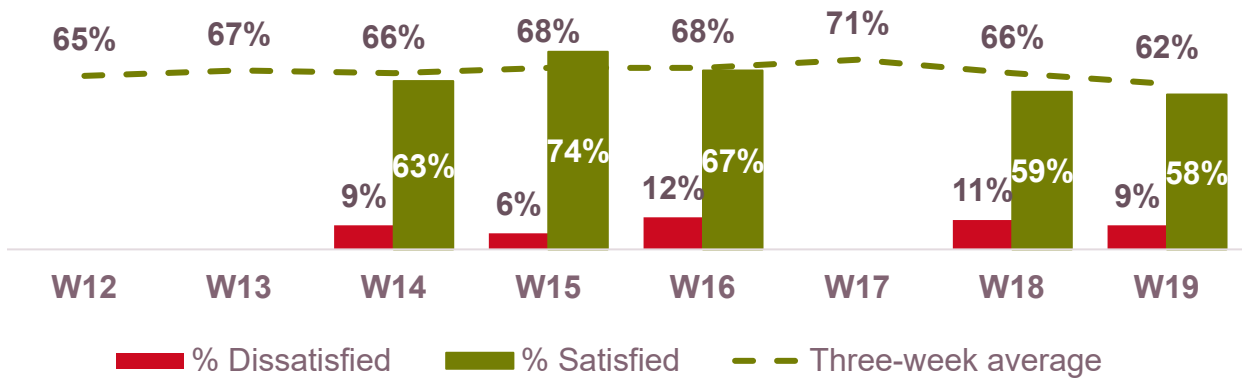


London bus

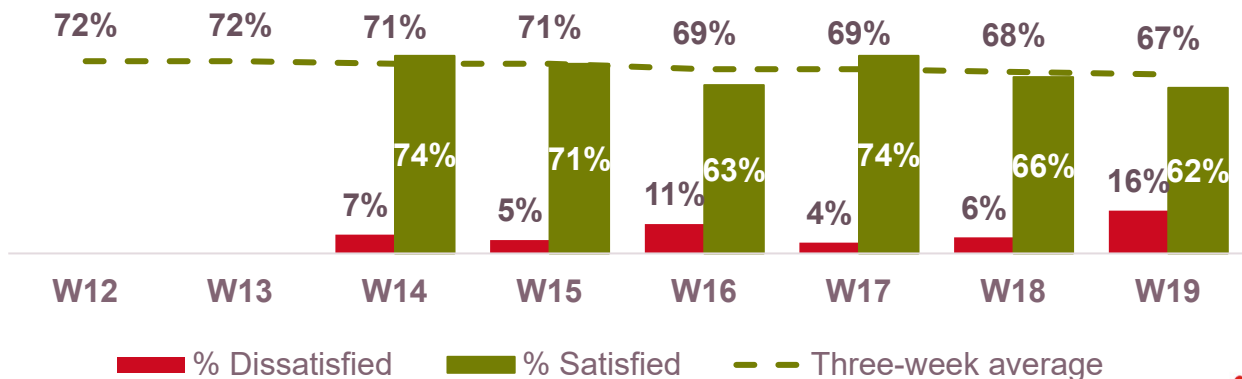


Satisfaction with what the operator did to help passengers travel safely

Train

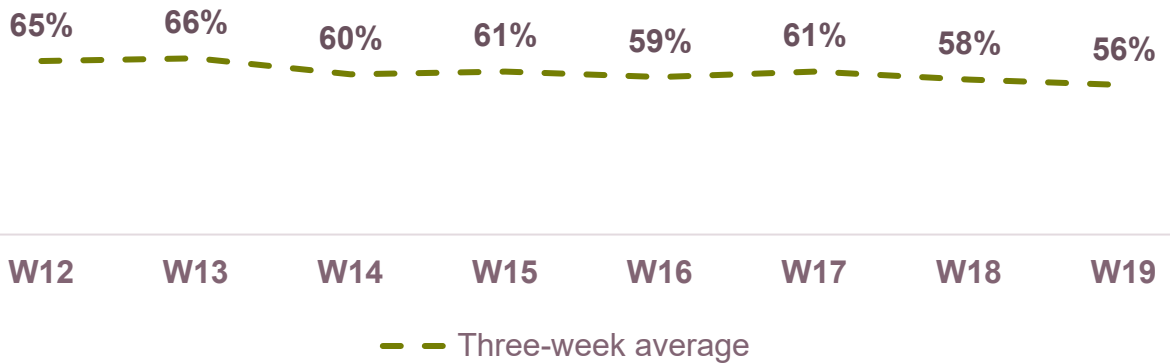


Bus

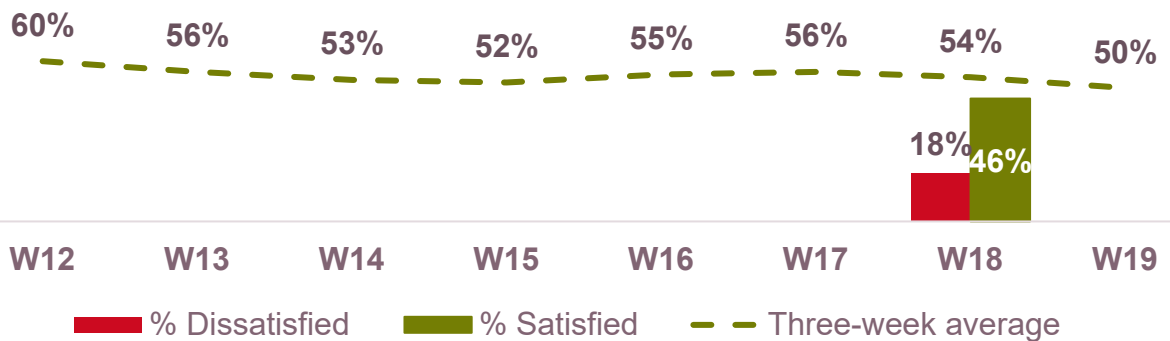


Satisfaction with what the operator did to help passengers travel safely

London Underground

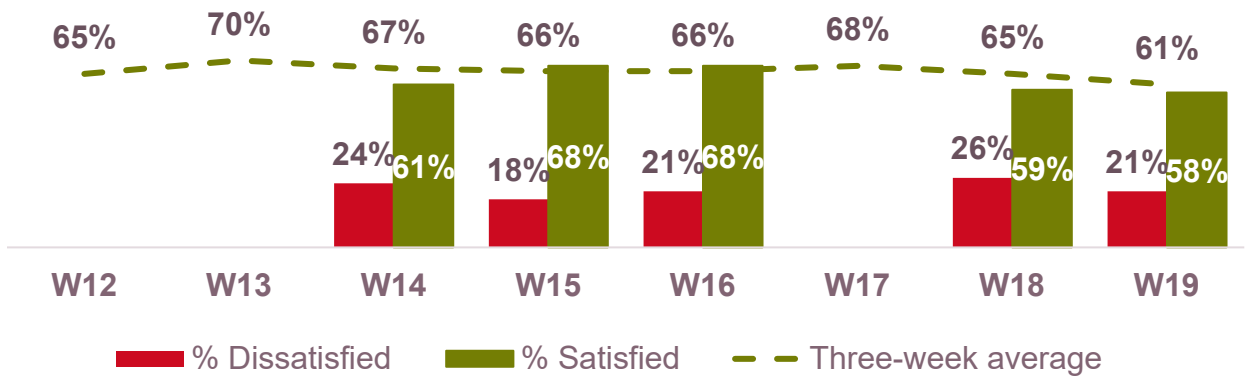


London bus

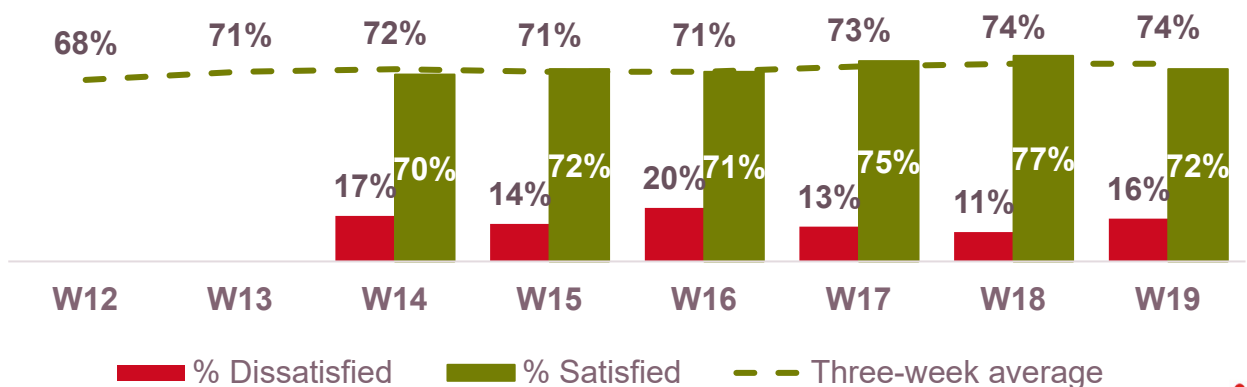


Satisfaction with the behaviour of other passengers

Train

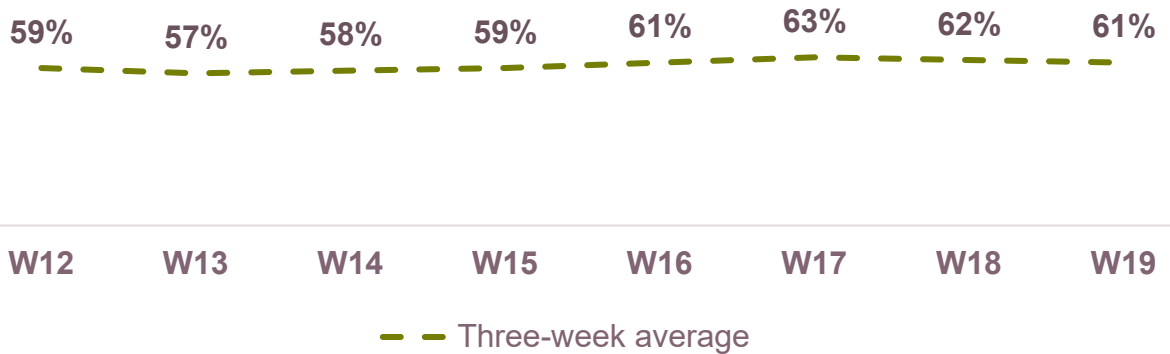


Bus

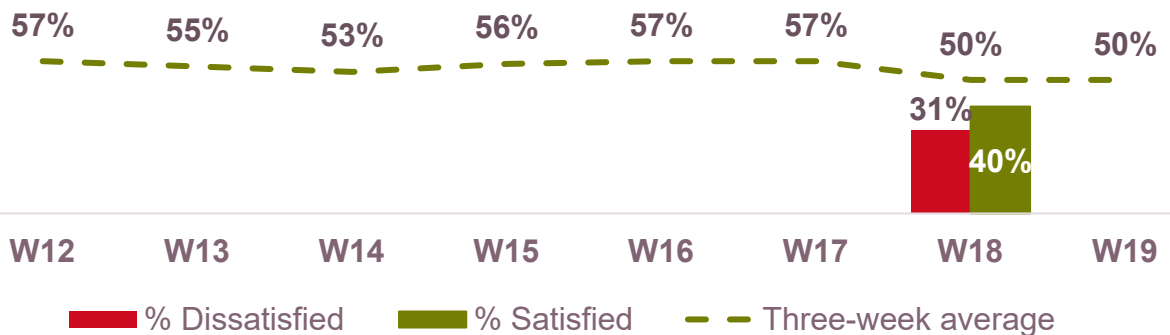


Satisfaction with the behaviour of other passengers

London Underground

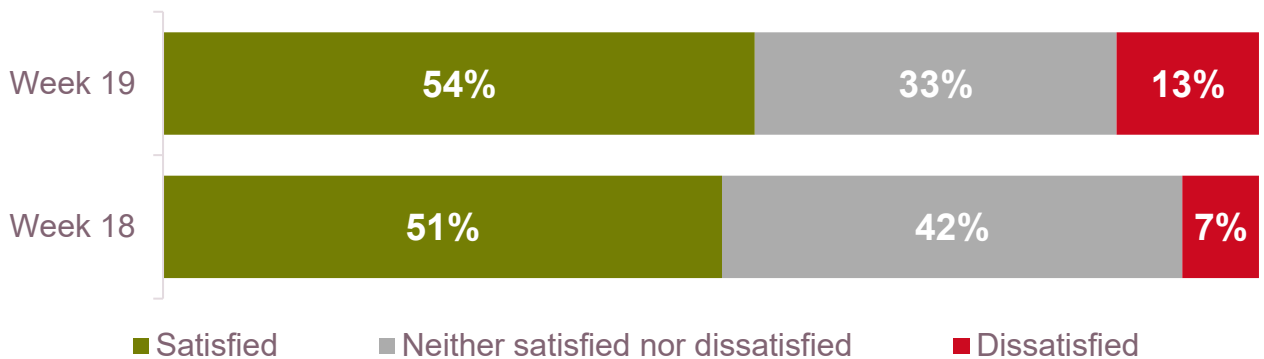


London bus



Satisfaction with how staff helped you to feel safe during your journey

Train



Bus

