



Journey satisfaction during Covid-19

16 October 2020

Journey satisfaction: rolling three-week data

The charts in this report show the degree to which those making journeys in the seven days prior to responding to the survey 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.

The three-week rolling average aggregates the satisfaction scores given for journeys made over the three weeks prior to the fieldwork date indicated.

The table on the following page describes this aggregation.

Journey satisfaction: rolling three-week data

Fieldwork date	Covers journeys made between:
17-19 July	26 June – 19 July
24-26 July	3 – 26 July
31 July - 2 August	10 July - 2 August
7-9 August	17 July - 9 August
14-16 August	24 July – 16 August
21-23 August	31 July – 23 August
28-30 August	7 August – 30 August
4-6 September	14 August – 6 September
11-13 September	21 August – 13 September
18-20 September	28 August – 20 September
25-27 September	4 – 27 September
2-4 October	11 September – 4 October
9-11 October	18 September – 11 October

Journey satisfaction: aggregated base size

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

Fieldwork date	Train	Bus (outside London)	London bus	London Underground
17-19 July	182	286	188	91
24-26 July	208	291	201	109
31 July - 2 August	274	336	212	129
7-9 August	291	344	245	160
14-16 August	356	409	263	184
21-23 August	341	423	283	190
28-30 August	388	454	294	203
4-6 September	371	481	292	193
11-13 September	422	502	328	221
18-20 September	386	515	307	221
25-27 September	380	514	301	214
2-4 October	329	515	252	180
9-11 October	338	531	277	169

Journey satisfaction: single week base sizes

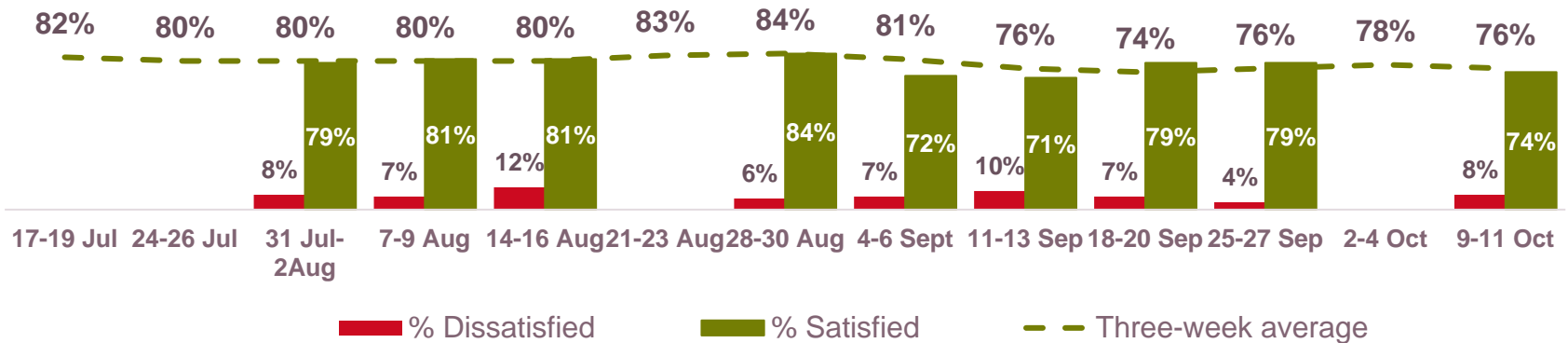
Satisfaction scores for individual weeks are only shown for each mode if 100 or more respondents have used that mode in the seven days prior to completing a questionnaire.

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:

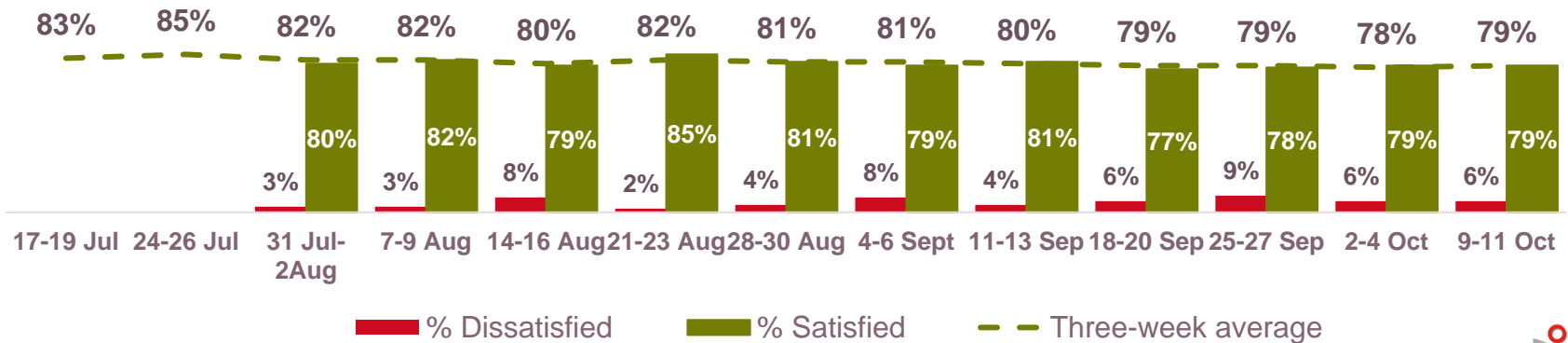
Fieldwork date	Train	Bus (outside London)	London bus
31 July - 2 August	111	139	
7-9 August	101	116	
14-16 August	144	154	
21-23 August		153	
28-30 August	148	147	106
4-6 September	127	181	
11-13 September	147	174	127
18-20 September	112	160	
25-27 September	121	180	
2-4 October		175	
9-11 October	121	176	110

Satisfaction with the journey overall

Train

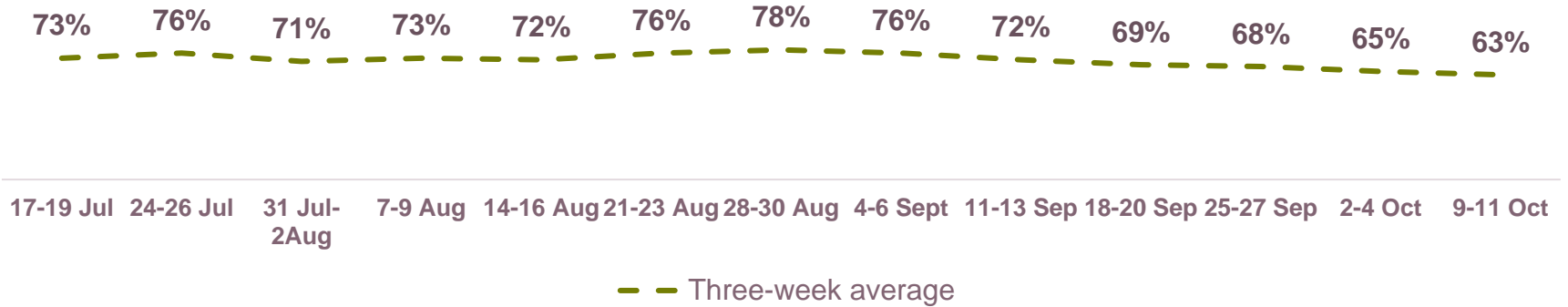


Bus

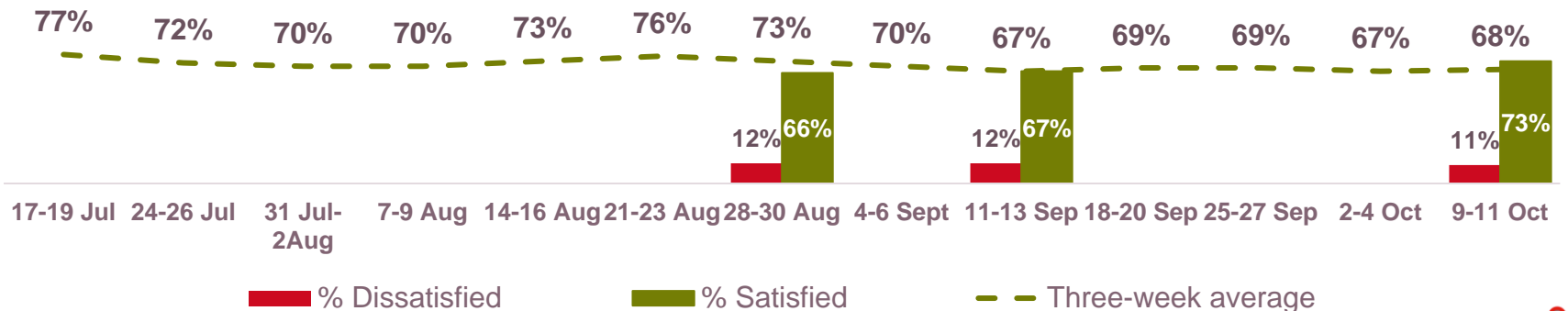


Satisfaction with the journey overall

London Underground

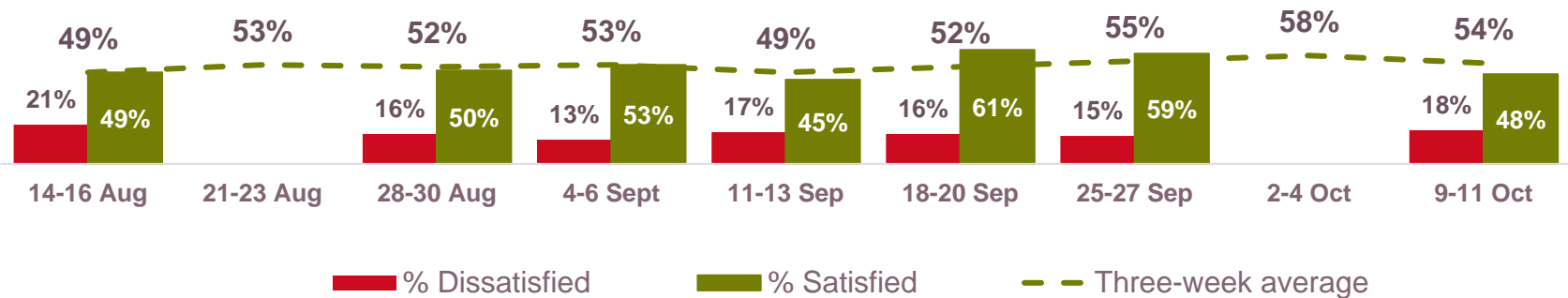


London bus

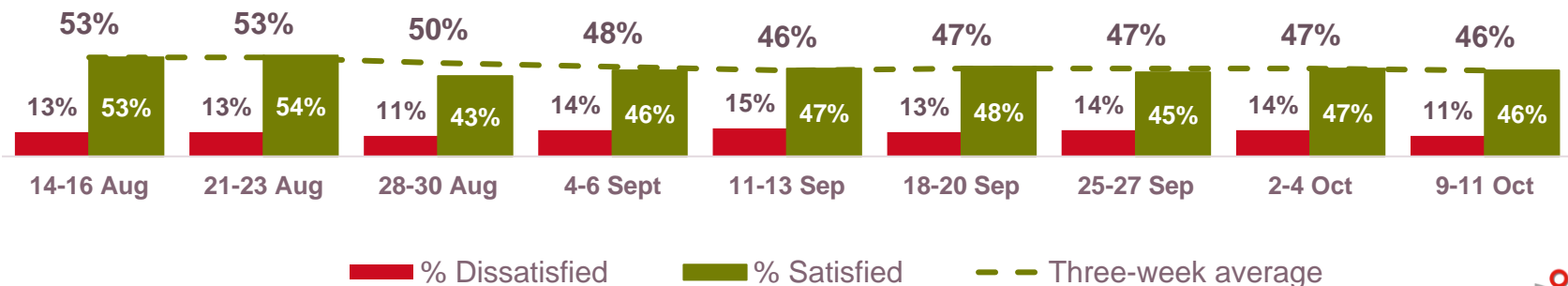


Satisfaction with the ease of finding out how busy the service would be before travelling

Train

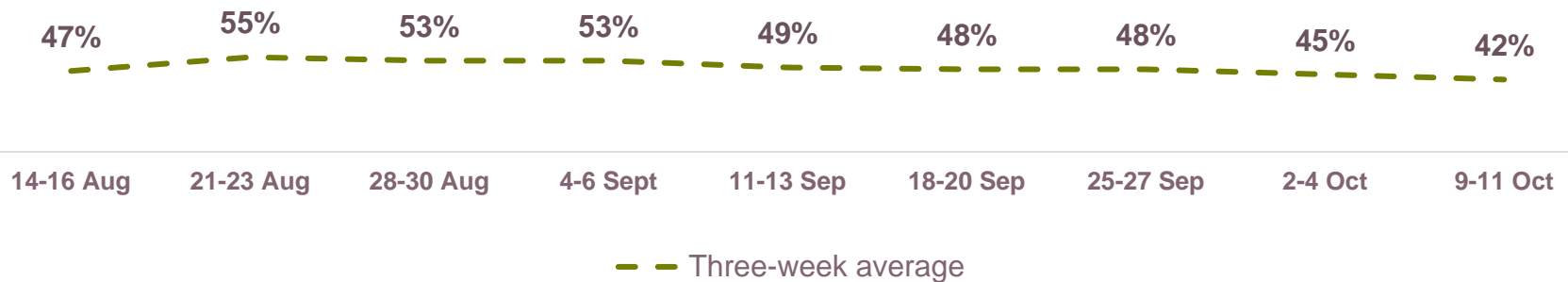


Bus

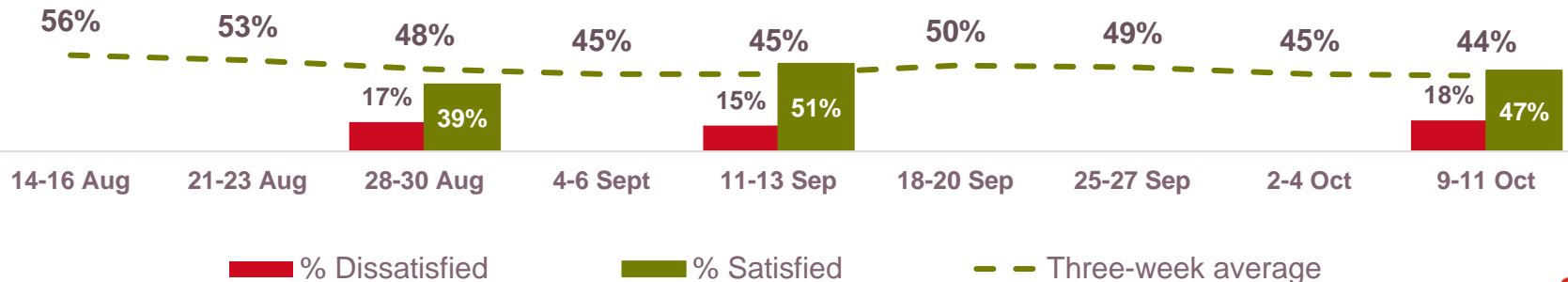


Satisfaction with the ease of finding out how busy the service would be before travelling

London Underground

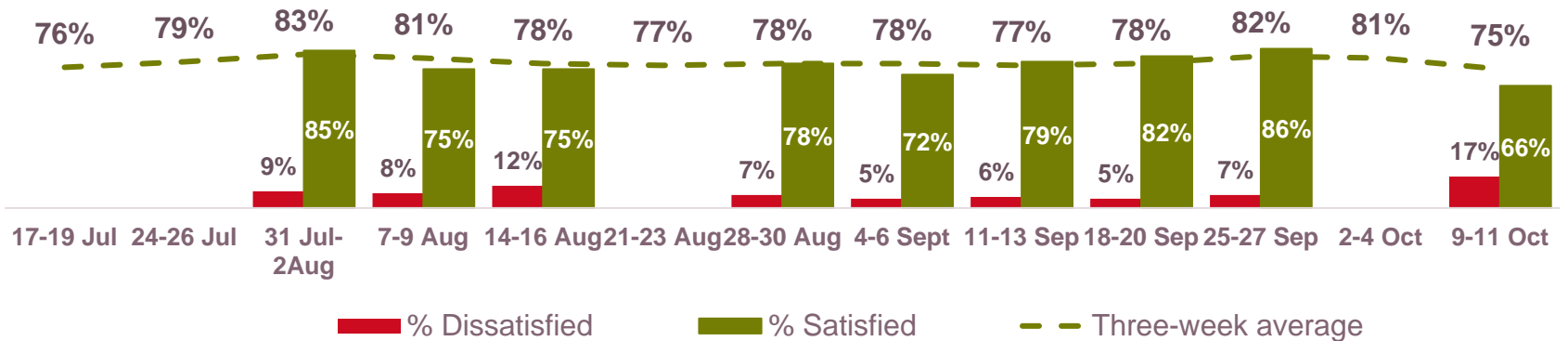


London bus

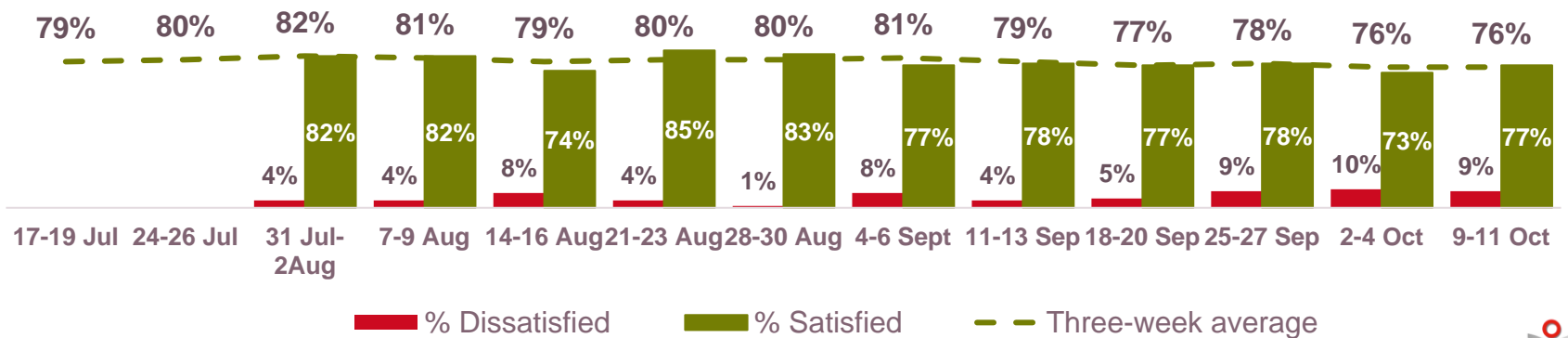


Satisfaction with cleanliness

Train

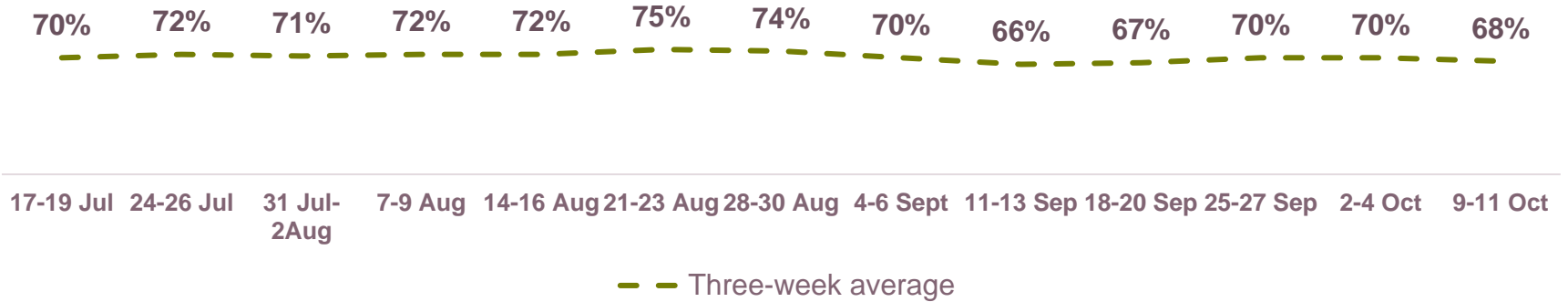


Bus

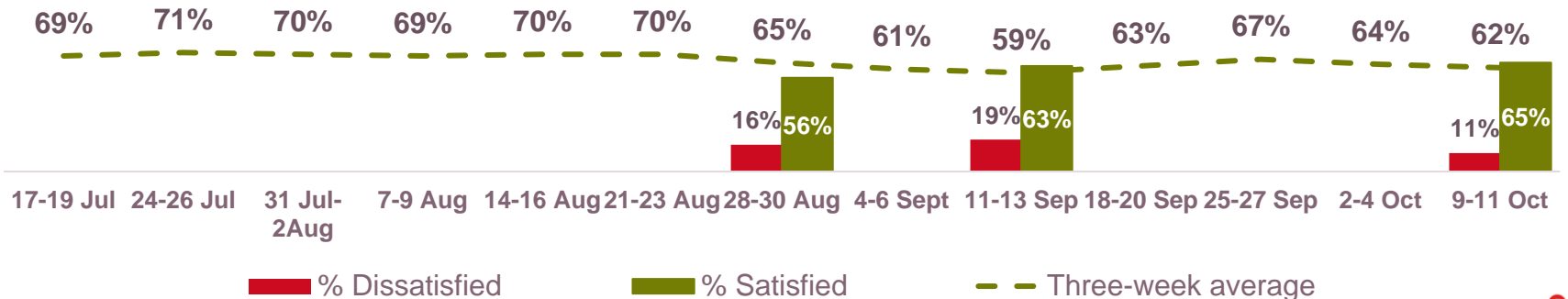


Satisfaction with cleanliness

London Underground

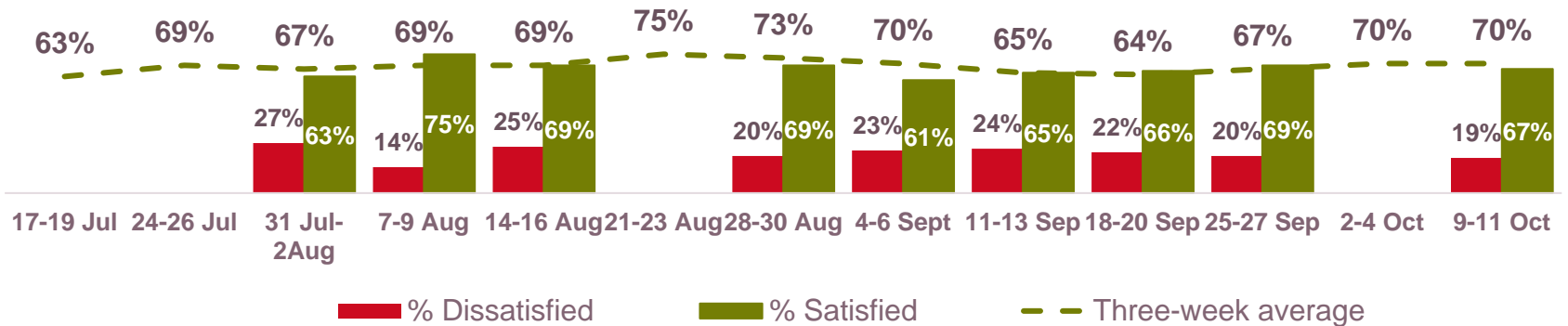


London bus

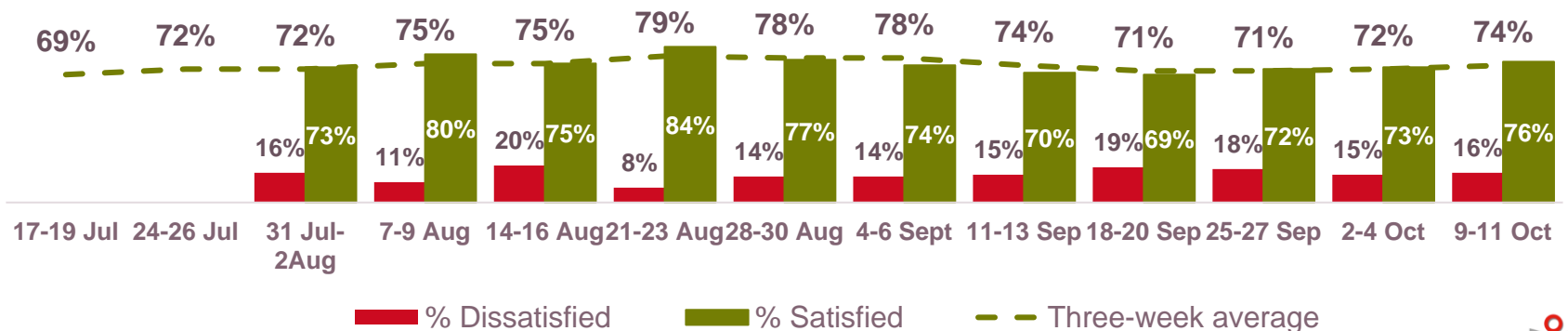


Satisfaction with the number of people wearing face coverings

Train

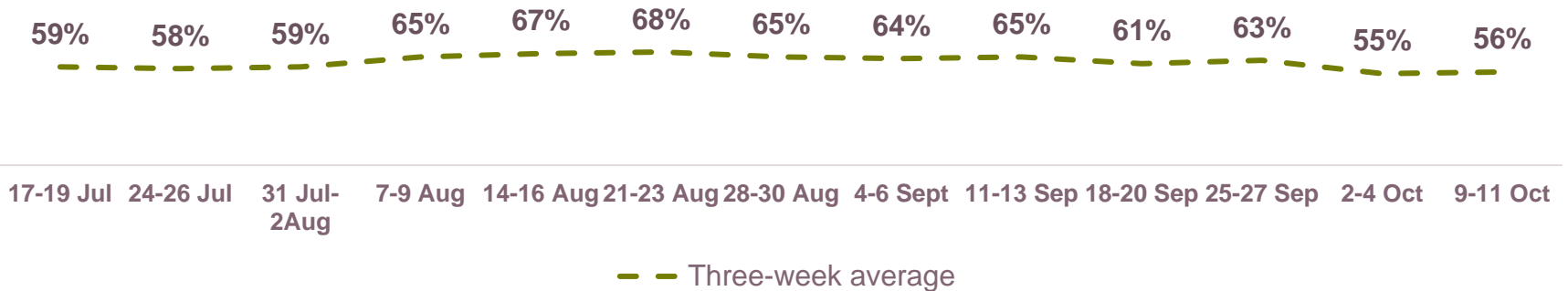


Bus

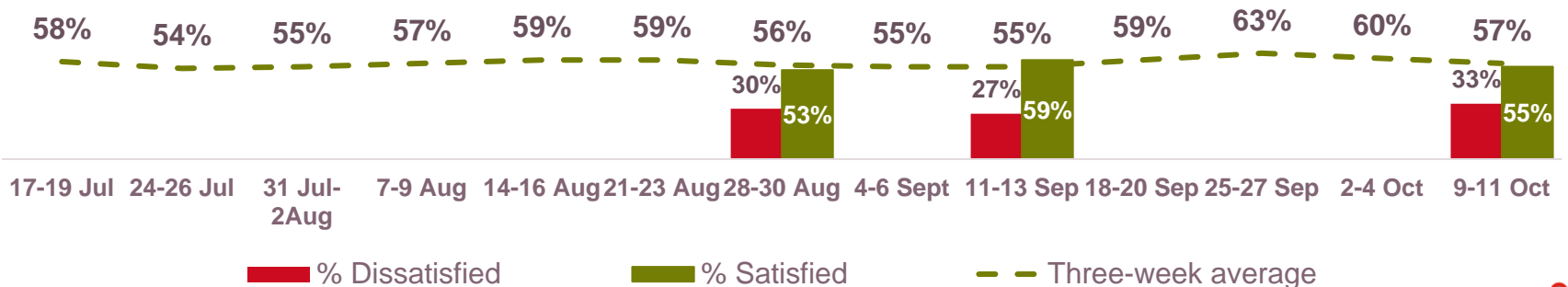


Satisfaction with the number of people wearing face coverings

London Underground

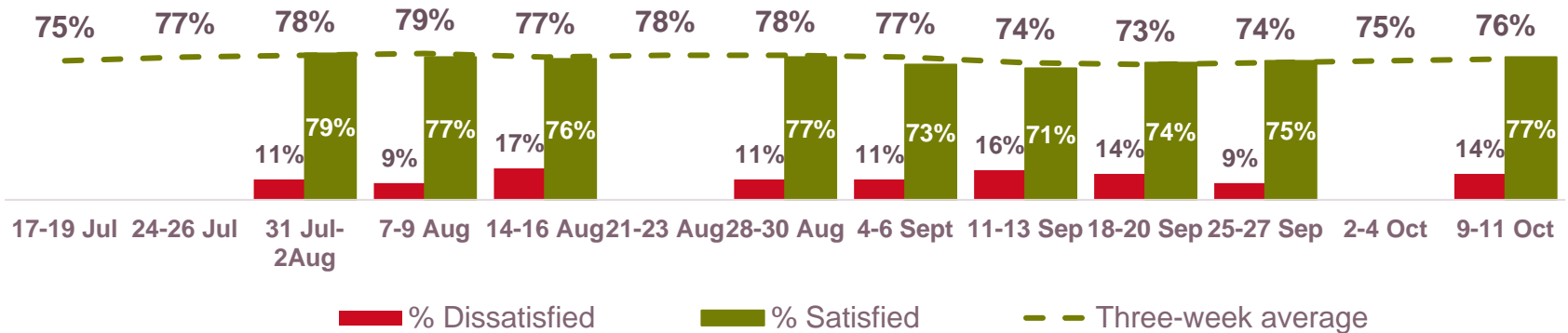


London bus

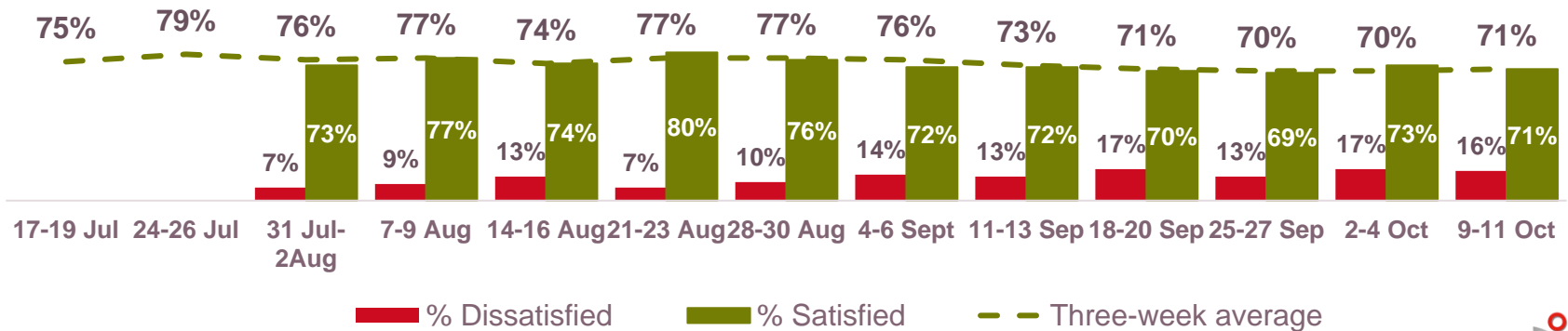


Satisfaction with the ability to keep a safe distance from other passengers

Train

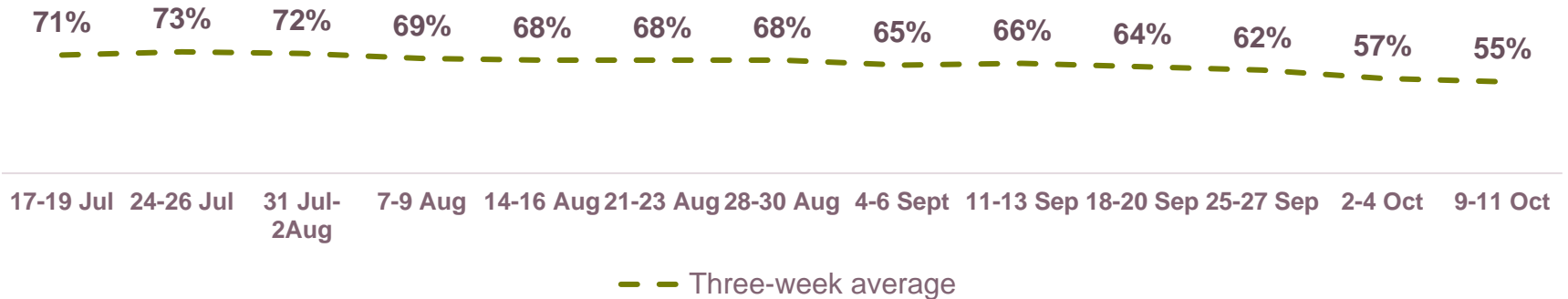


Bus

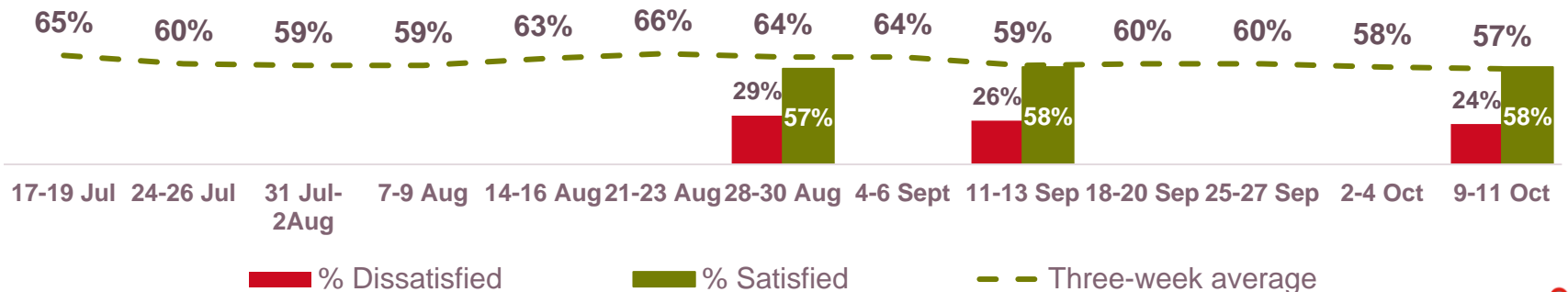


Satisfaction with the ability to keep a safe distance from other passengers

London Underground

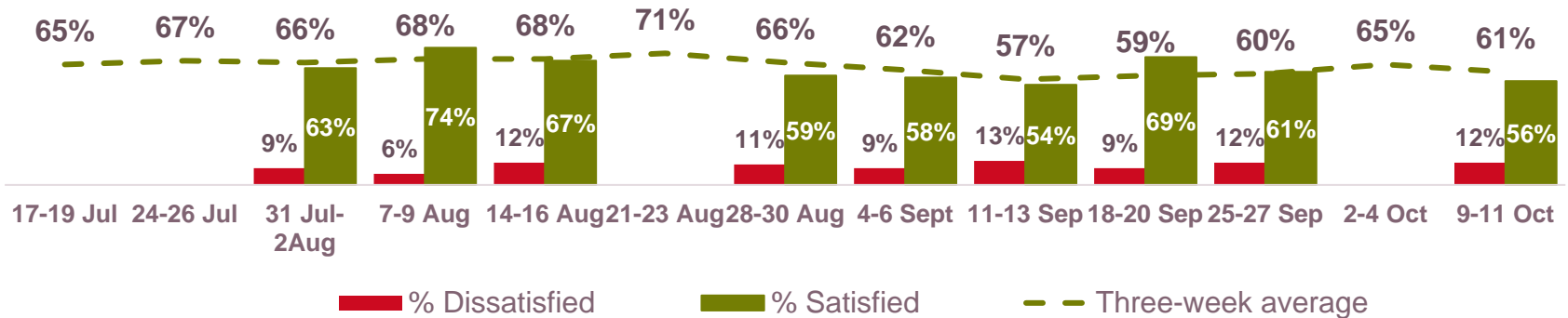


London bus

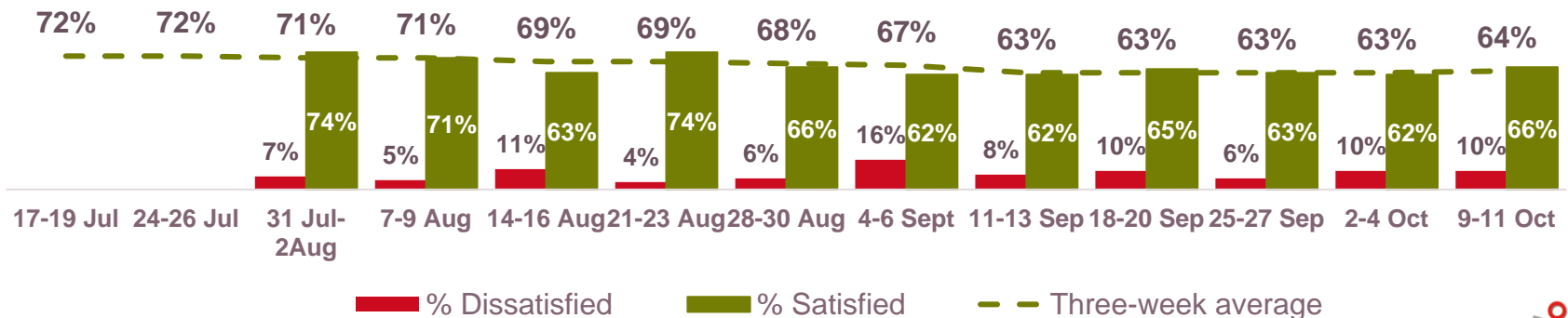


Satisfaction with what the operator did to help passengers travel safely

Train

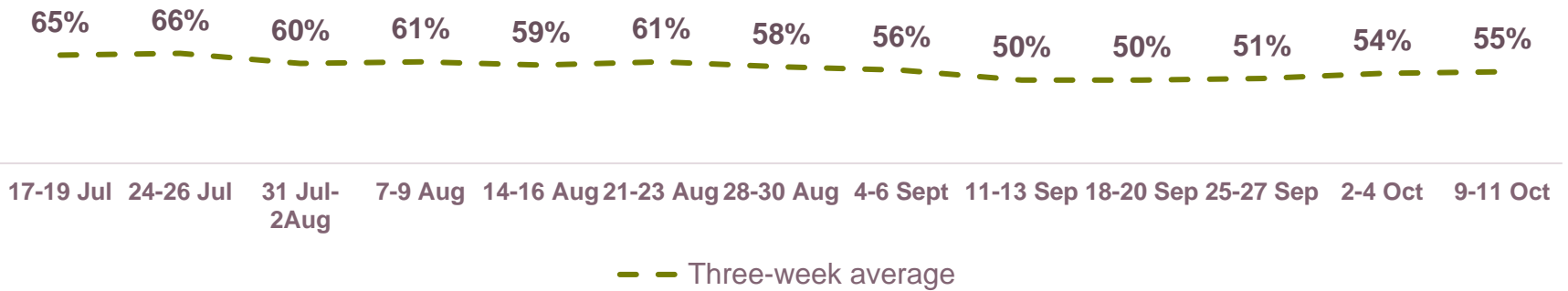


Bus

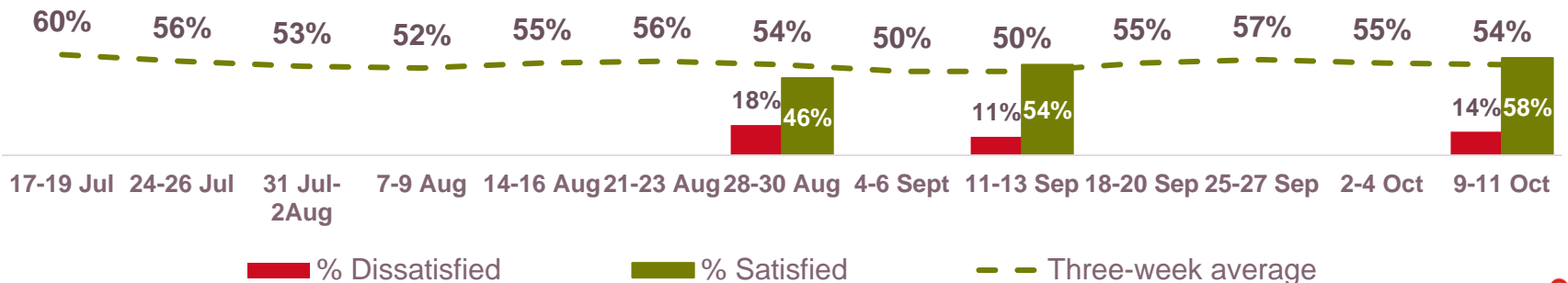


Satisfaction with what the operator did to help passengers travel safely

London Underground

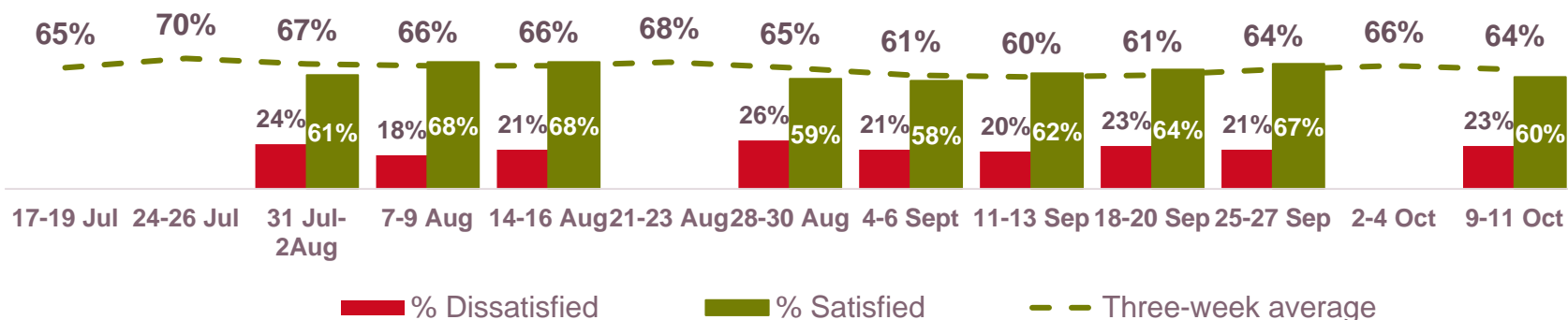


London bus

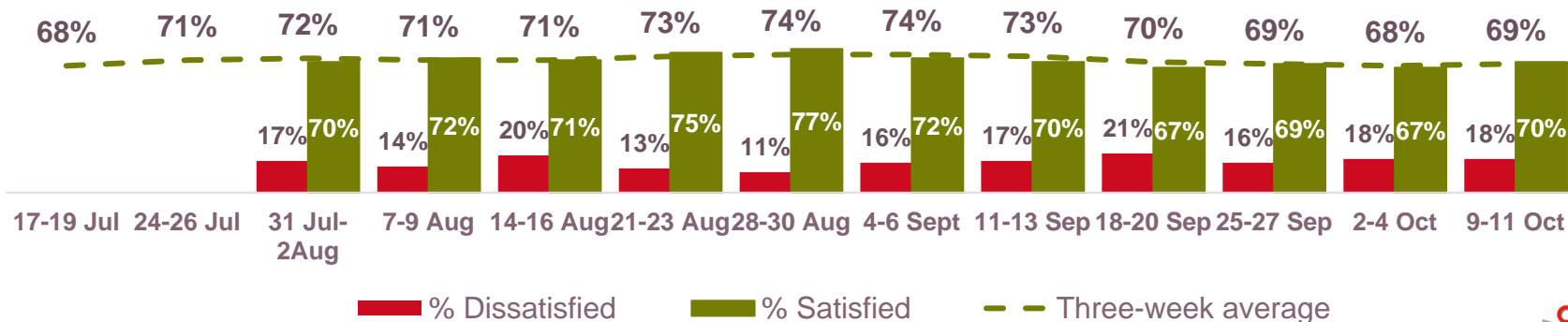


Satisfaction with the behaviour of other passengers

Train

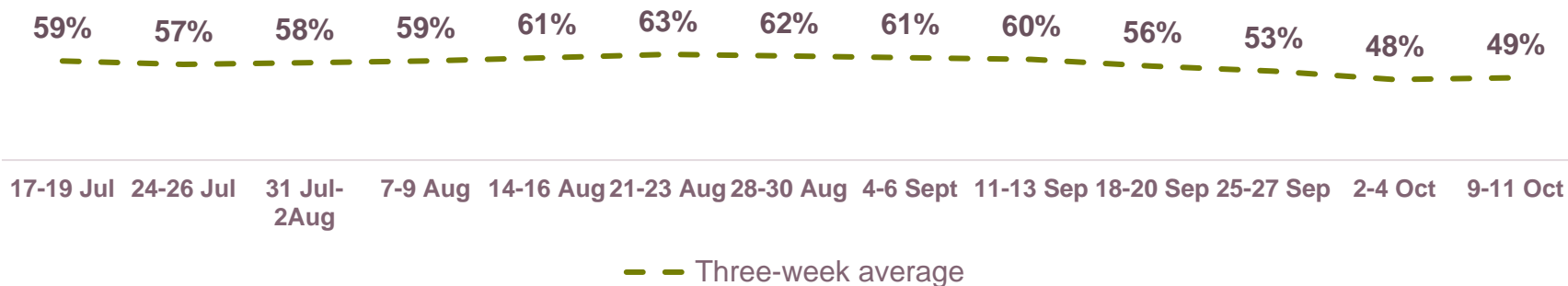


Bus

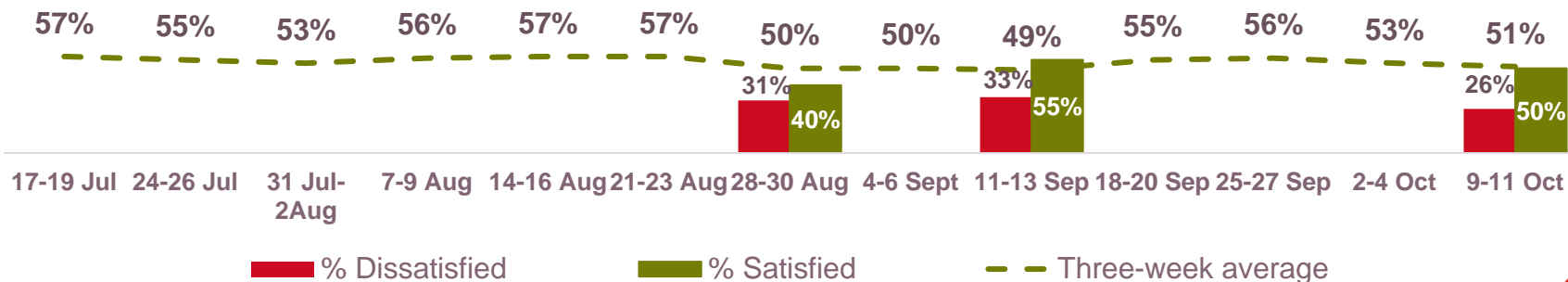


Satisfaction with the behaviour of other passengers

London Underground

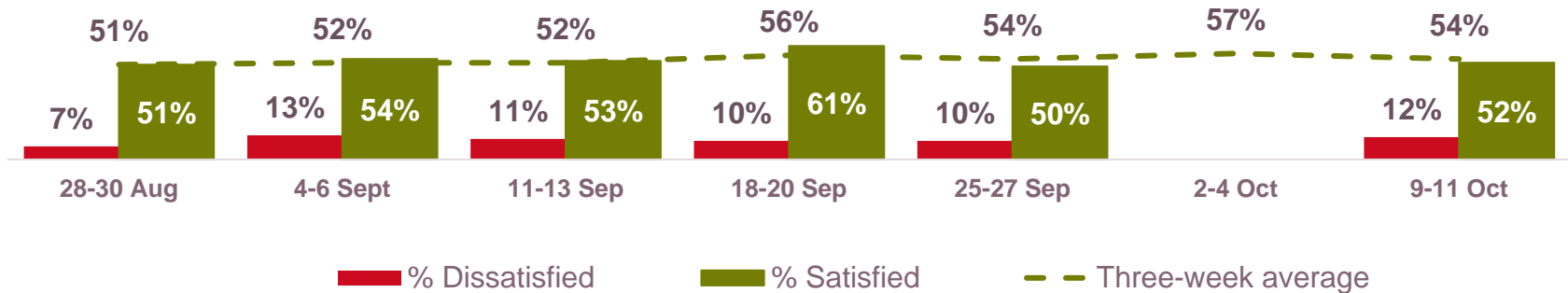


London bus

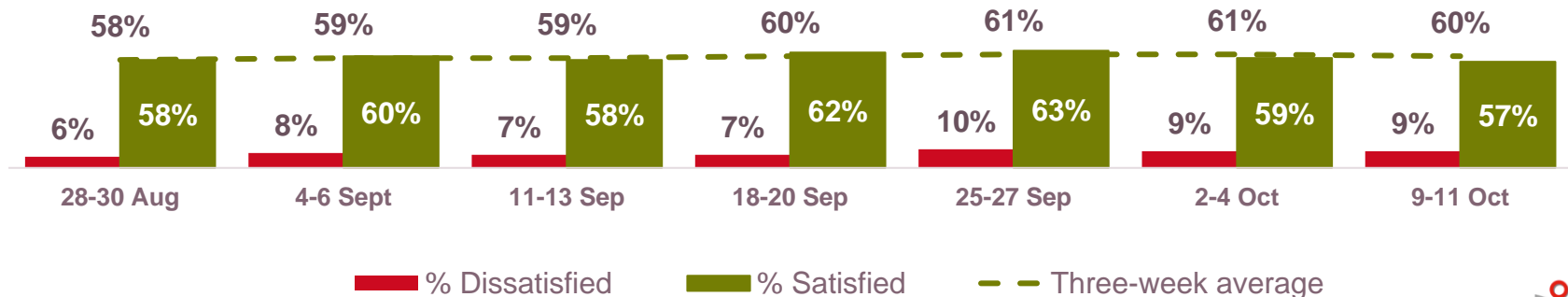


Satisfaction with how staff helped you to feel safe during your journey

Train

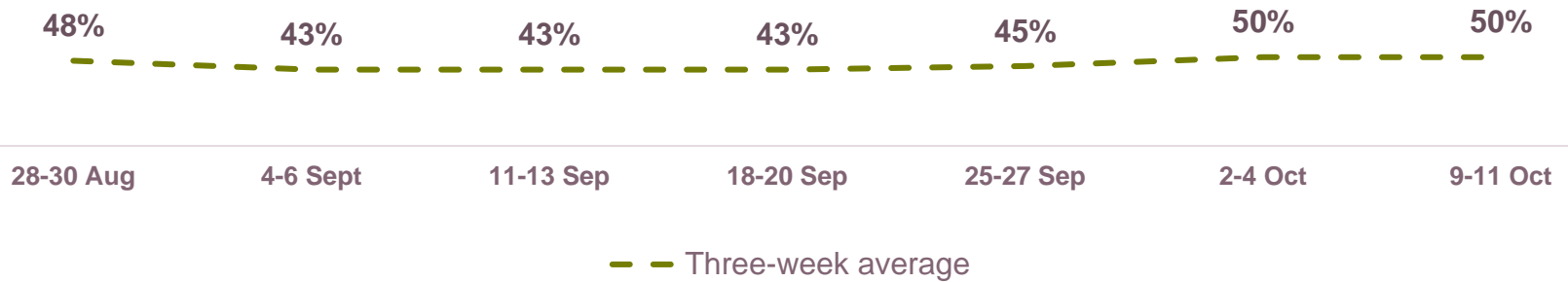


Bus



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

London Underground



London bus

