



Journey satisfaction during Covid-19

6 November 2020

Journey satisfaction: rolling three-week data

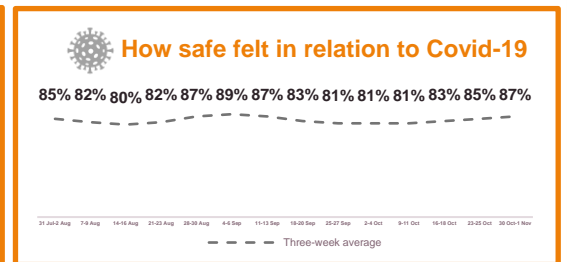
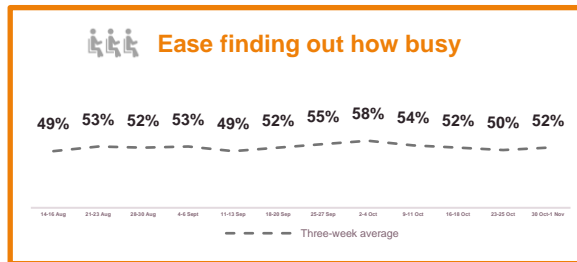
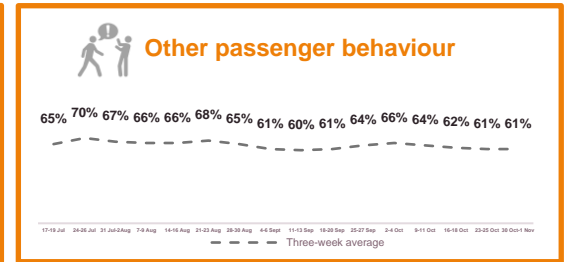
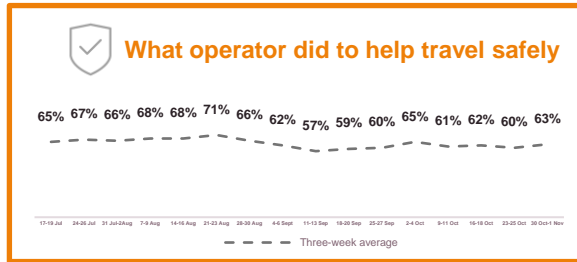
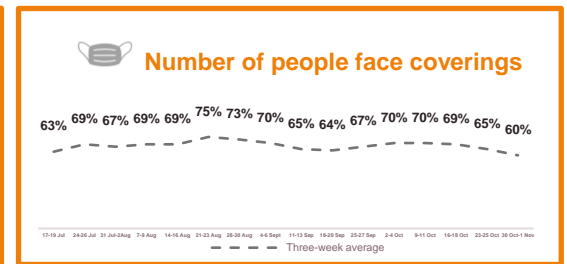
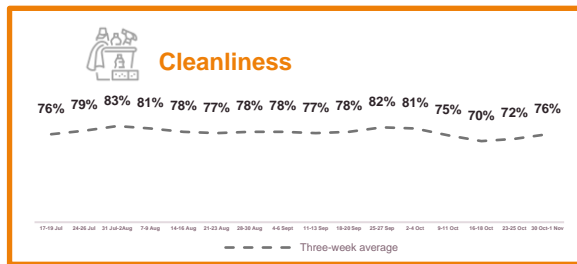
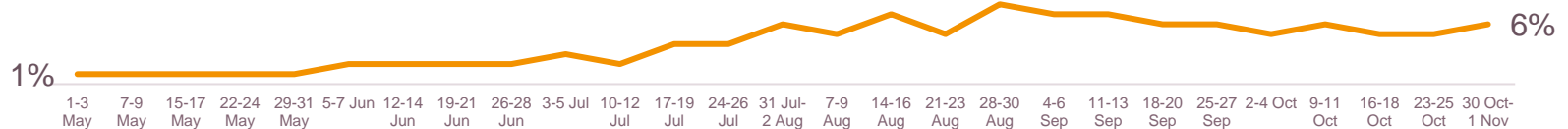
The charts in this report show the degree to which those making journeys in the seven days prior to responding to the survey are satisfied with various aspects of their experience. The data shows a three-week rolling average which aggregates the satisfaction scores given for journeys made over the three weeks prior to the fieldwork date indicated.

The table on the following page describes this aggregation. The aggregated number of interviews on which each data point is based is shown on tables at the end of this summary report.

Use and experience of train

Satisfaction with aspects of train journeys is mixed

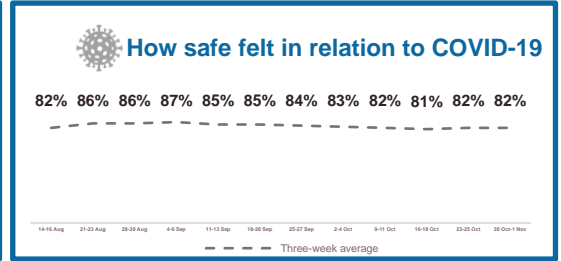
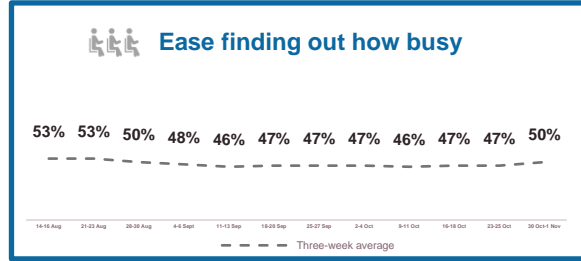
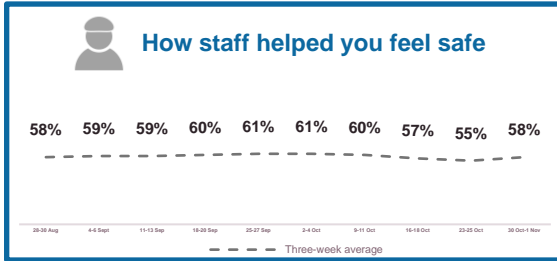
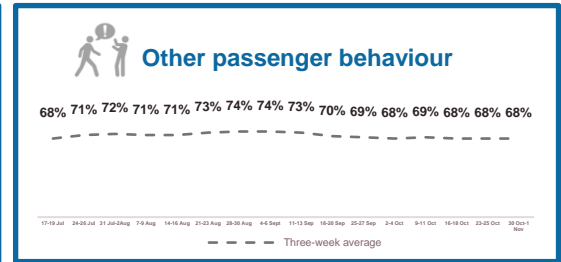
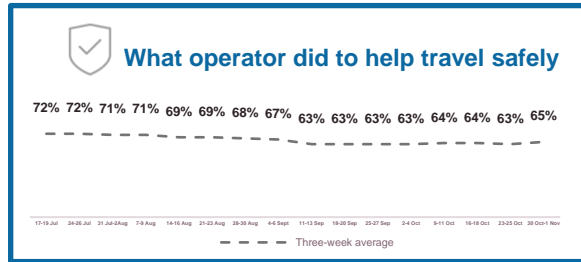
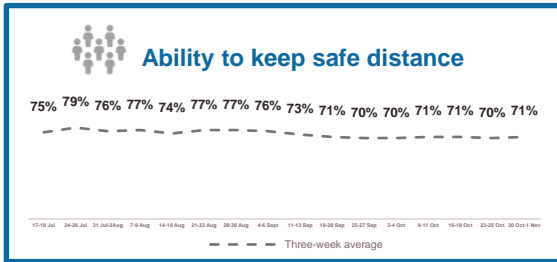
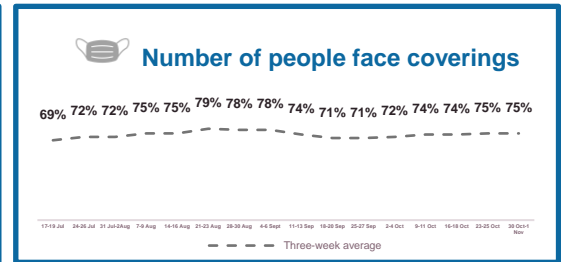
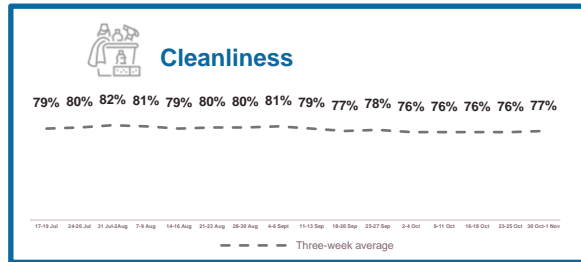
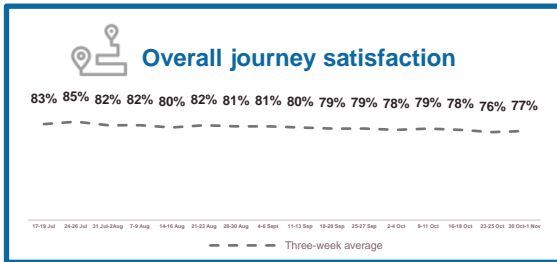
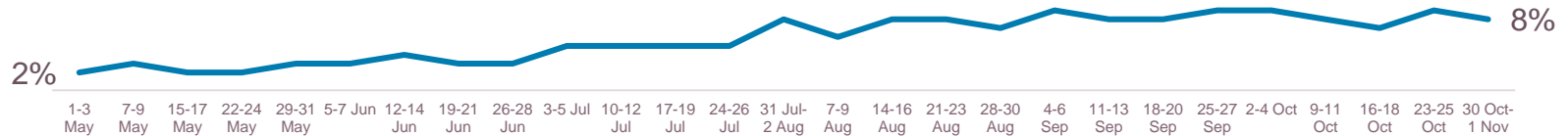
Use of train in last seven days



Use and experience of bus outside London

Satisfaction with aspects of bus journeys is consistent

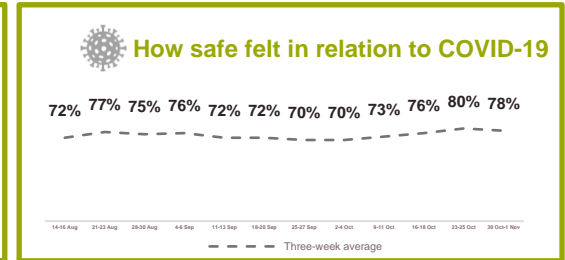
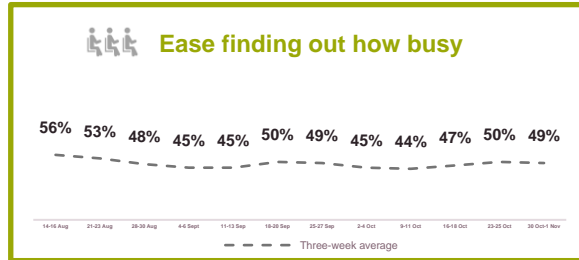
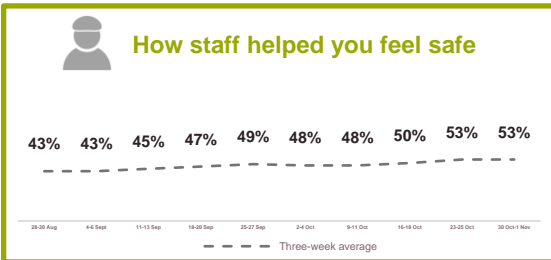
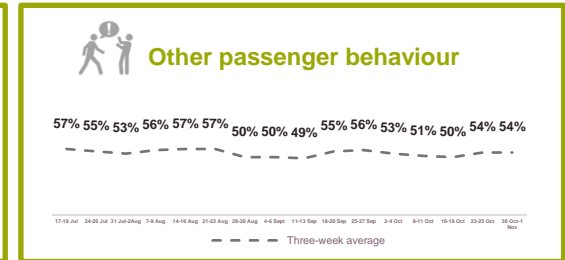
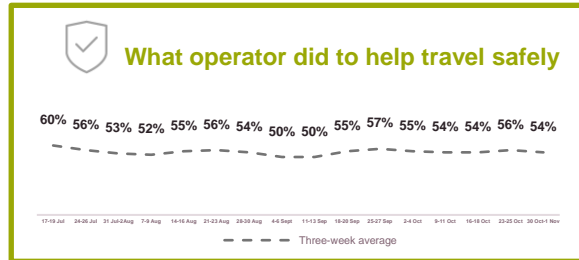
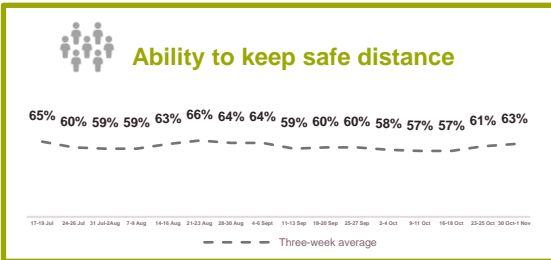
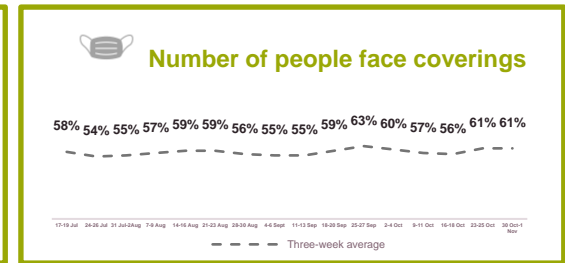
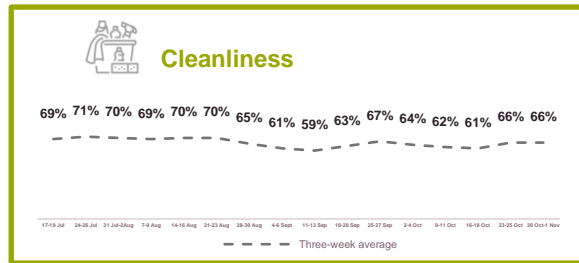
Use of bus outside London in last seven days



Use and experience of London bus

Satisfaction with aspects of London bus journeys is consistent

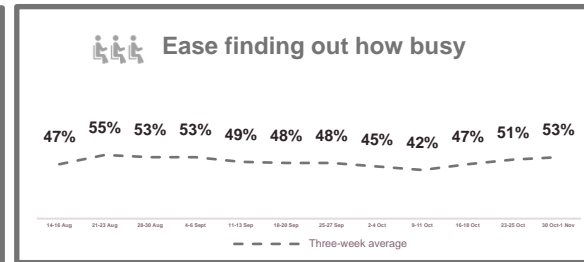
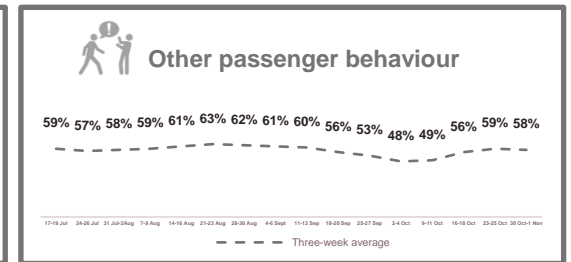
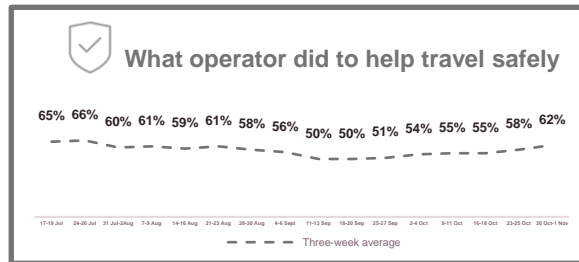
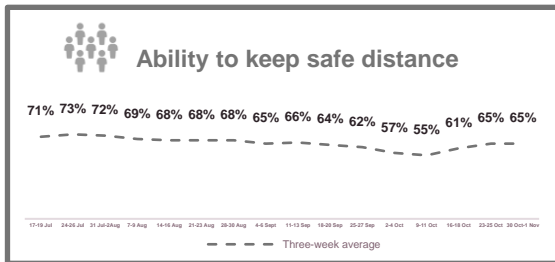
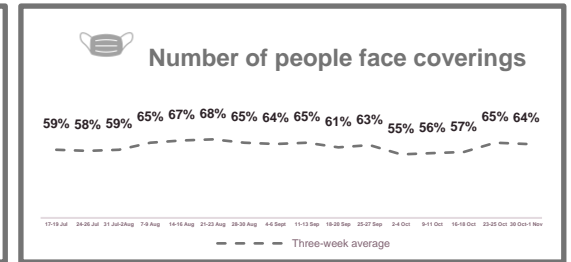
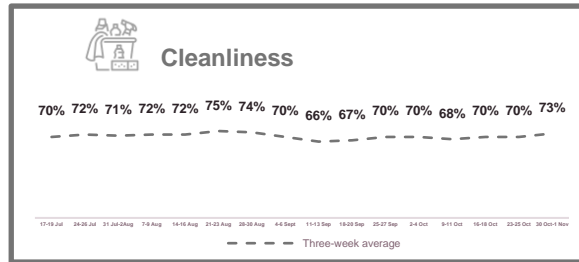
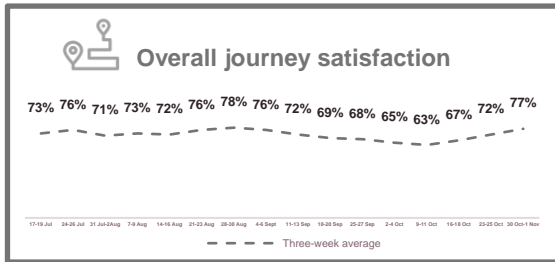
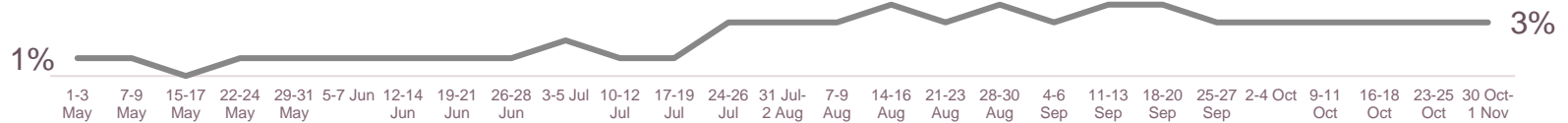
Use of London bus in last seven days



Use and experience of London Underground

Satisfaction with aspects of London Underground journeys has improved

Use of London Underground in last seven days



Journey satisfaction: aggregated base size (1)

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: aggregated base size (2)

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
16-18 October	321	487	290	174
23-25 October	330	487	305	178
30 October - 1 November	310	470	290	178