



Journey satisfaction during Covid-19

11 December 2020

Journey satisfaction 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. Results show this data, where base sizes are as indicated, for each of the last twelve weeks.

The table on the following page describes this aggregation.

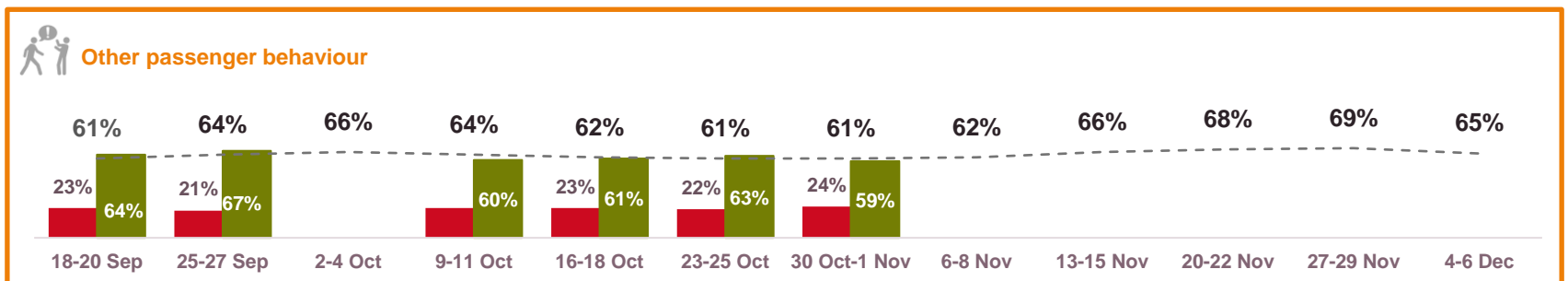
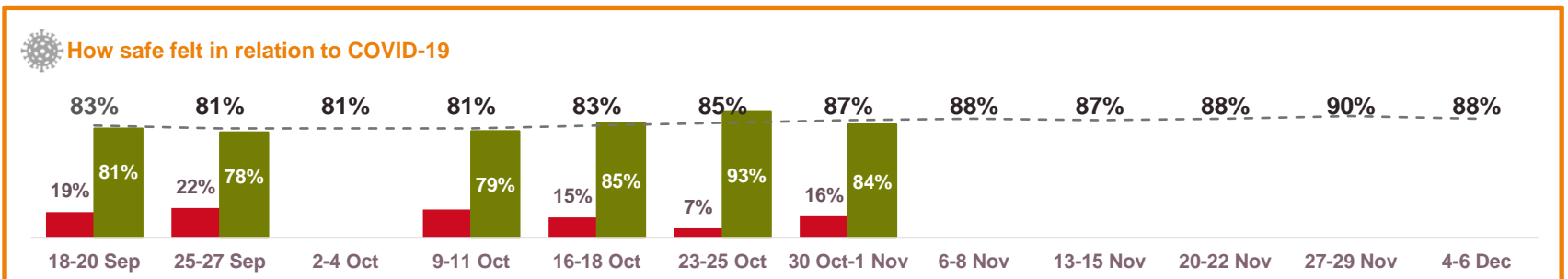
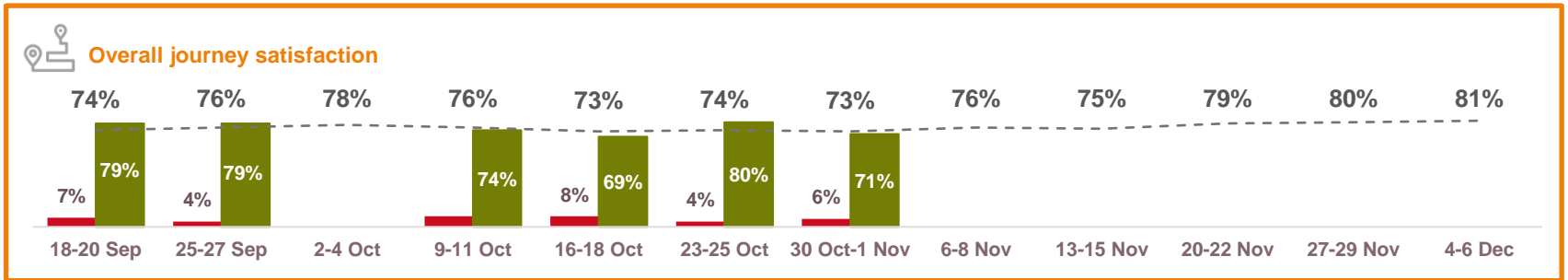
The number of interviews on which each data point is based is shown on tables at the end of this summary report.

Journey satisfaction: three-week rolling data

Fieldwork date	Covers journeys made between:
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
16-18 October	25 September – 18 October
23-25 October	2 October – 25 October
30 October – 1 November	9 October – 1 November
6-8 November	16 October – 8 November
13-15 November	23 October – 15 November
20-22 November	30 October – 22 November
27-29 November	6-29 November
4-6 December	13 November – 6 December

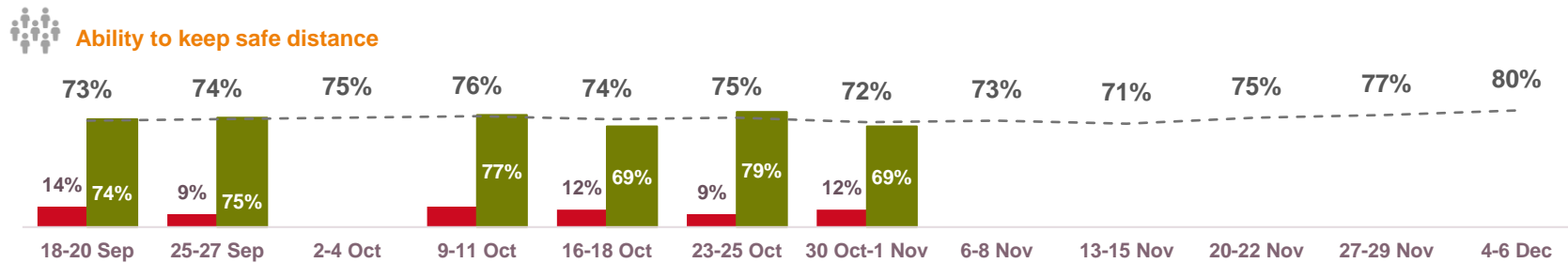
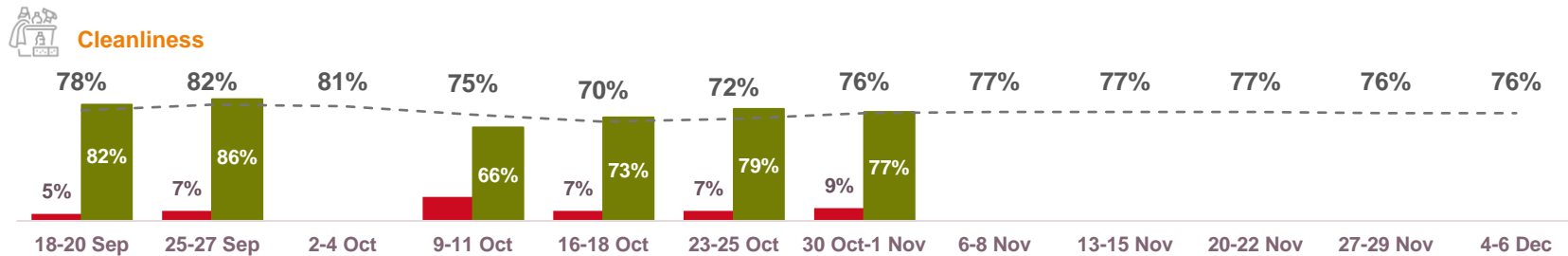
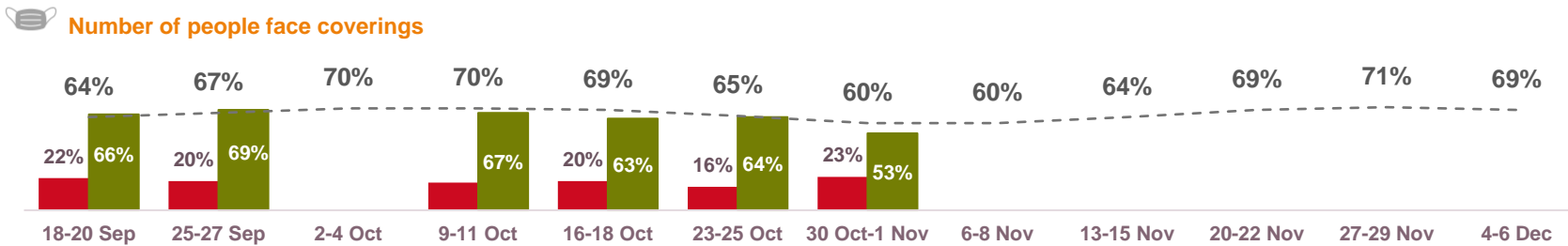
Experience of using train (1)

Satisfaction with aspects of train journeys is mixed



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

Experience of using train (2)

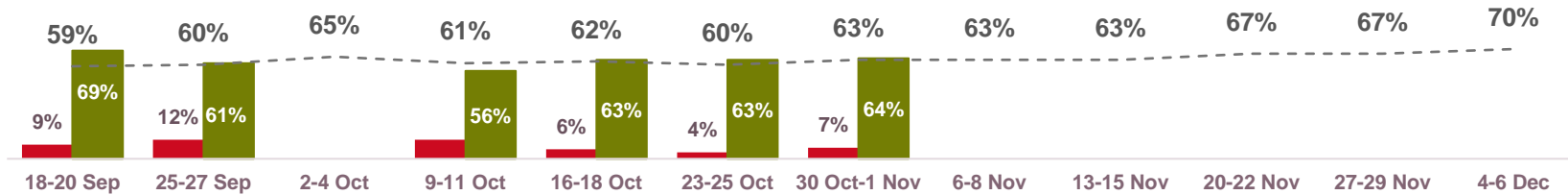


■ % Dissatisfied
 ■ % Satisfied
 - - - - Three-week average

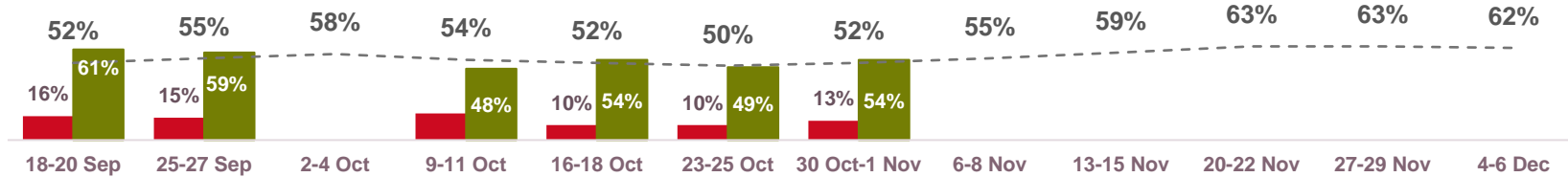
Experience of using train (3)



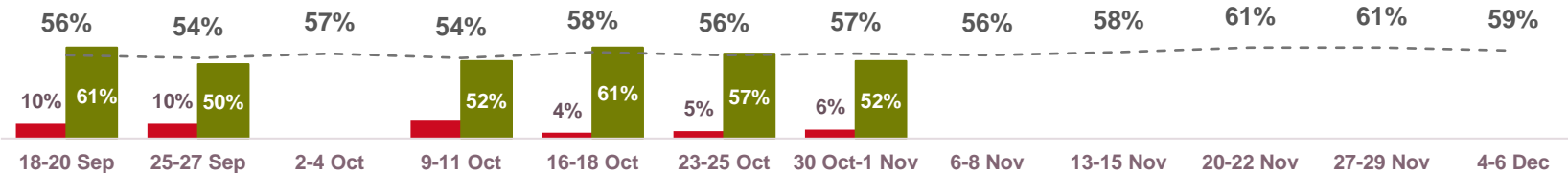
What operator did to help travel safely



Ease finding out how busy



How staff helped you feel safe



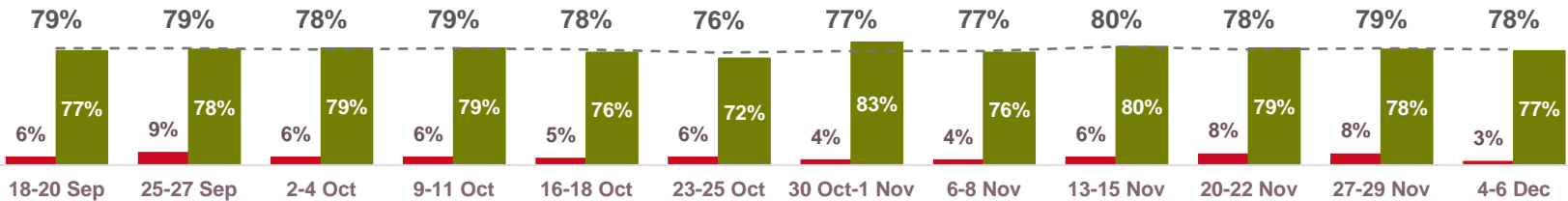
■ % Dissatisfied ■ % Satisfied - - - - Three-week average

Experience of using bus outside London (1)

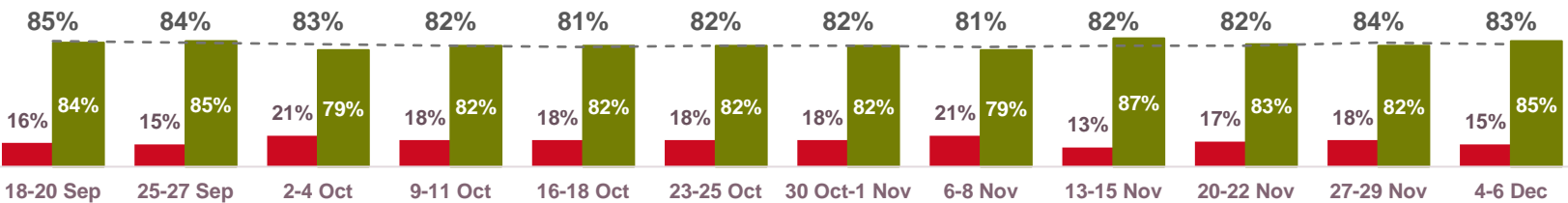
Satisfaction with aspects of bus journeys has improved or is consistent



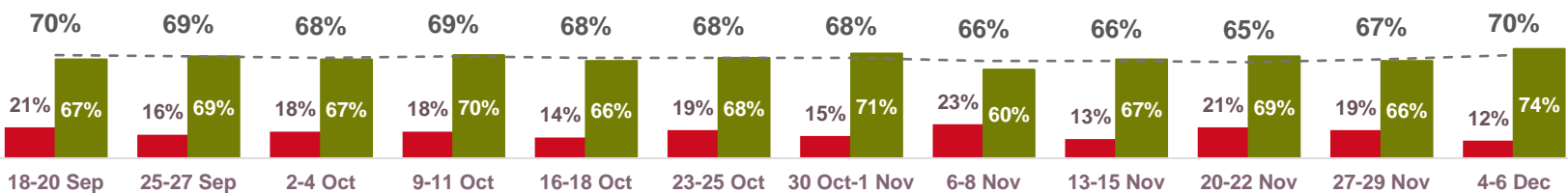
Overall journey satisfaction



How safe felt in relation to COVID-19



Other passenger behaviour

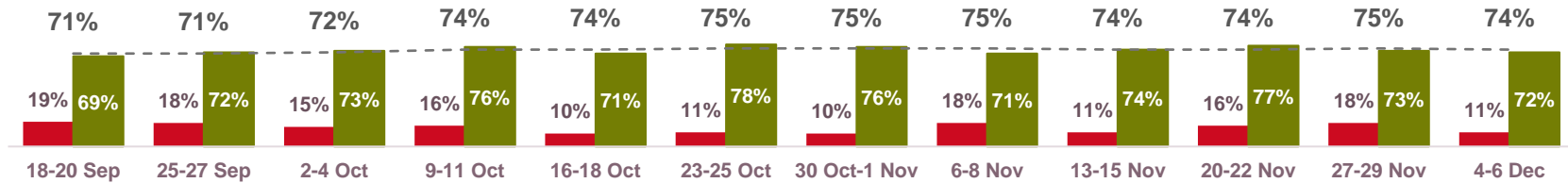


■ % Dissatisfied ■ % Satisfied - - - Three-week average

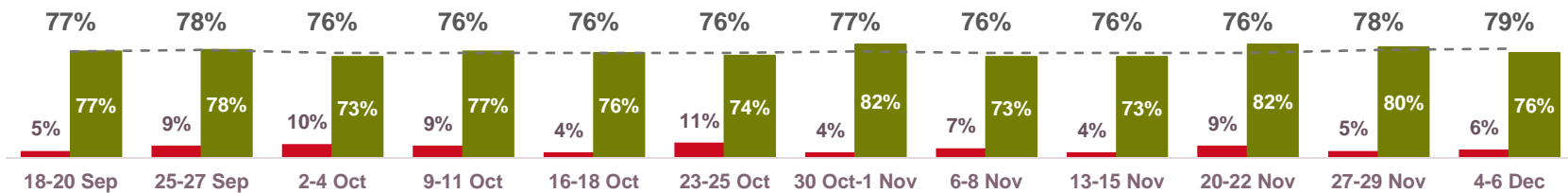
Experience of using bus outside London (2)



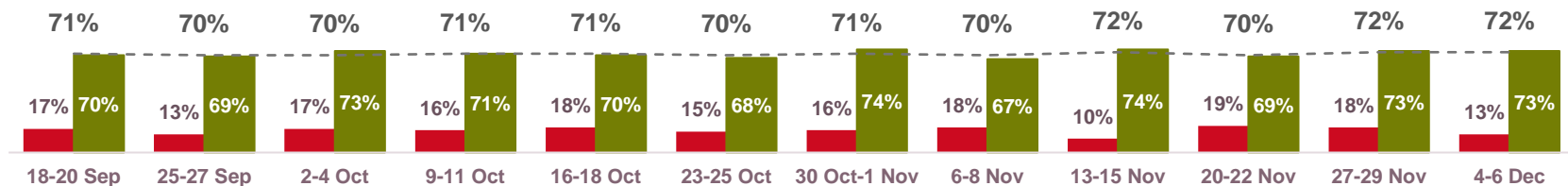
Number of people face coverings



Cleanliness



Ability to keep safe distance

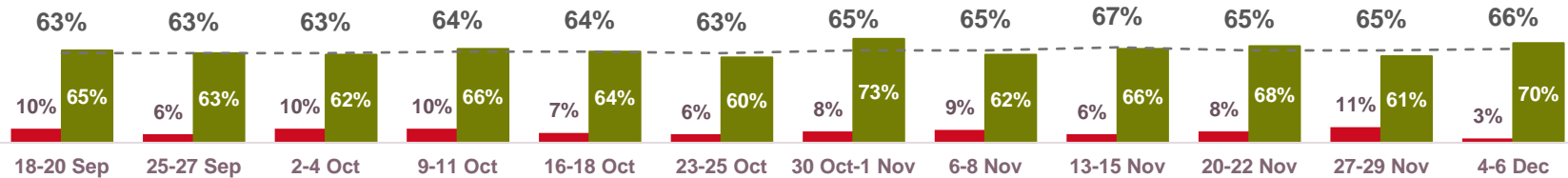


% Dissatisfied % Satisfied Three-week average

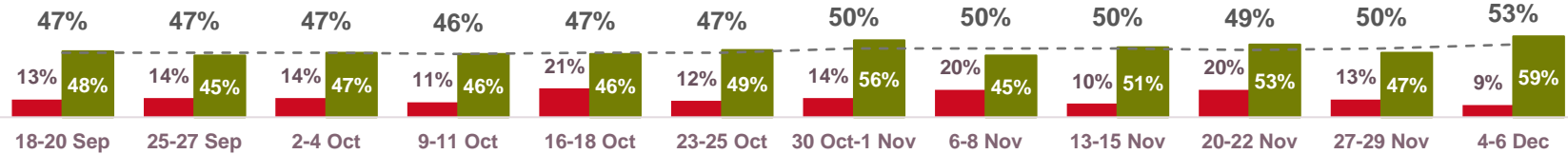
Experience of using bus outside London (3)



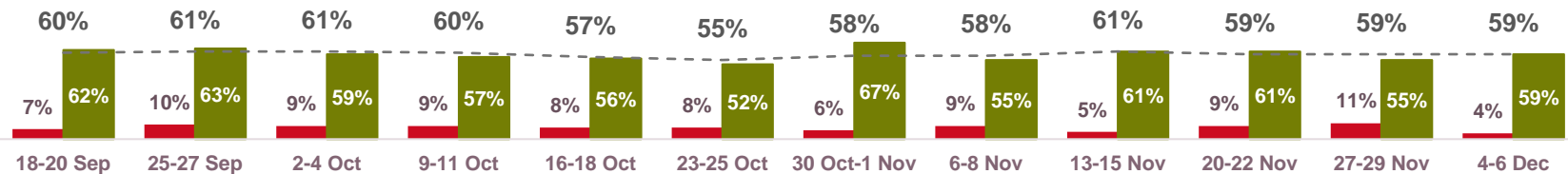
What operator did to help travel safely



Ease finding out how busy



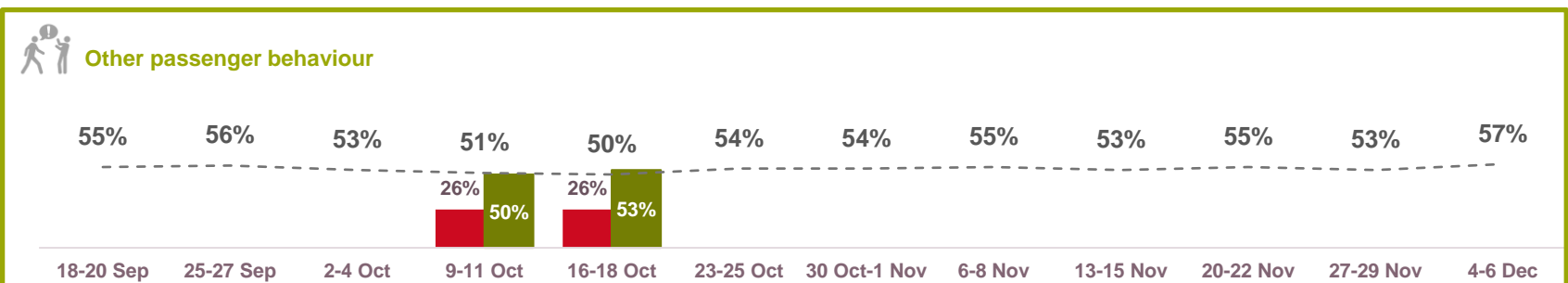
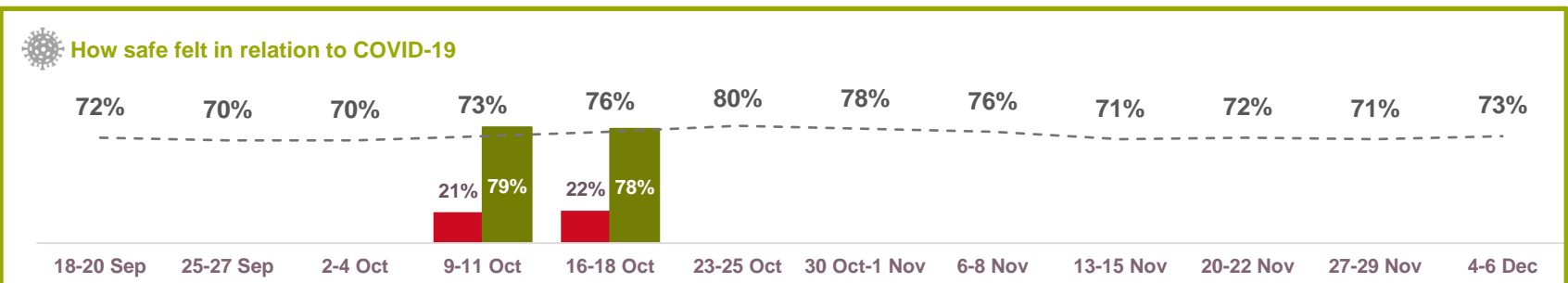
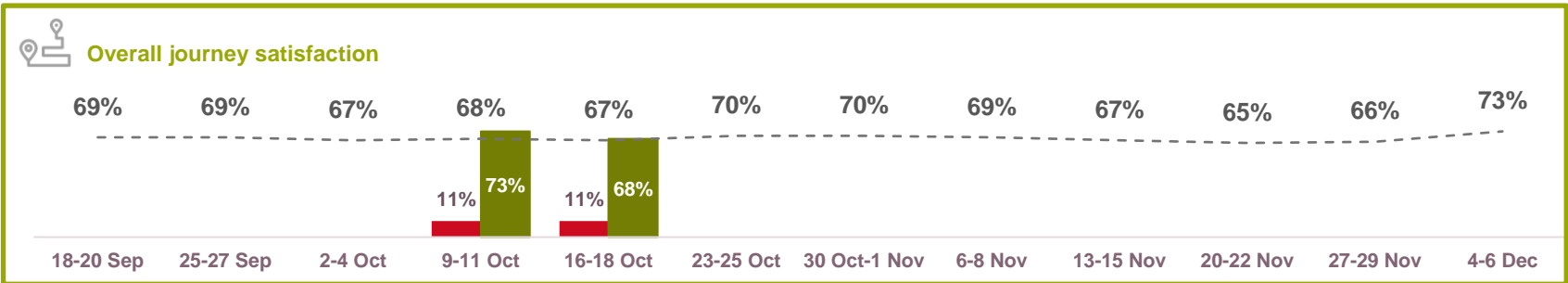
How staff helped you feel safe



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

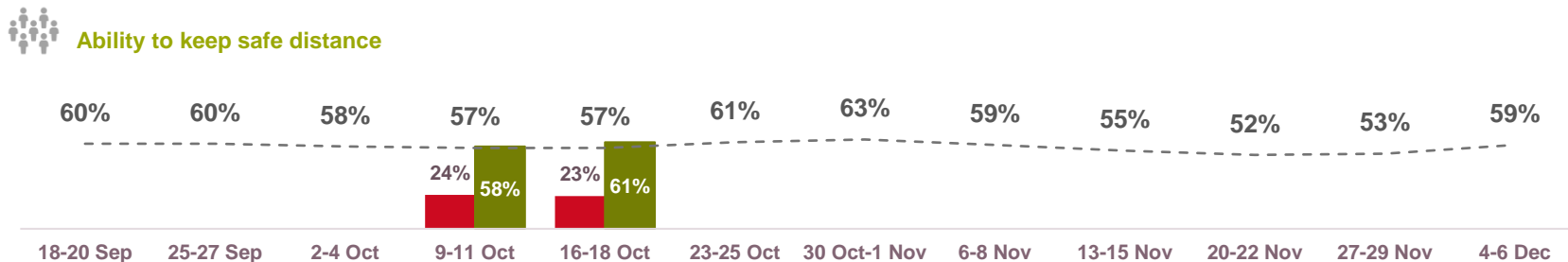
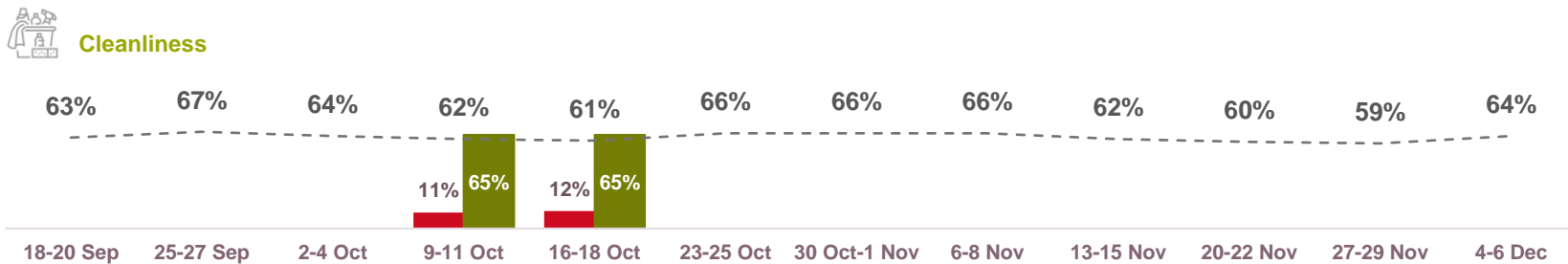
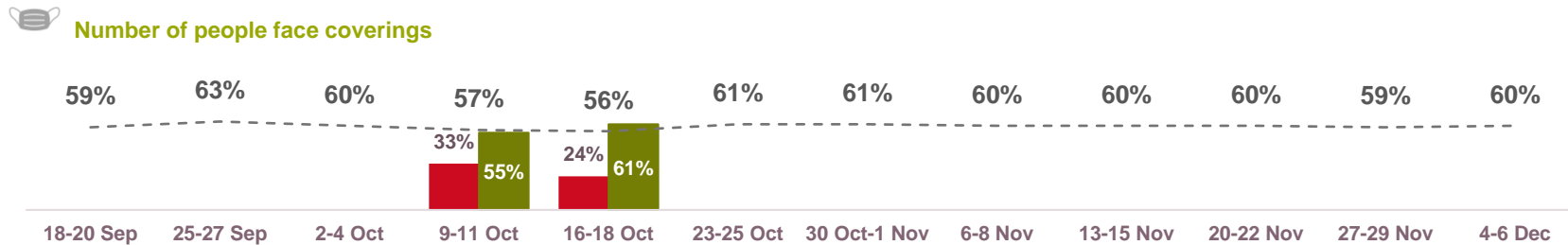
Experience of using London bus (1)

Satisfaction with aspects of London bus journeys has improved recently



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

Experience of using London bus (2)

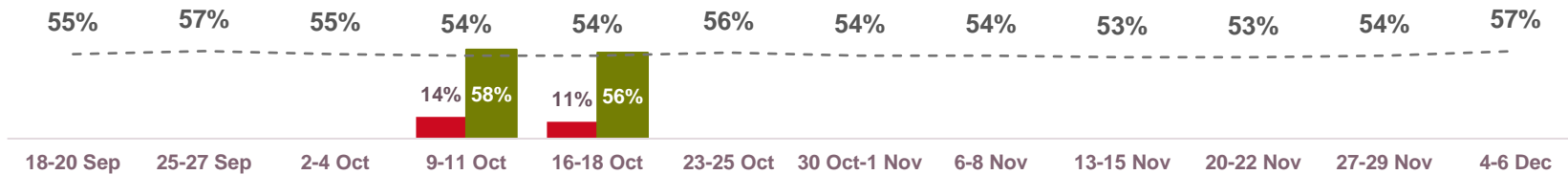


 % Dissatisfied  % Satisfied - - - - Three-week average

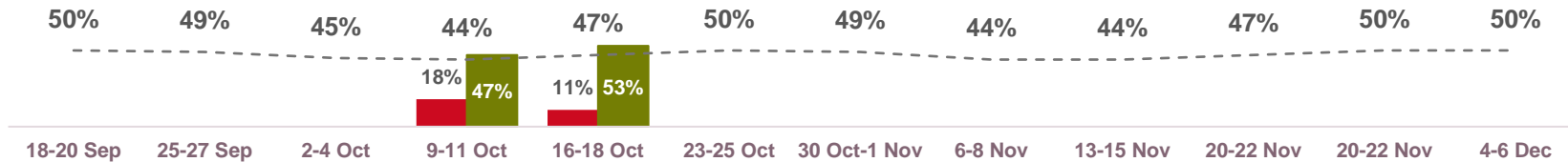
Experience of using London bus (3)



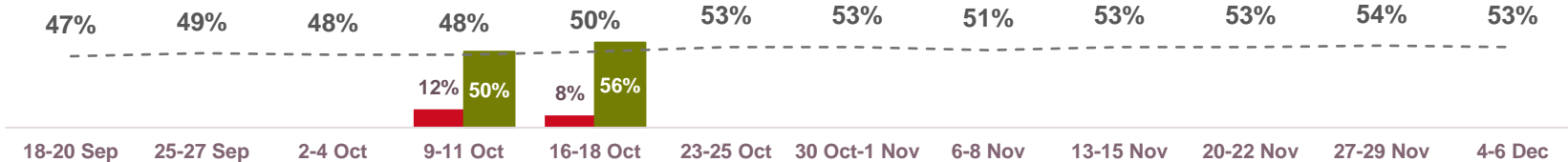
What operator did to help travel safely



Ease finding out how busy



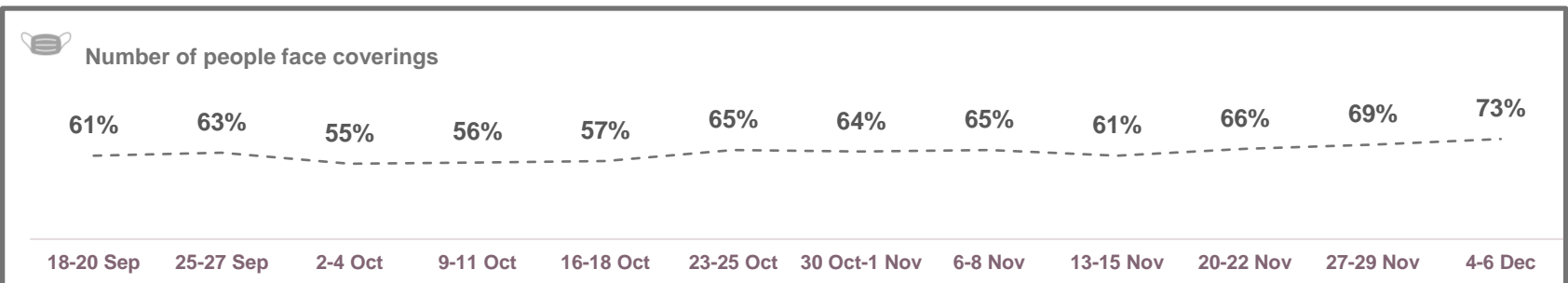
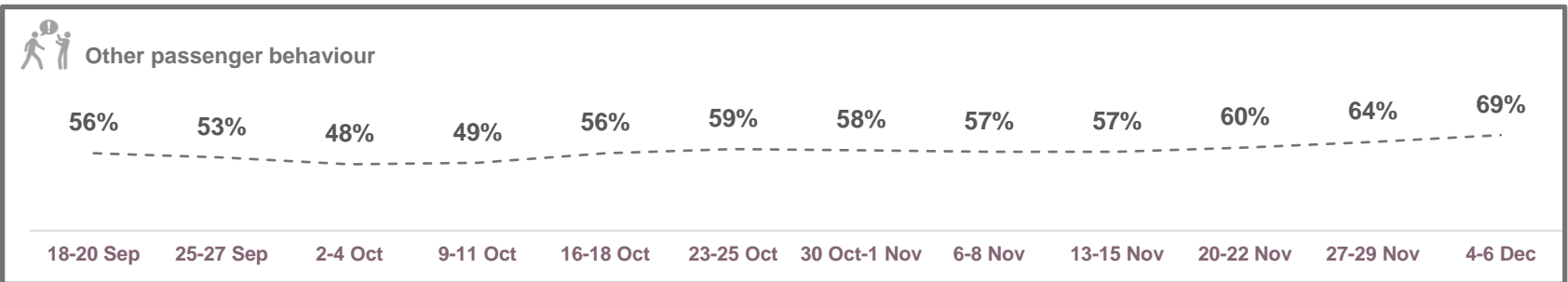
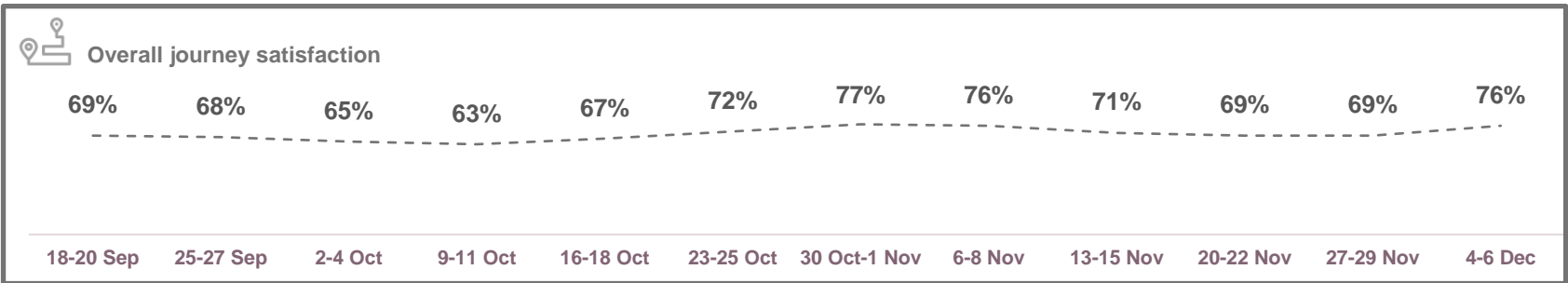
How staff helped you feel safe



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

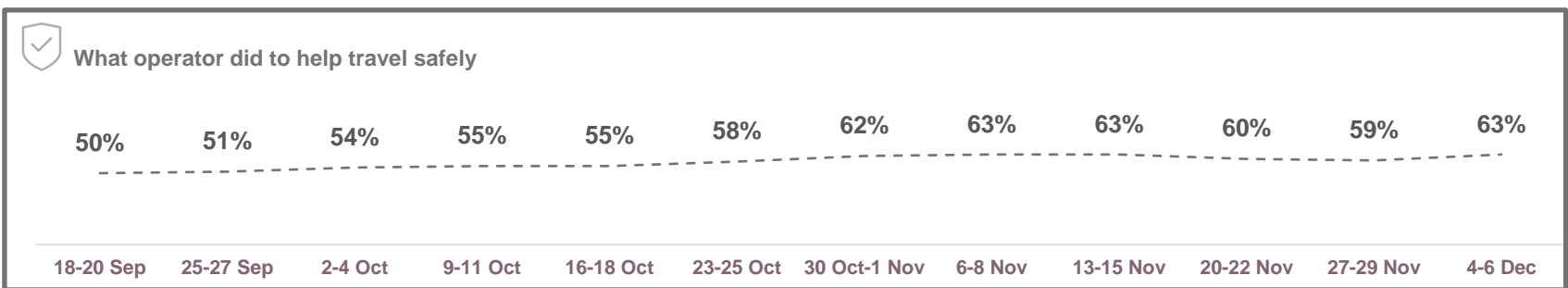
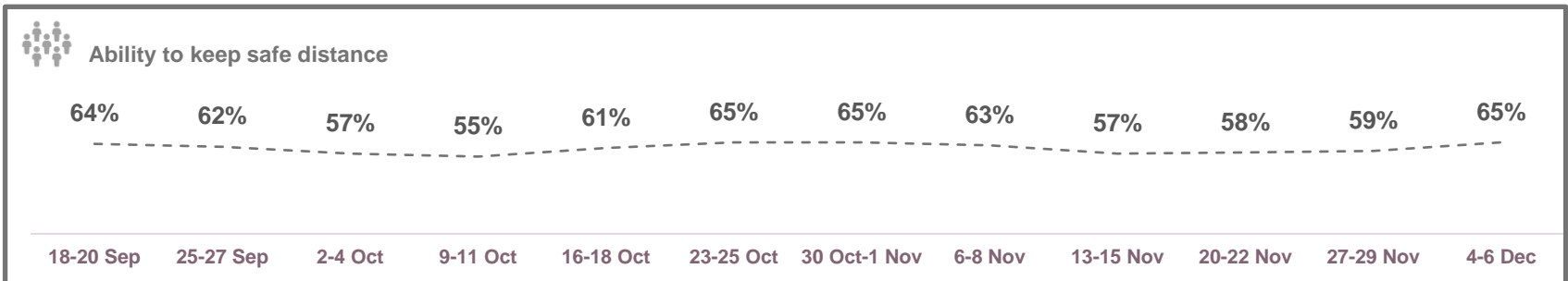
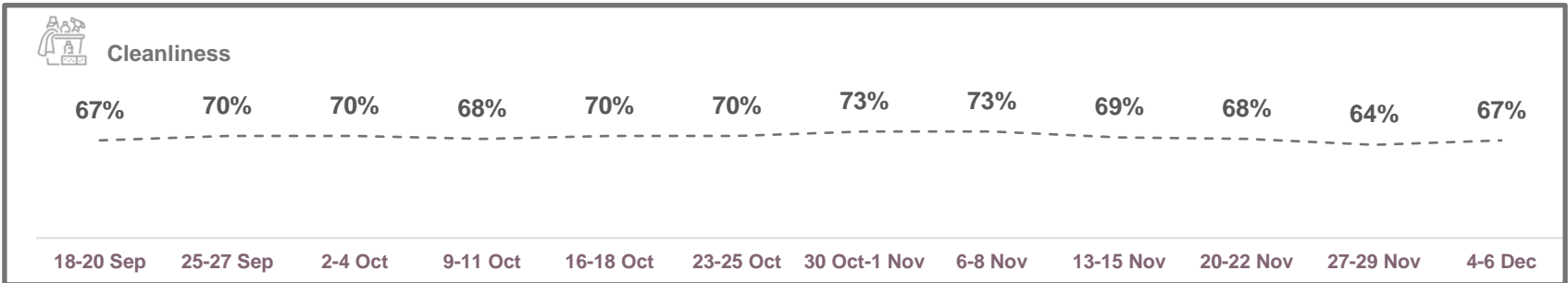
Experience of using London Underground (1)

Satisfaction with aspects of London Underground journeys has improved



----- Three-week average

Experience of using London Underground (2)

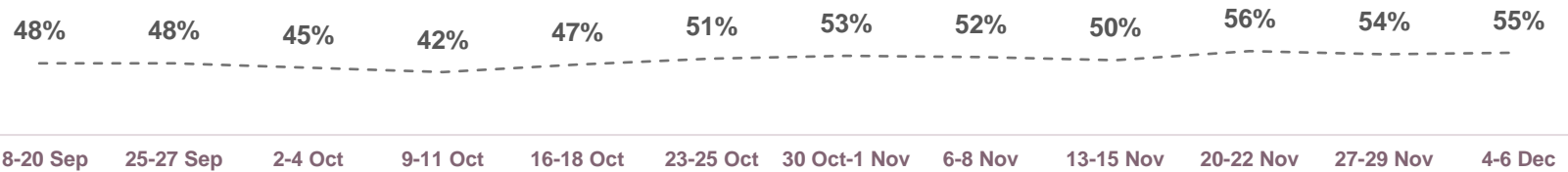


----- Three-week average

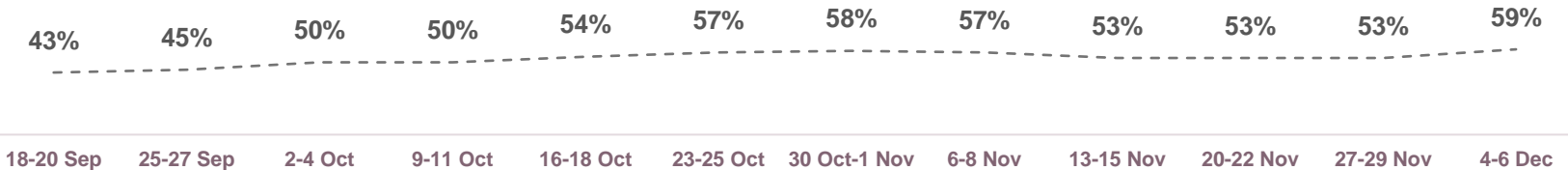
Experience of using London Underground (3)



Ease finding out how busy



How staff helped you feel safe



----- Three-week average

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
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
16-18 October	321	487	290	174
23-25 October	330	487	305	178
30 October - 1 November	310	470	290	178
6-8 November	295	496	282	179
13-15 November	287	445	280	177
20-22 November	253	393	243	139
27-29 November	222	348	214	113
4-6 December	201	376	198	114

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	London Underground
18-20 September	112	160	*	*
25-27 September	121	180	*	*
2-4 October	*	175	*	*
9-11 October	121	176	110	*
16-18 October	104	136	102	*
23-25 October	105	175	*	*
30 October - 1 November	101	159	*	*
6-8 November	*	162	*	*
13-15 November	*	124	*	*
20-22 November	*	107	*	*
27-29 November	*	117	*	*
4-6 December	*	152	*	*

* Base less than 100