Journey satisfaction during Covid-19

26 February 2021

transportfocus

Journey satisfaction data

The charts in this report show the degree to which those making journeys in the two weeks prior to responding to the survey are satisfied with various aspects of their experience.

The data shown is a mix of an aggregated three-wave rolling average and individual weekly satisfaction scores where 100 respondents or more have used a single mode in the last two weeks. Results show this data, where base sizes are as indicated, for each of the last twelve waves.

The table on the following page describes this aggregation.

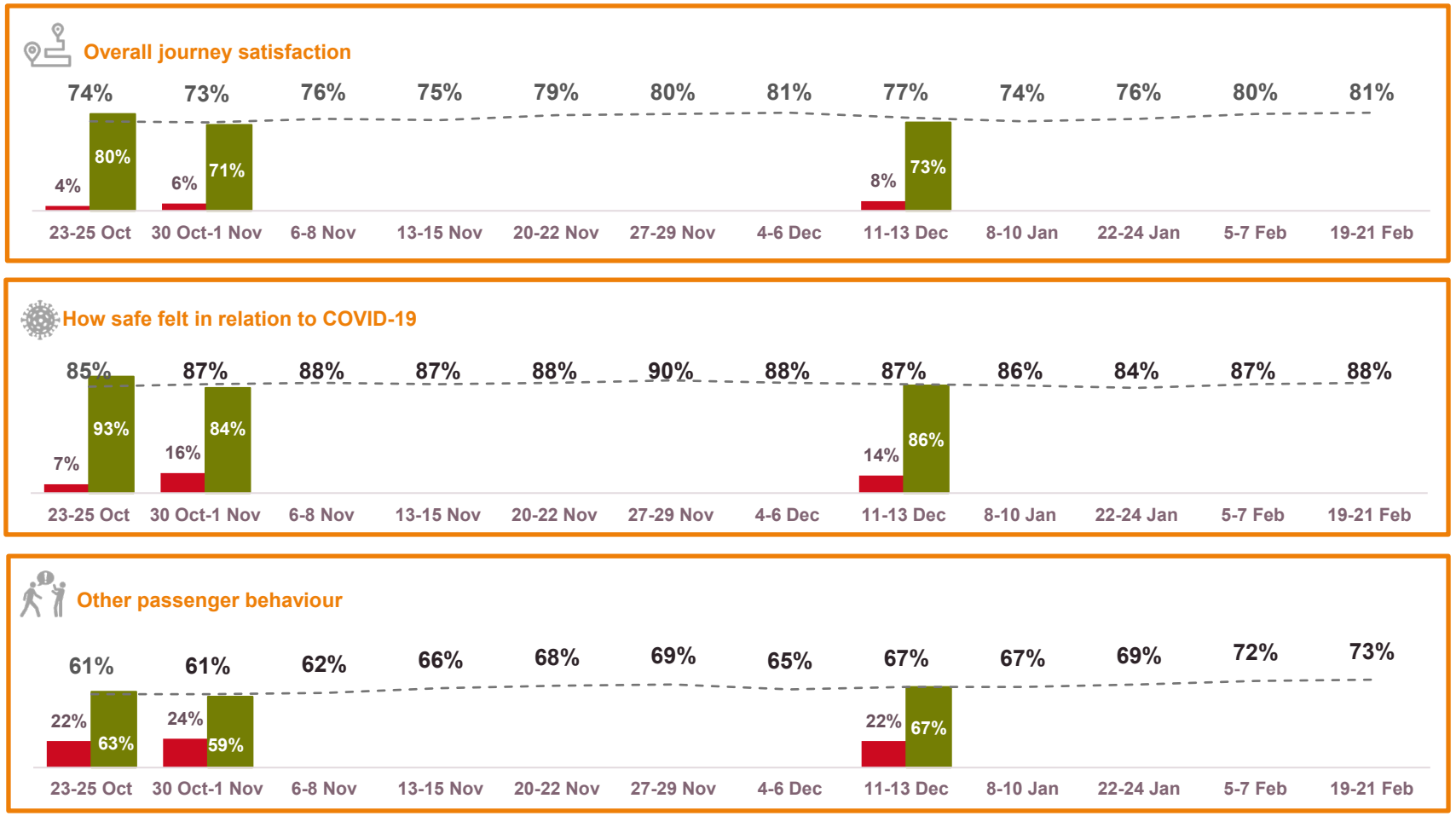
The number of interviews on which each data point is based is shown on tables at the end of this summary report.

Journey satisfaction: three-wave rolling data

Fieldwork date	Covers journeys made between:
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
11-13 December	20 November – 13 December
8-10 January	27 November - 13 December and 25 December – 10 January
22-24 January	4 - 13 December and 25 December – 24 January
5-7 February	25 December – 7 February
19-21 February	8 January – 21 February

Experience of using train (1)

Satisfaction with aspects of train journeys is consistent or improving



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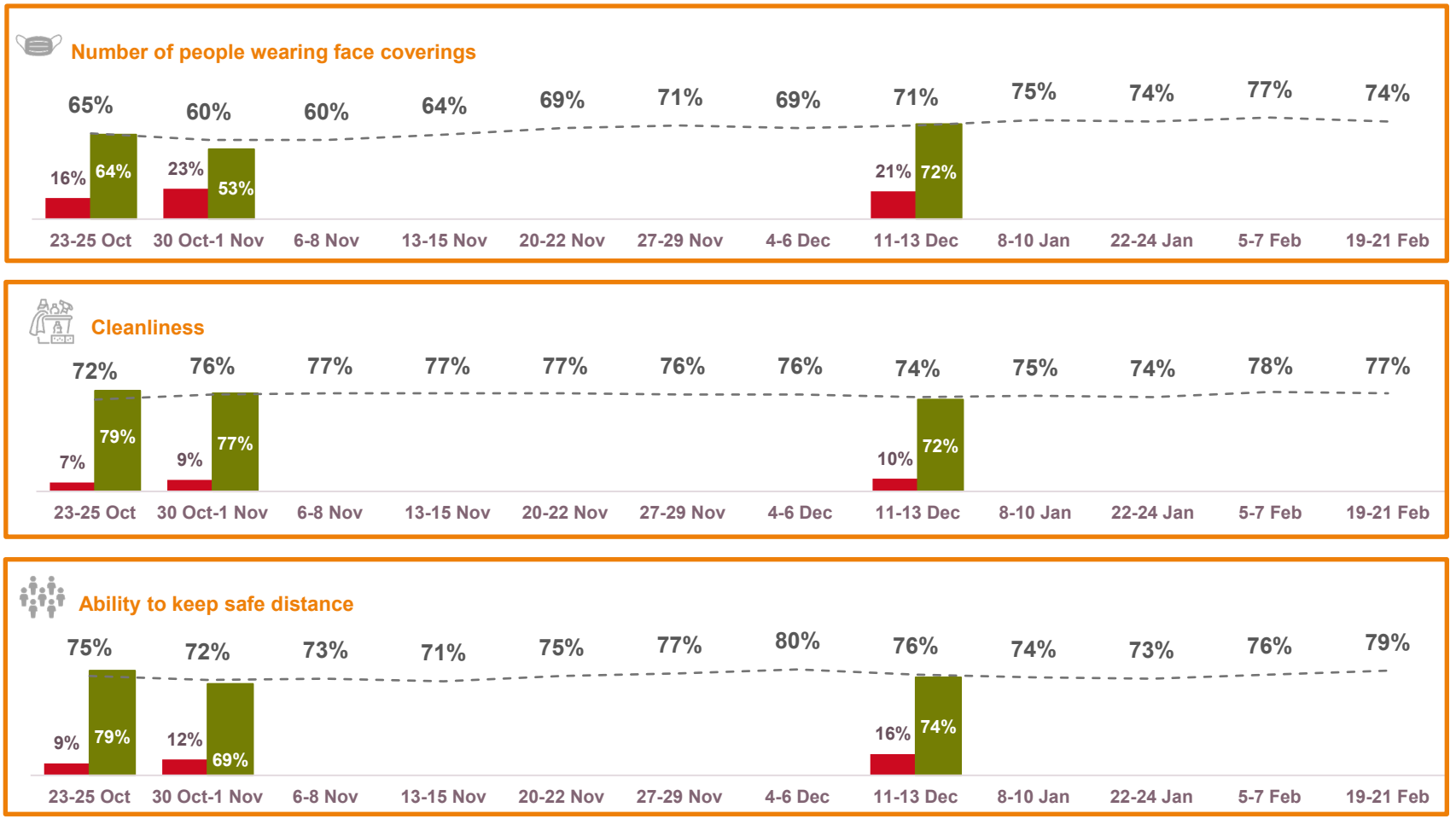
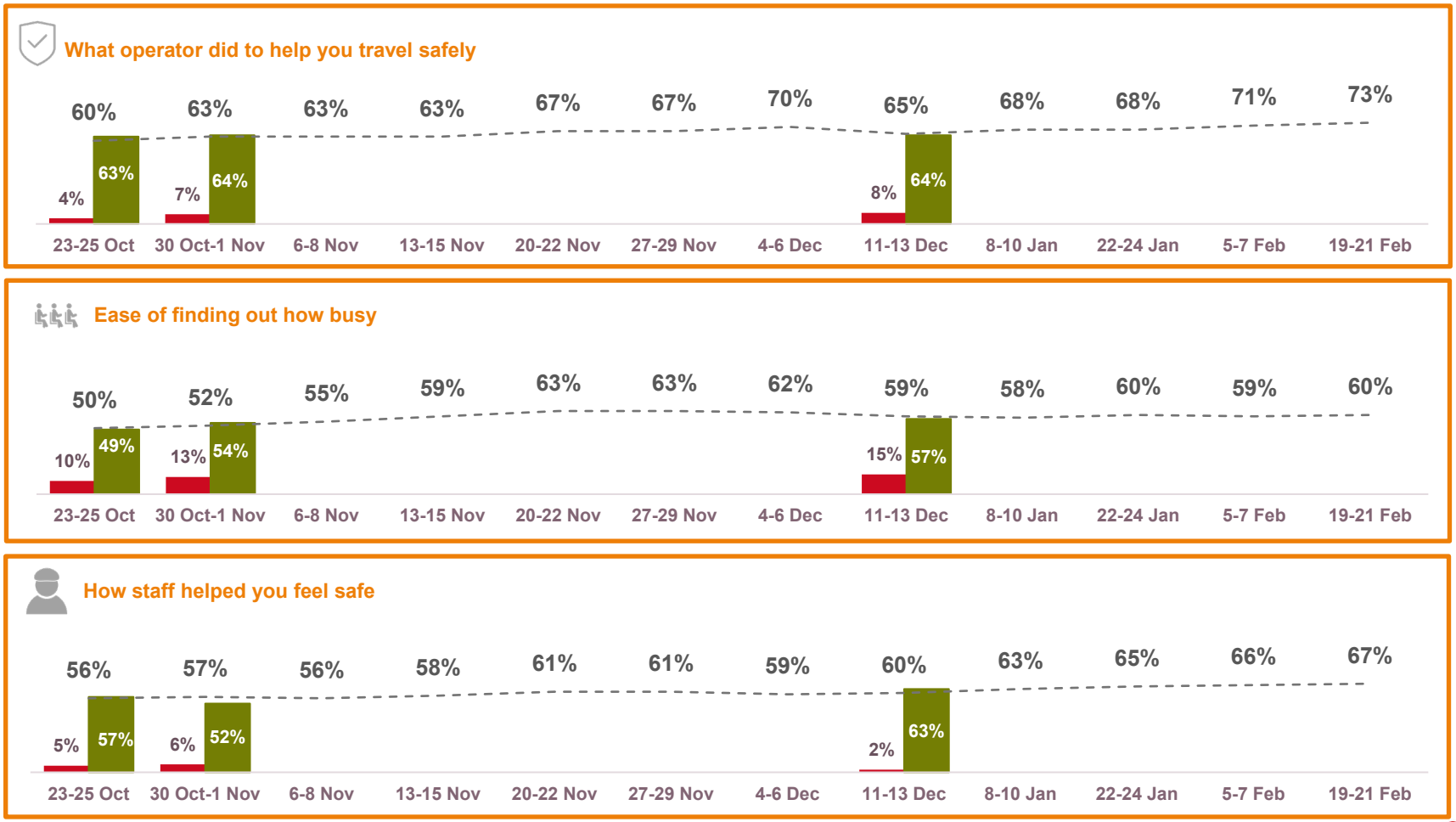
Experience of using train (2)



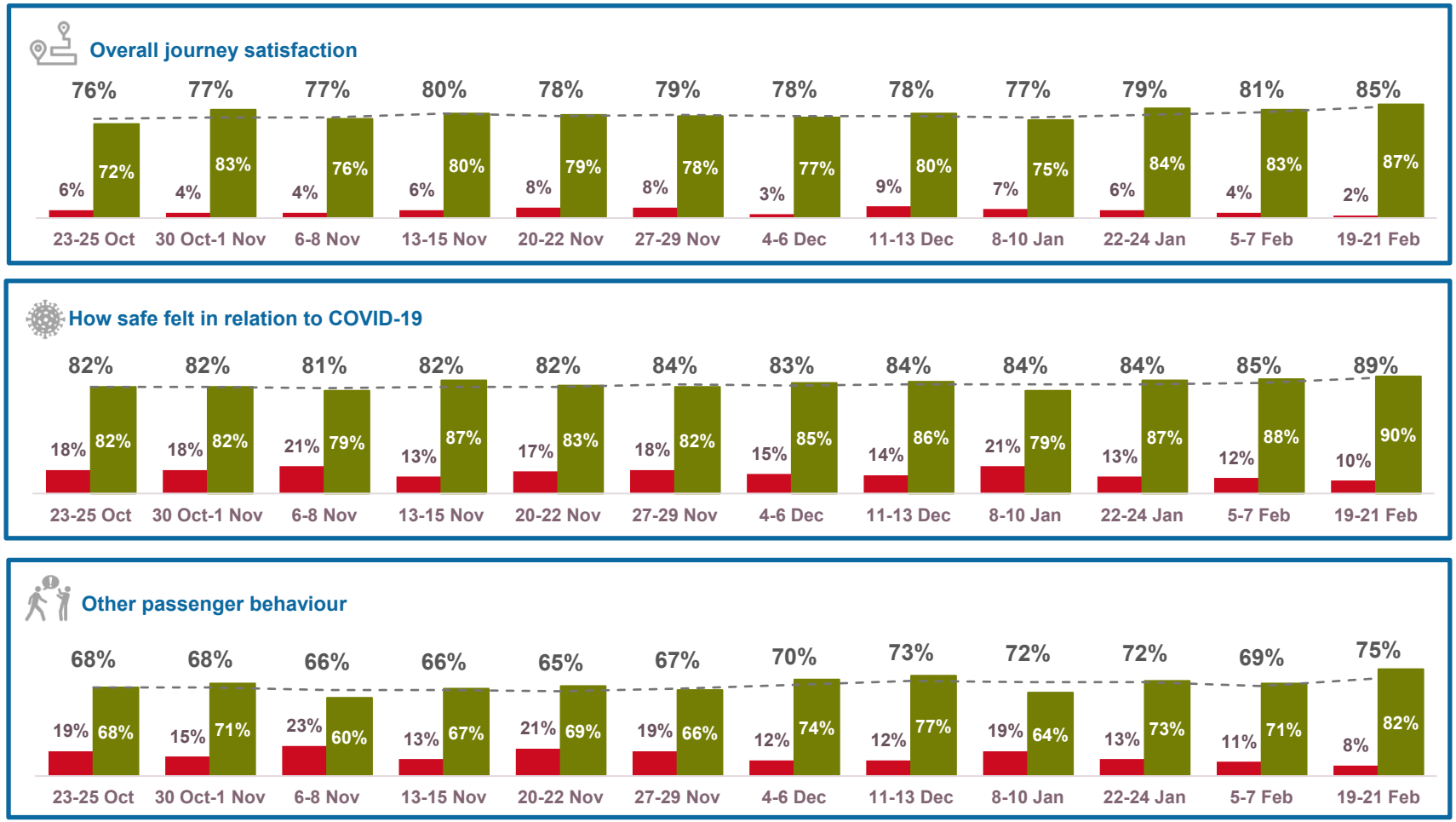
Experience of using train (3)



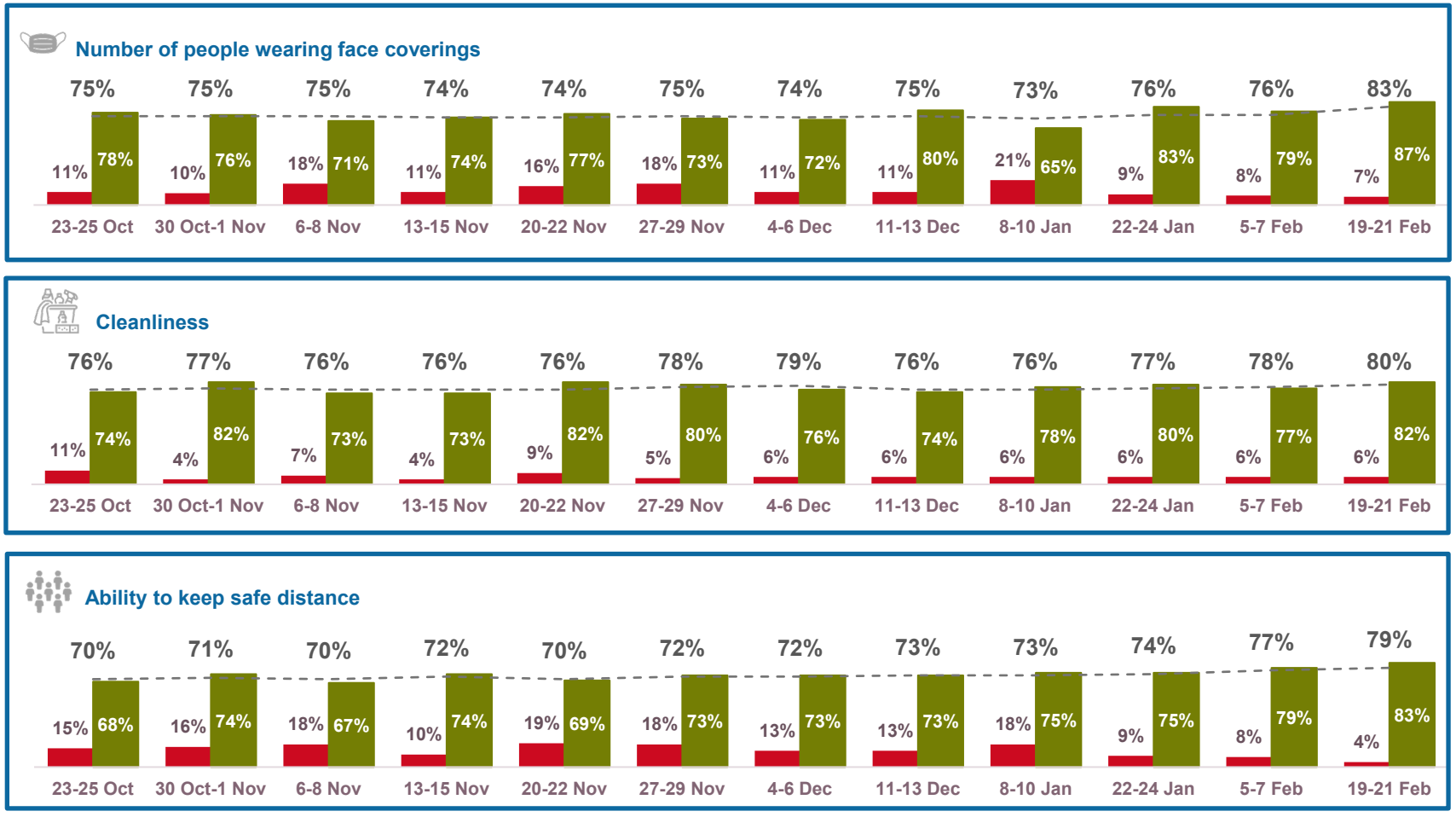
Experience of using train (4)

Experience of using bus outside London (1)

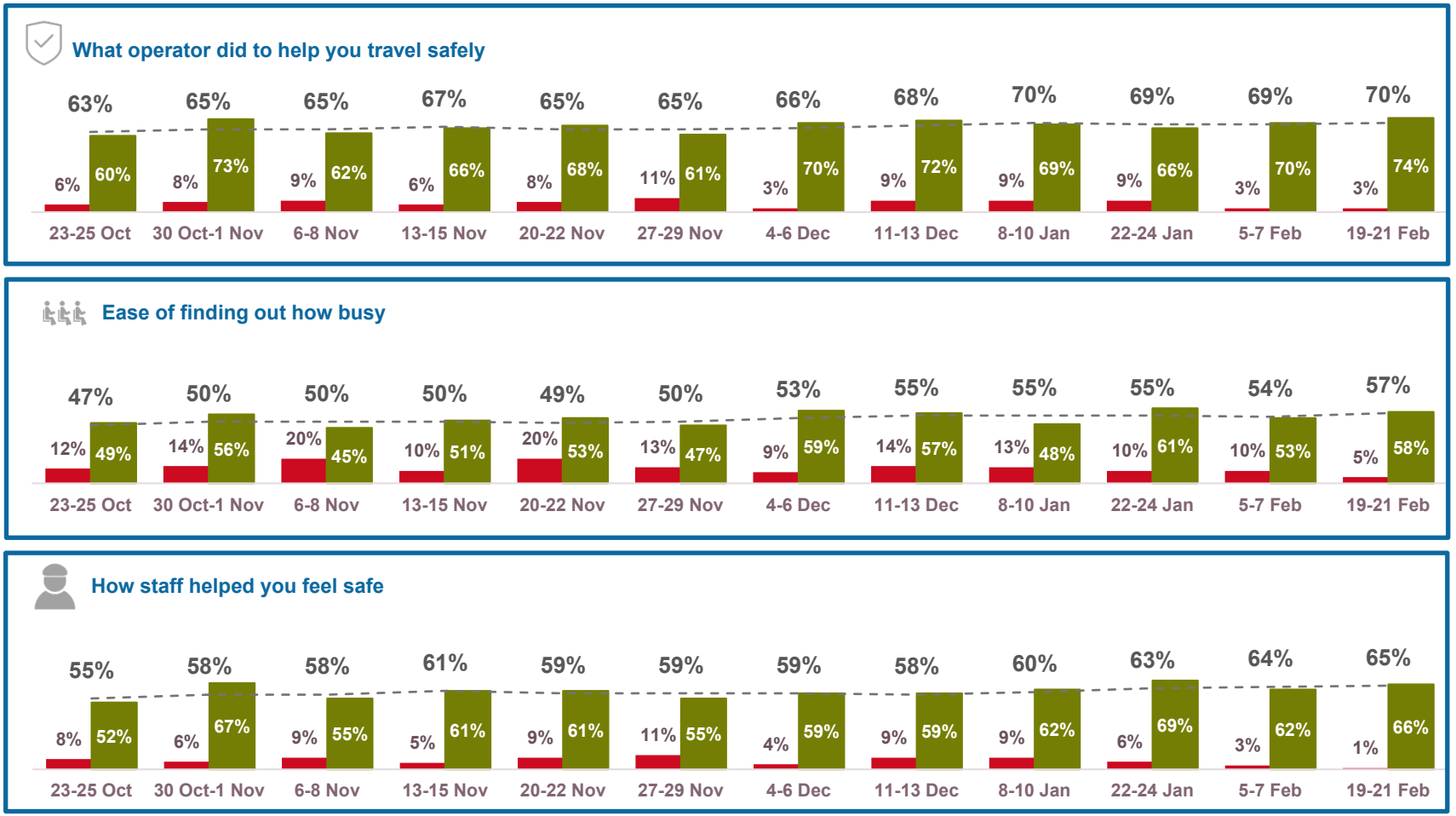
Satisfaction with aspects of bus journeys is consistent or improving



Experience of using bus outside London (2)



Experience of using bus outside London (3)



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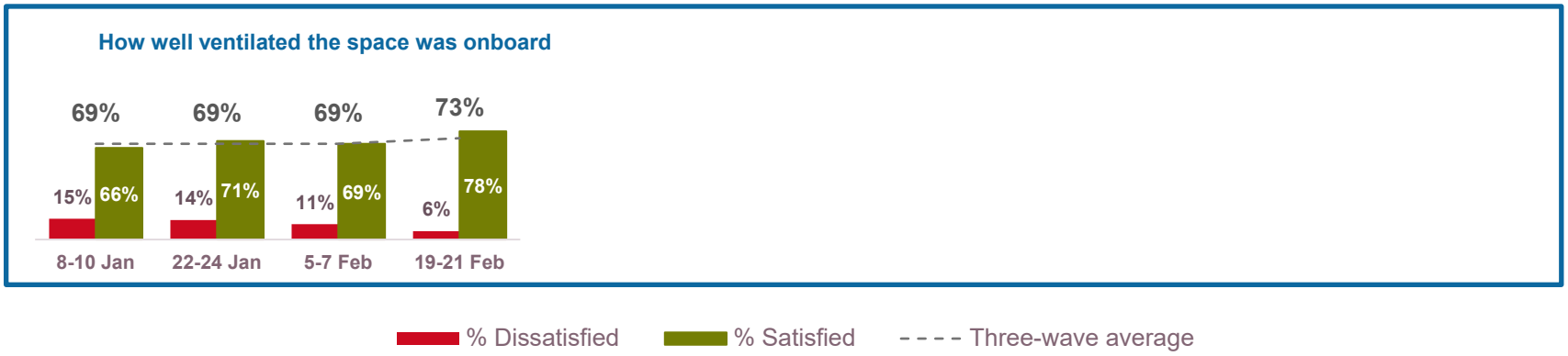
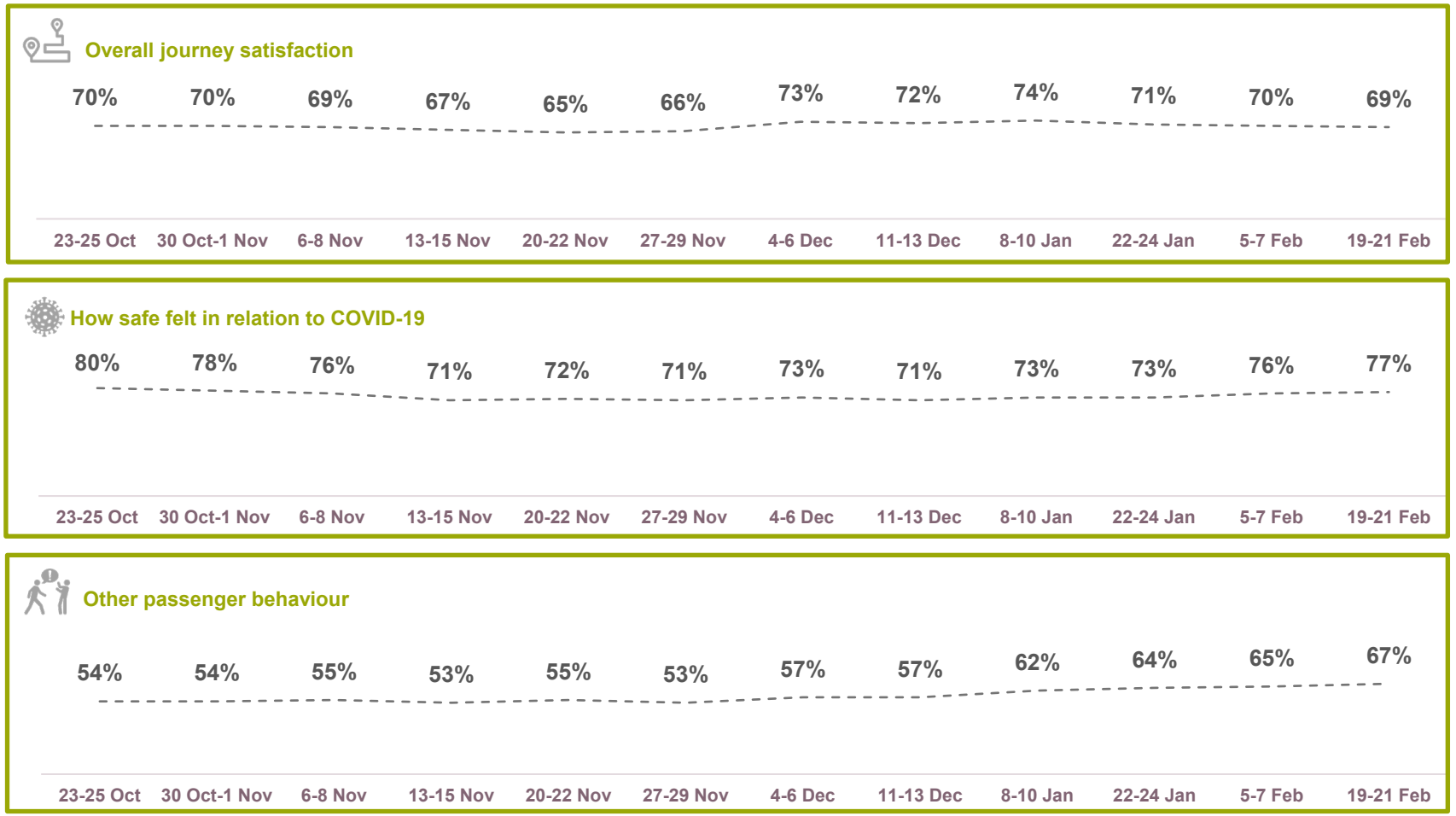
Experience of using bus outside London (4)

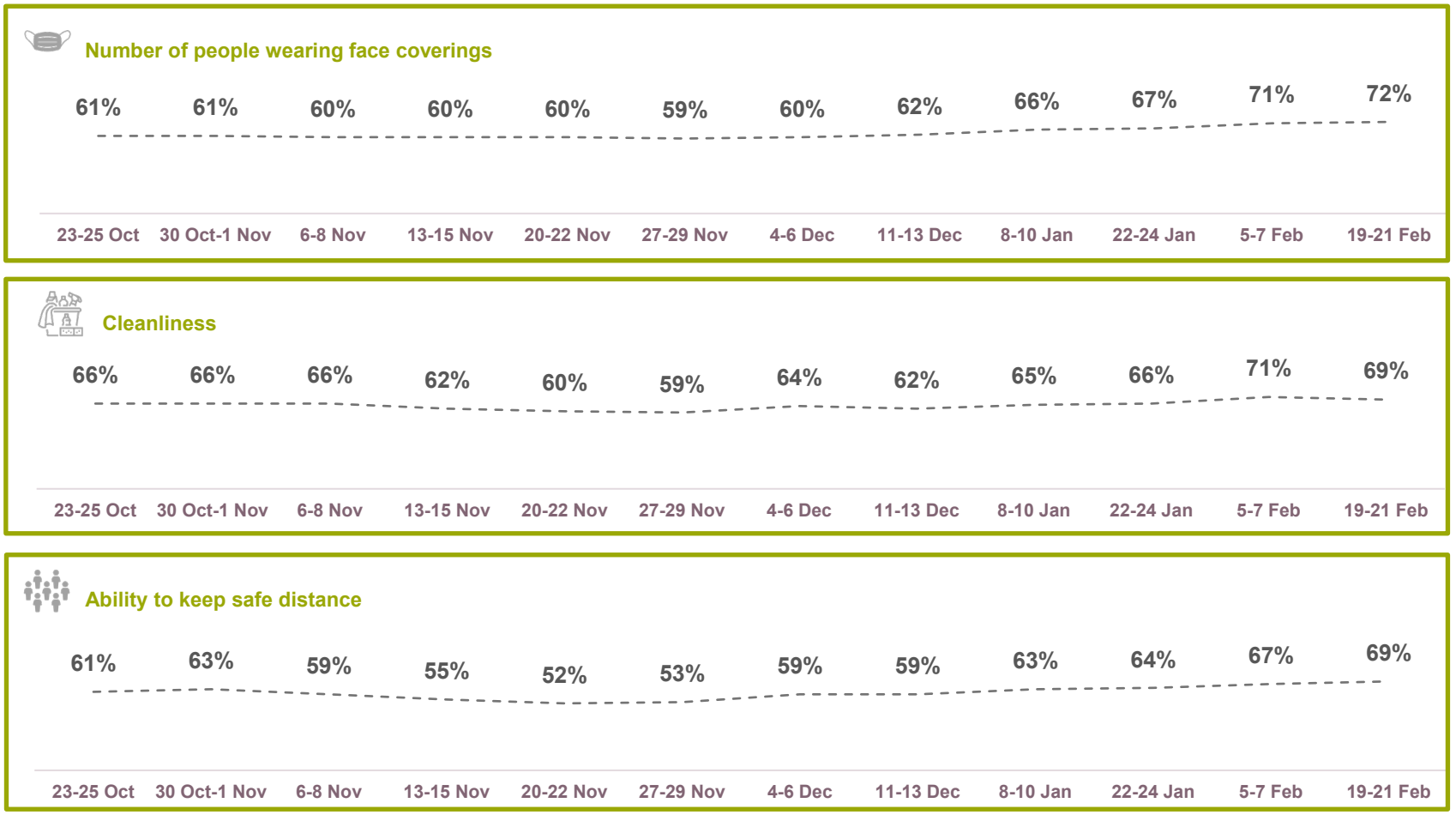


Experience of using London bus (1)

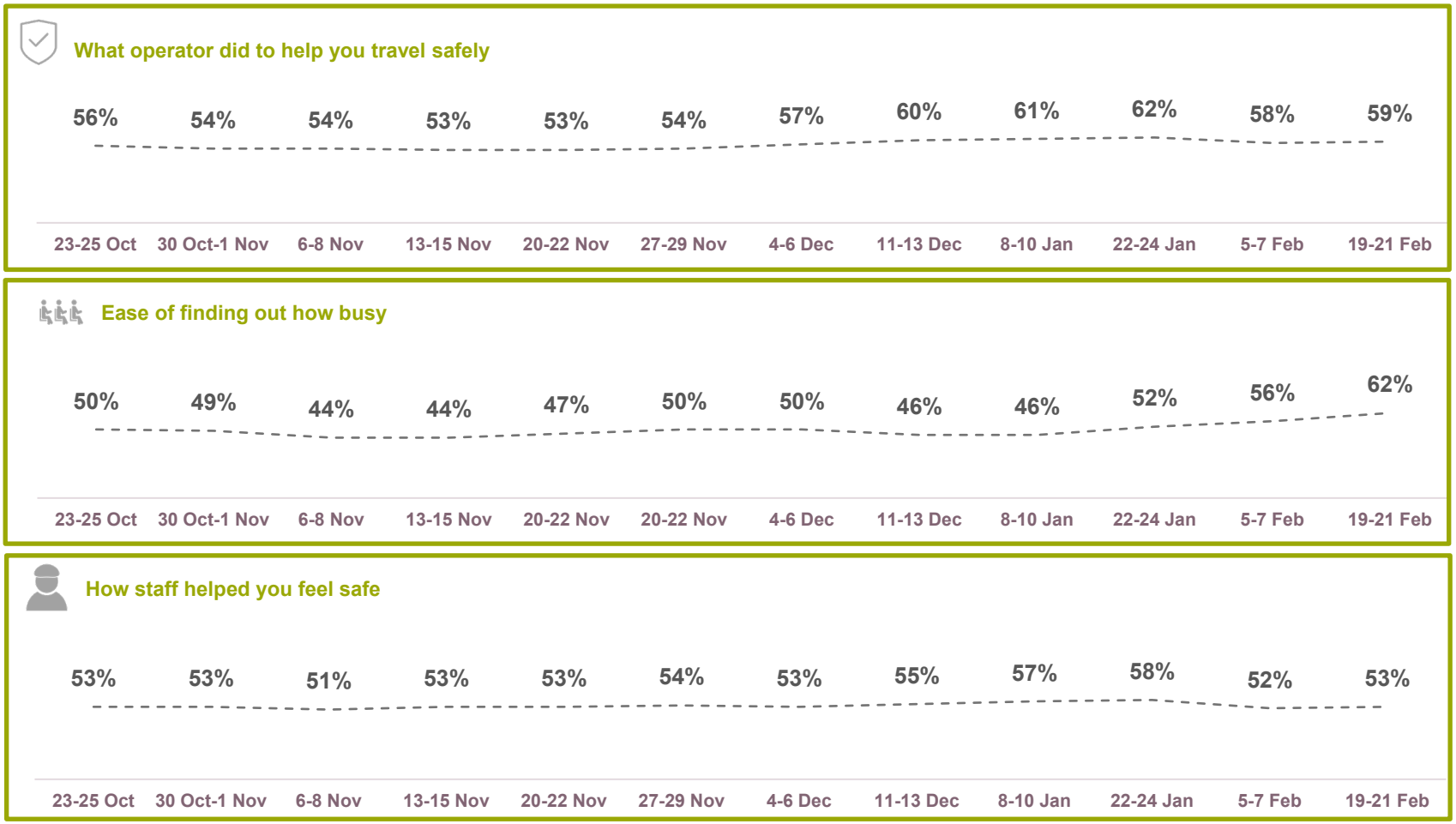
Satisfaction with some aspects of London bus journeys is generally improving



Experience of using London bus (2)



Experience of using London bus (3)



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Experience of using London bus (4)

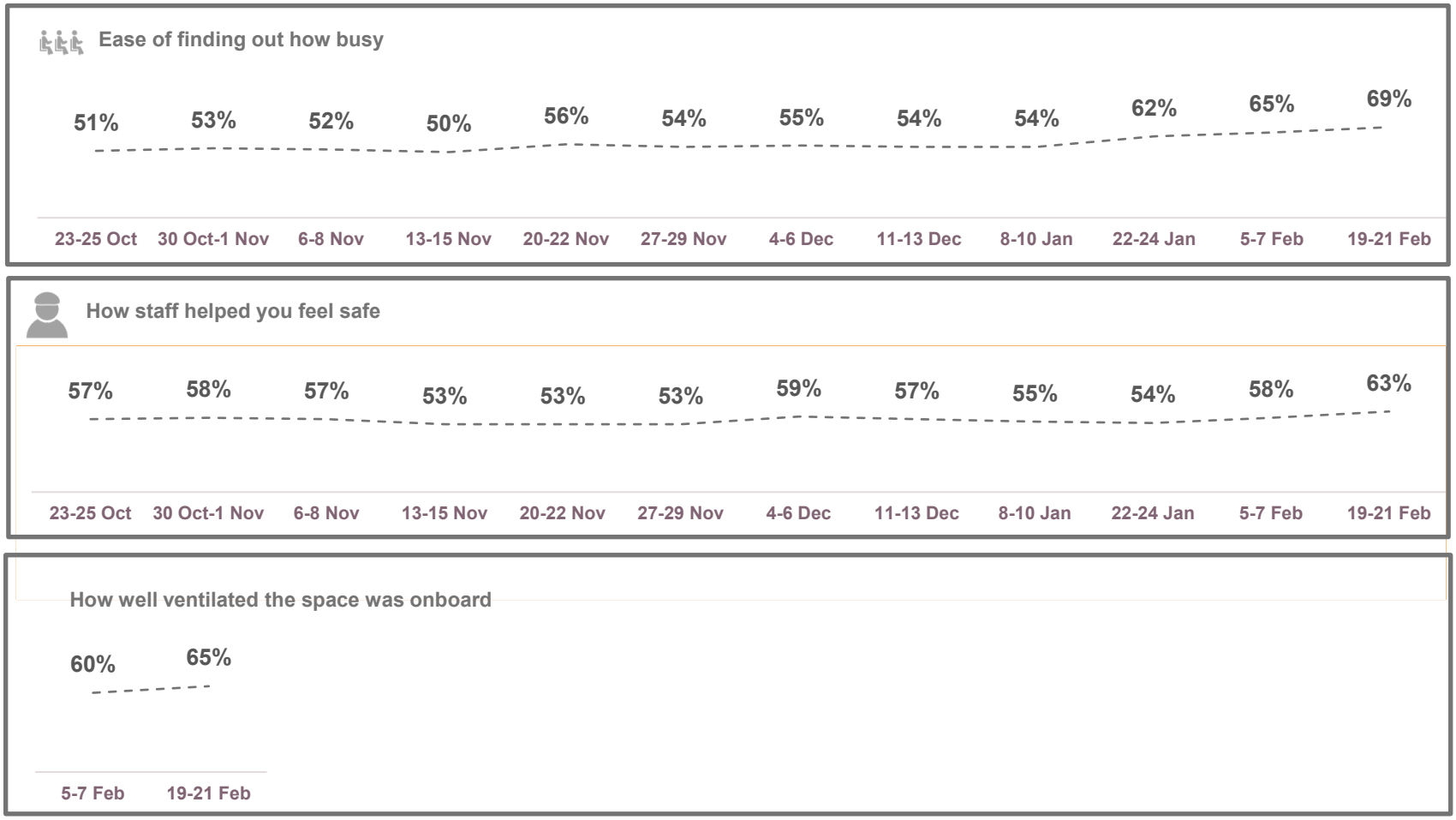
- - - - Three-wave average

Experience of using London Underground (1)

Satisfaction with aspects of London Underground journeys are improving

Experience of using London Underground (2)

Experience of using London Underground (3)



Journey satisfaction: aggregated base size

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

Fieldwork date	Train	Bus (outside London)	London bus	London Underground
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
11-13 December	235	391	227	147
8-10 January	245	375	241	147
22-24 January	234	324	248	126
5-7 February	232	331	248	125
19-21 February	244	348	250	133

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
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	*	*
11-13 December	101	122	*	*
8-10 January	*	101	*	*
22-24 January	*	101	*	*
5-7 February	*	129	*	*
19-21 February	*	118	*	*

* Base less than 100