

# **Journey satisfaction during Covid-19**

12 March 2021



#### 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:
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
5-7 March	15 January – 7 March

transportfocus

## **Experience of using train (1)**

Satisfaction with aspects of train journeys is largely consistent



#### **Experience of using train (2)**



#### **Experience of using train (3)**

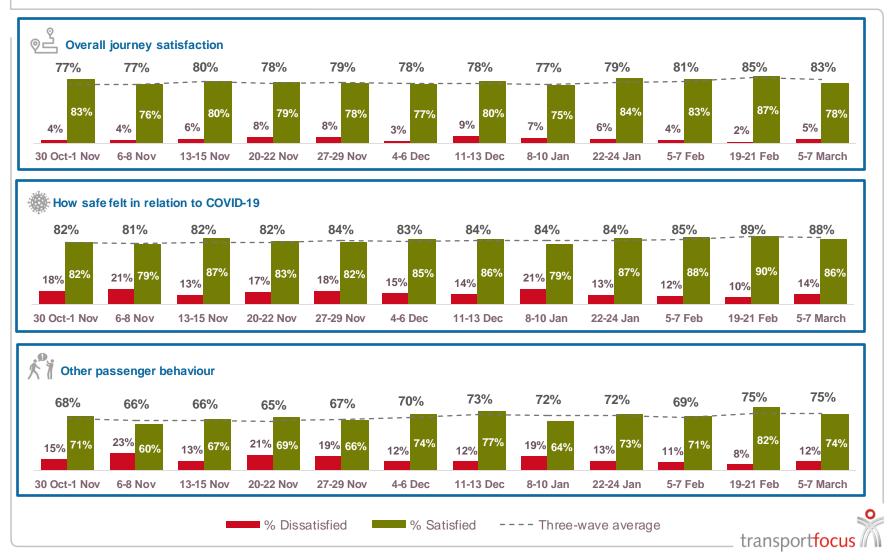


#### **Experience of using train (4)**

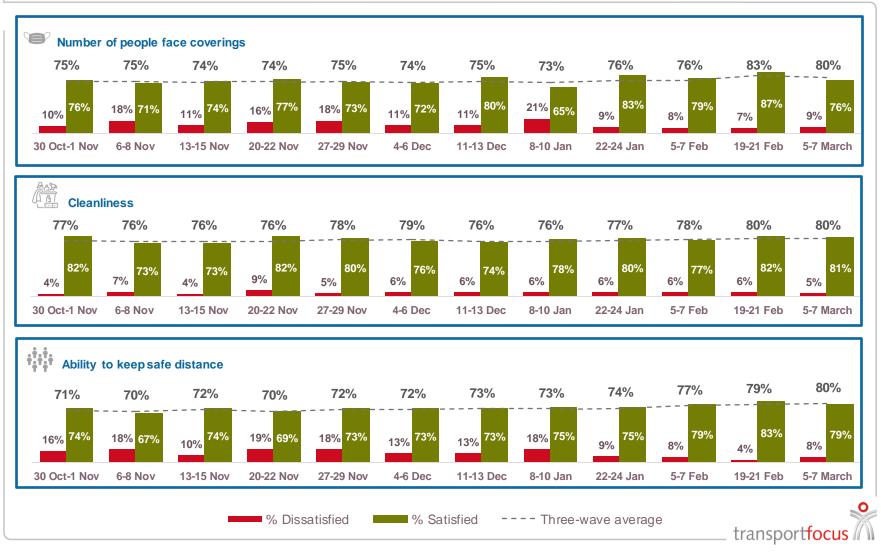
How w	vell ventilate	d the space was onb	bard				
63%	63%	<b>67%</b>					
5-7 Feb	19-21 Feb	5-7 March					
			-	Three-wave	e average		
							ansport <mark>focı</mark>

## **Experience of using bus outside London (1)**

Satisfaction with aspects of bus journeys is consistent or falling



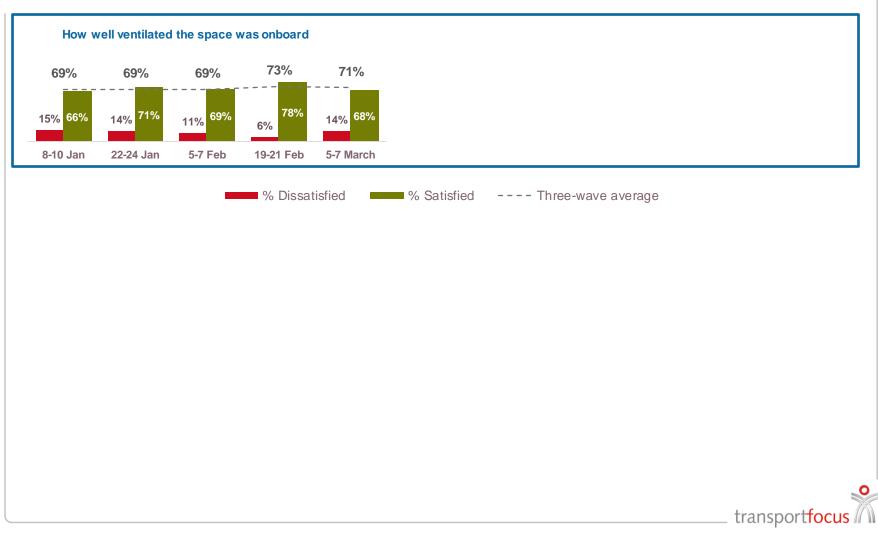
### **Experience of using bus outside London (2)**



### **Experience of using bus outside London (3)**



## **Experience of using bus outside London (4)**



## **Experience of using London bus (1)**

Satisfaction with some aspects of London bus journeys is decreasing

70% 	69% 	67%	65% 	66% 	73% 	72%	74% 	71%	70% 	69% 	67% 
30 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 Marcl
How safe	felt in relat	tion to COVIE	<b>)</b> -19								
<b>78%</b>	76% 	71% 	72%	71%	73%	71%	73%	73%	76% 	77%	78% 
30 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 Marcl
Other pa	issenger b	ehaviour									
54% 	55% 	53%	<b>55%</b> 	53%	57%	57%	62% 	64%	65%	67%	62% 
30 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 Marcl

### **Experience of using London bus (2)**

61% 	60%	<b>60%</b>	<b>60%</b>	59%	<b>60%</b>	62%	66% 	67%	71%	72% 	68% 
0 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 Marc
A Clean	iness										
66% 	66% 	62%	60%	<b>59%</b>	64% 	62%	65% 	66%	71% 	69%	<b>68%</b> 
0 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 Marcl
Ability t	o keep safe	e distance									
63% 	<b>59%</b> ·	55%	52%	53%	59% 	59%	63% 	64% 	67%	69%	64% 

### **Experience of using London bus (3)**

What ope	rator did to	o help travel	safely								
54%	54%	53%	53%	54%	57%	60%	61% 	62% 	58%	59%	<b>54%</b>
30 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 March
ķķķ Ease f	inding out										
49%	44%	44%	47%	50%	<b>50%</b>	46%	<b>46%</b> 	52% 	56% 	62%	57%
30 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	20-22 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 March
How sta	Iff helped y	ou feel safe									
53% 	51%	53%	53%	54%	53%	55%	57% 	<b>58%</b>	<b>52%</b>	53%	50%
30 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 March
			% Dissa	atisfied	% Sa	tisfied	Three-v	vave averag	е	transp	ortfocus

## **Experience of using London bus (4)**

62% 	65% 	<b>60%</b>					
5-7 Feb	19-21 Feb	5-7 March					
			-	Three-wa	ive average		

## **Experience of using London Underground (1)**

Satisfaction with aspects of London Underground journeys are decreasing

76%	71% ·	69% 	69% 	76% 	73%	71% 	70% 	73% 	73%	69% 
6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 March
assenger k	ehaviour									
57%	<b>57%</b>	60% 	64%	69% 	67%	61%	62%	68% 	71%	70% 
6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 March
of people	face coverin	gs								
65% 	61%	66% 	69% 	73%	72%	67%	68%	65%	<b>68%</b>	66%
6-8 Nov	12-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 Marci
	6-8 Nov 57% 6-8 Nov 6-8 Nov of people 65%	6-8 Nov 13-15 Nov   assenger behaviour   57% 57%   6-8 Nov 13-15 Nov   6-8 Nov 13-15 Nov   of people face coverin   65% 61%	6-8 Nov 13-15 Nov 20-22 Nov   assenger behaviour 57% 60%   6-8 Nov 13-15 Nov 20-22 Nov   6-8 Nov 13-15 Nov 20-22 Nov   of people face coverings 65% 61% 66%	6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov   assenger behaviour 57% 57% 60% 64%   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov   of people face coverings 65% 61% 66% 69%	6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec   assenger behaviour 57% 57% 60% 64% 69%   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec   of people face coverings 65% 61% 69% 73%	6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec   assenger behaviour 57% 57% 60% 64% 69% 67%   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec   of people face coverings 65% 61% 66% 69% 73% 72%	6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan   assenger behaviour 57% 57% 60% 64% 69% 67% 61%   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan   of people face coverings 65% 61% 69% 73% 72% 67%	6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan 22-24 Jan   assenger behaviour 57% 57% 60% 64% 69% 67% 61% 62%   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan 22-24 Jan   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan 22-24 Jan   of people face coverings 65% 61% 69% 73% 72% 67% 68%	6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan 22-24 Jan 5-7 Feb   assenger behaviour 57% 57% 60% 64% 69% 67% 61% 62% 68%   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan 22-24 Jan 5-7 Feb   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan 22-24 Jan 5-7 Feb   of people face coverings 65% 61% 69% 73% 72% 67% 68% 65%	6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan 22-24 Jan 5-7 Feb 19-21 Feb   assenger behaviour 57% 57% 60% 64% 69% 67% 61% 62% 68% 71%   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan 22-24 Jan 5-7 Feb 19-21 Feb   6-8 Nov 13-15 Nov 20-22 Nov 27-29 Nov 4-6 Dec 11-13 Dec 8-10 Jan 22-24 Jan 5-7 Feb 19-21 Feb   of people face coverings 65% 61% 66% 69% 73% 72% 67% 68% 65% 68%

## **Experience of using London Underground (2)**

	73% 	69% 	68% 	64% 	67% 	69% 	71% 	75%	75% 	10/0	<b>70%</b> 
30 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 Marc
Ability t	o keep safe	e distance									
65% 	63%	57%	58%	<b>59%</b> 	65% 	64%	63% 	65% 	69% 	<b>69%</b>	64% 
0 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 Marcl
What ope	rator did to	o help travel	safely								
62% 	<b>63%</b>	<b>63%</b>	60%	<b>59%</b>	63% 	63%	62%	60%	64% 	70%	68% 

## **Experience of using London Underground (3)**

53%	<b>52%</b>	<b>50%</b>	56% 	54%	<b>55%</b>	54%	54% 	62% 	65% 	69%	63% 
0 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 Marcl
How sta	aff helped y	vou feel safe									
58%	57%	53%	53%	<b>53%</b> 	59% 	57%	55% 	<b>54%</b>	58% 	63% 	60%
0 Oct-1 Nov	6-8 Nov	13-15 Nov	20-22 Nov	27-29 Nov	4-6 Dec	11-13 Dec	8-10 Jan	22-24 Jan	5-7 Feb	19-21 Feb	5-7 March
How well	ventilated	the space w	as onboard								
60% 	65% 	61% 									
		5-7 March									

#### 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
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
5-7 March	254	372	252	136

#### 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 competing 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
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	*	*
5-7 March	*	125	*	*
* Base less than 100				transport <mark>focu</mark> s