



Journey satisfaction during Covid-19

9 April 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 3-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.

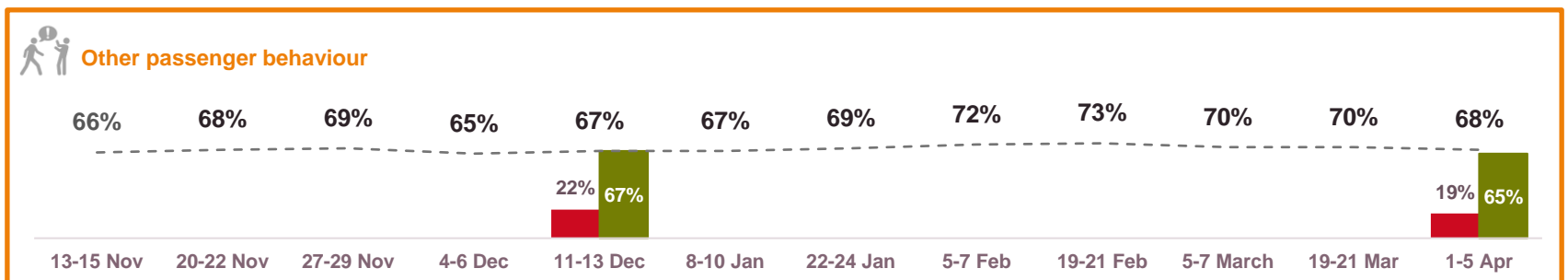
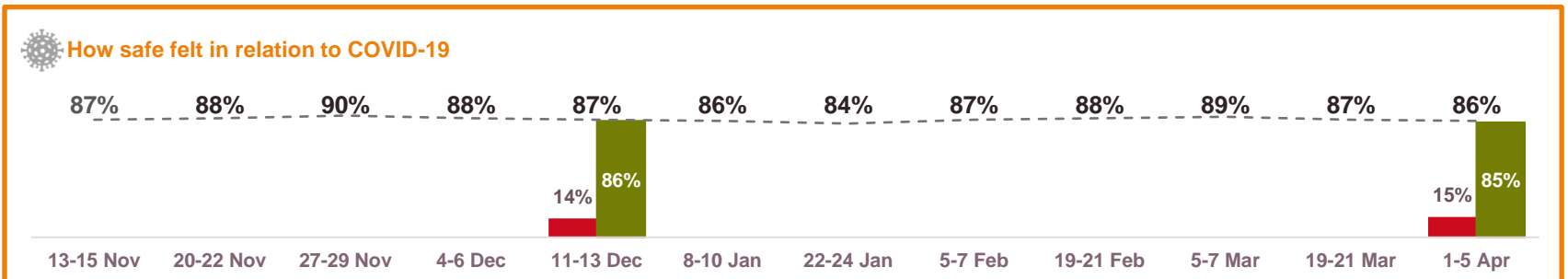
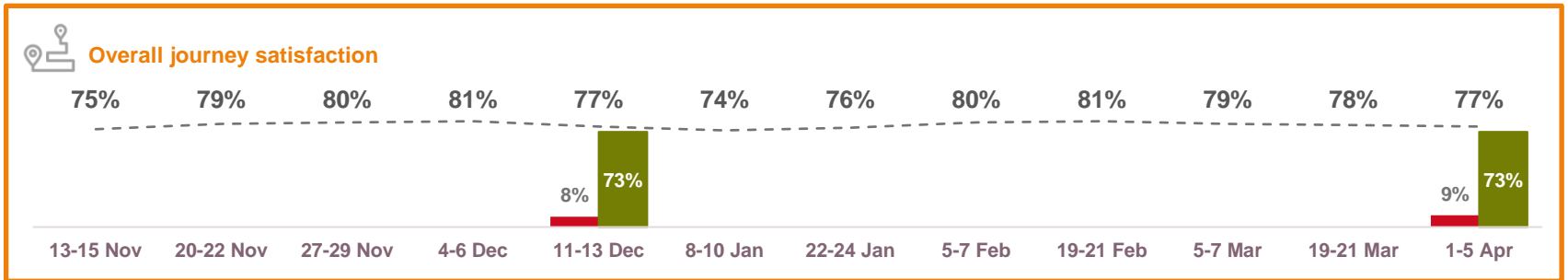
The number of interviews on which each data point is based is shown on tables at the end of this summary report.

Journey satisfaction: three-wave rolling data

Fieldwork date	Covers journeys made between:
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	22 January – 7 March
19-21 March	5 February – 21 March
1-5 April	19 February – 5 April

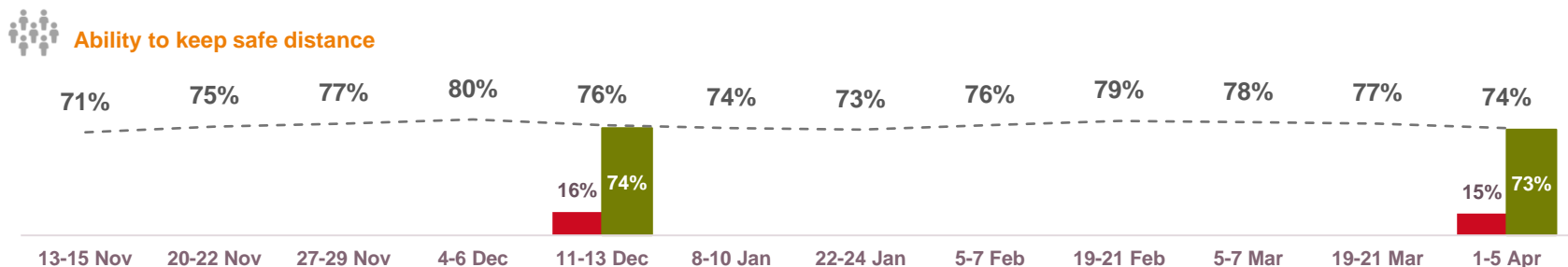
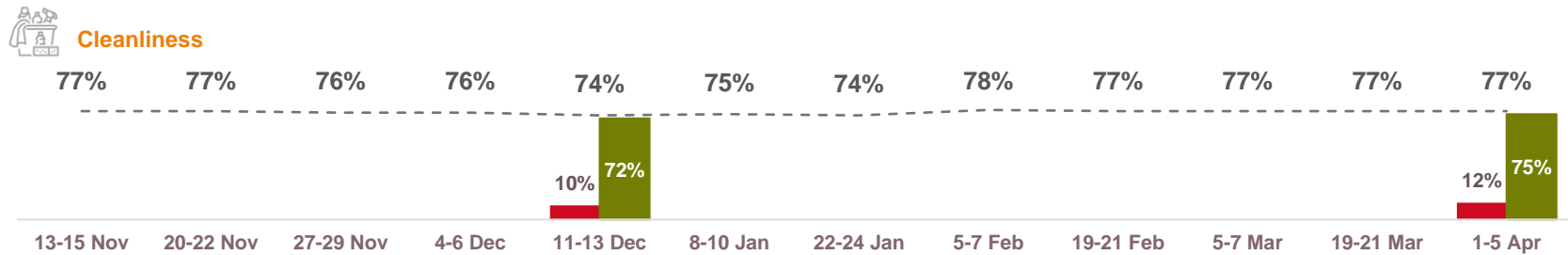
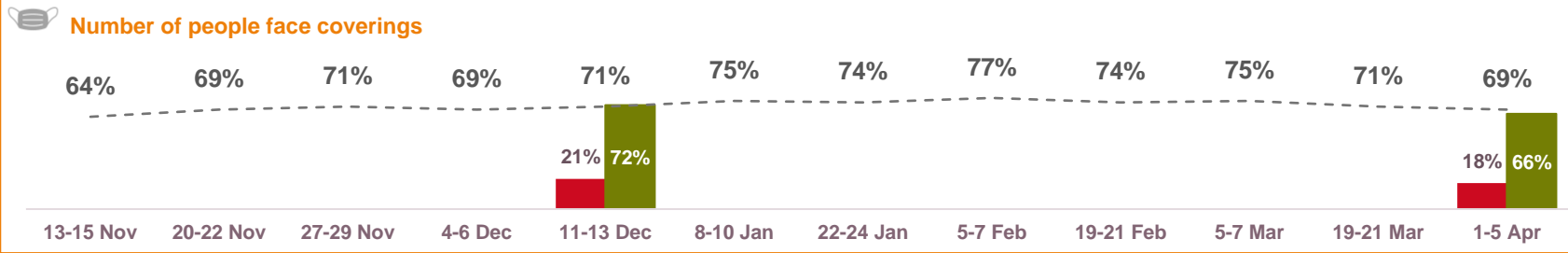
Experience of using train (1)

Satisfaction with aspects of train journeys is largely consistent



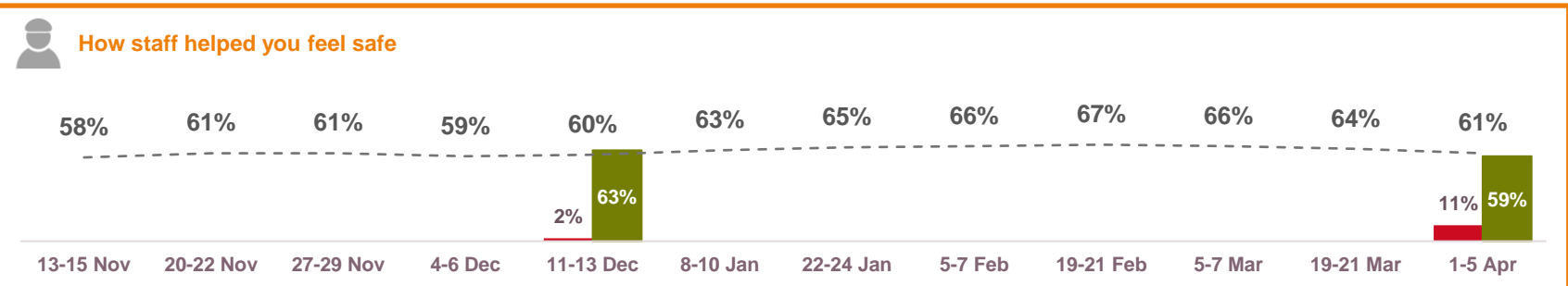
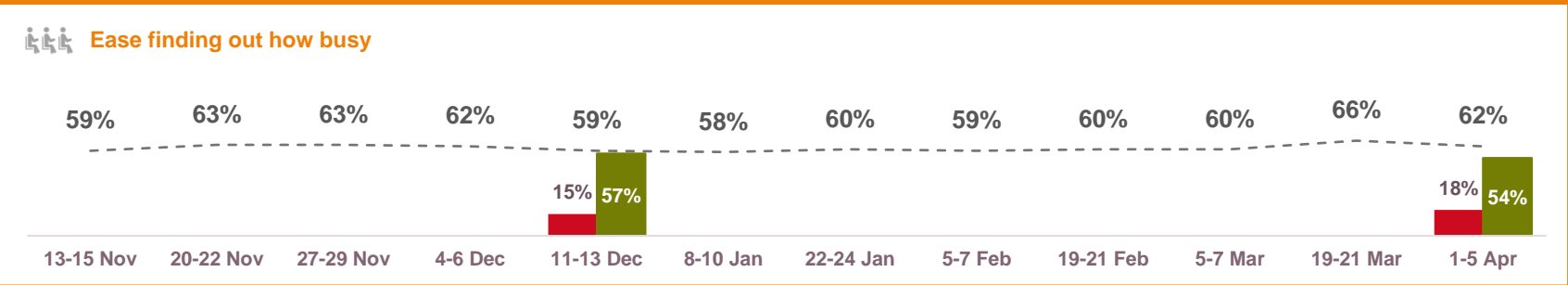
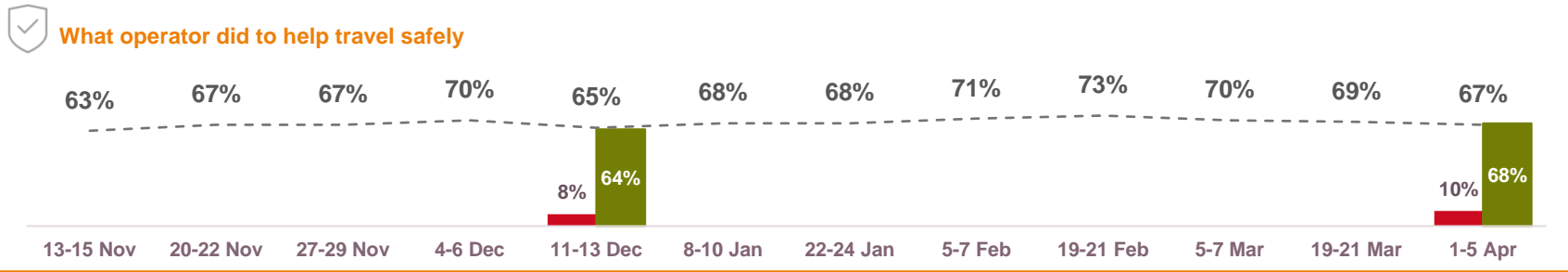
 % Dissatisfied  % Satisfied  Three-wave average

Experience of using train (2)



 % Dissatisfied  % Satisfied - - - - Three-wave average

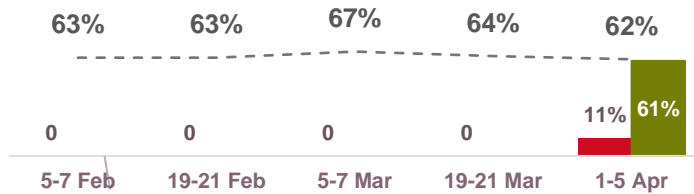
Experience of using train (3)



 % Dissatisfied  % Satisfied - - - - Three-wave average

Experience of using train (4)

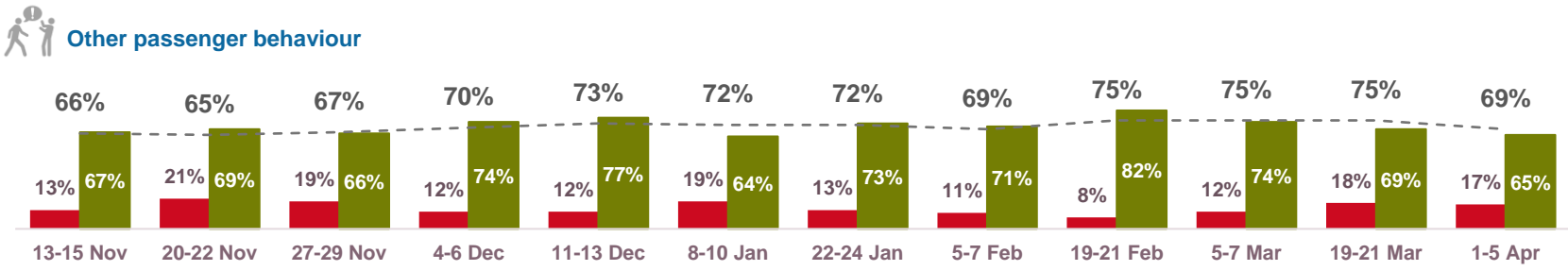
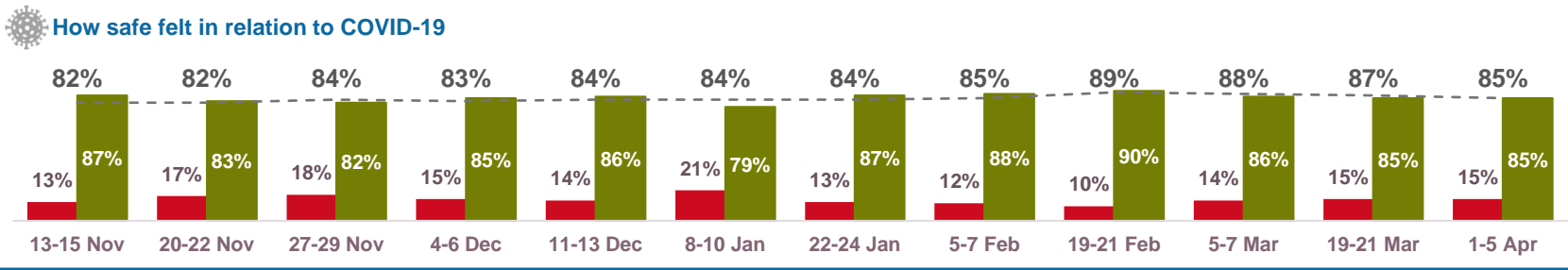
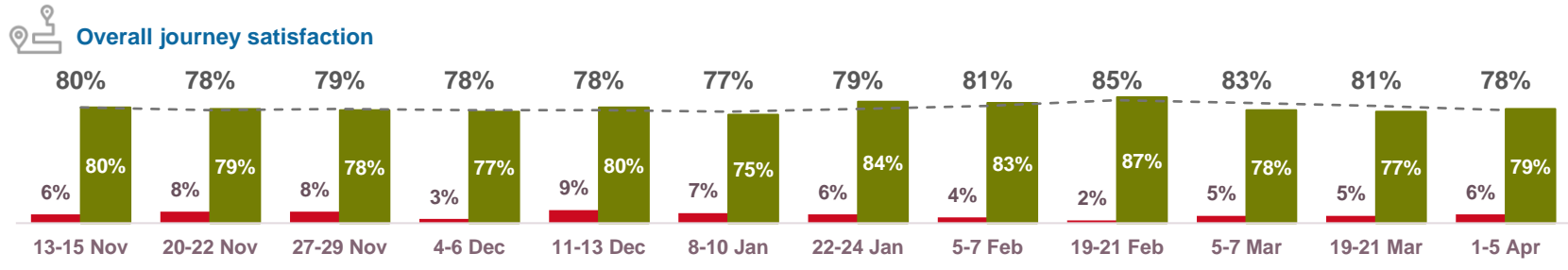
How well ventilated the space was onboard



■ % Dissatisfied ■ % Satisfied - - - - Three-wave average

Experience of using bus outside London (1)

Satisfaction with aspects of bus journeys is consistent or falling



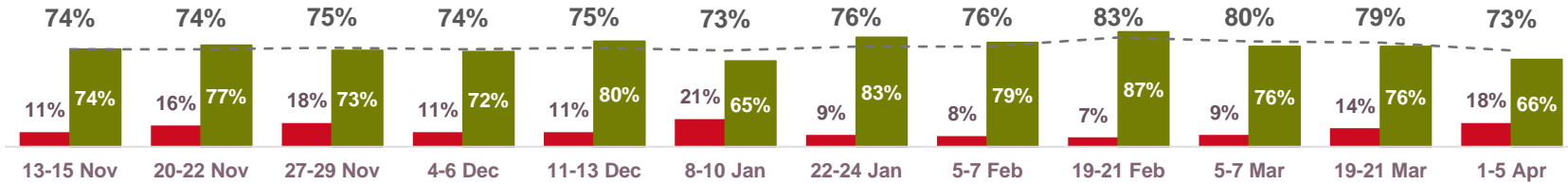
 % Dissatisfied  % Satisfied - - - Three-wave average

Experience of using bus outside London (2)

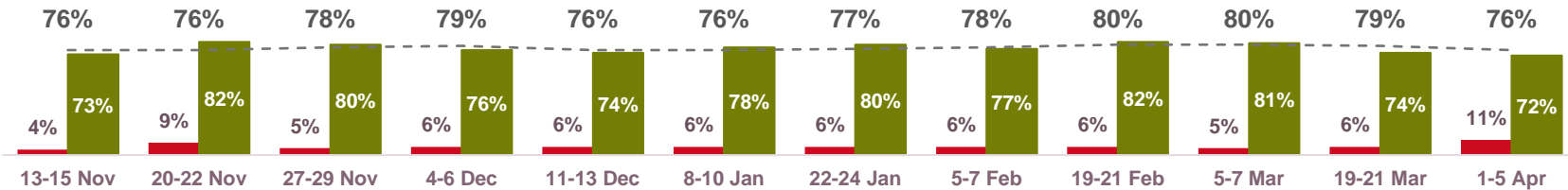
Start of a decreasing trend on safe distance and face coverings



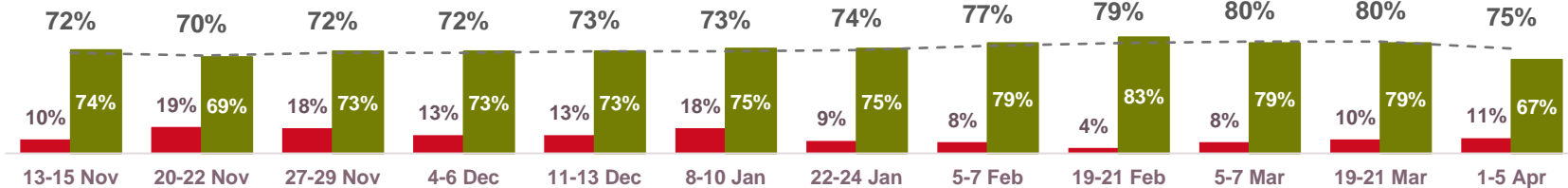
Number of people face coverings



Cleanliness



Ability to keep safe distance

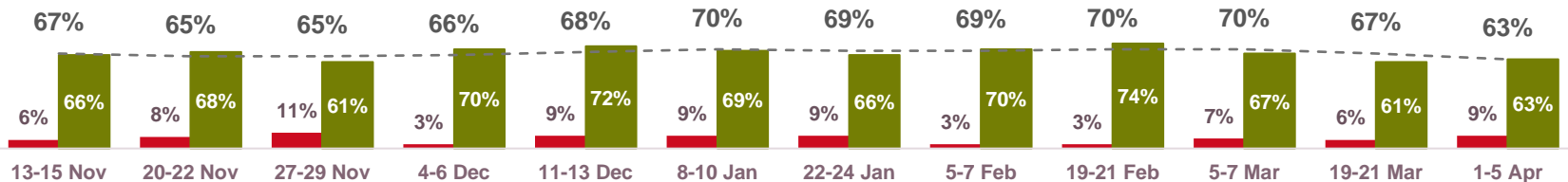


■ % Dissatisfied ■ % Satisfied - - - Three-wave average

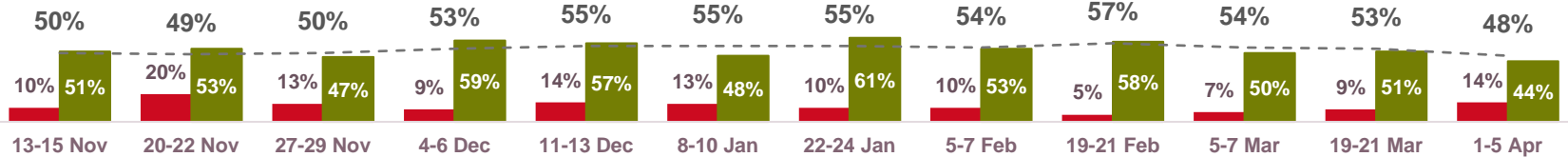
Experience of using bus outside London (3)



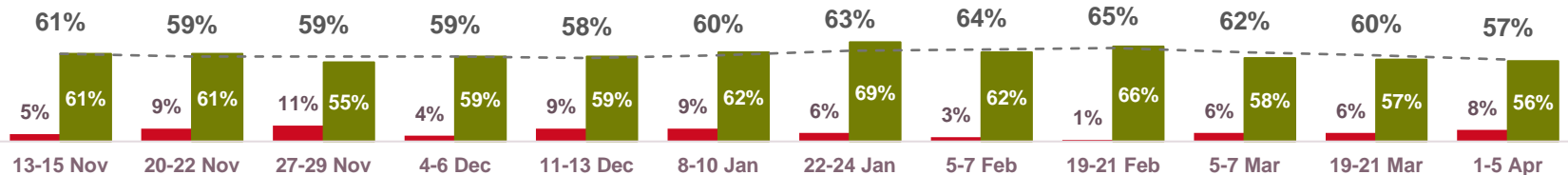
What operator did to help travel safely



Ease finding out how busy

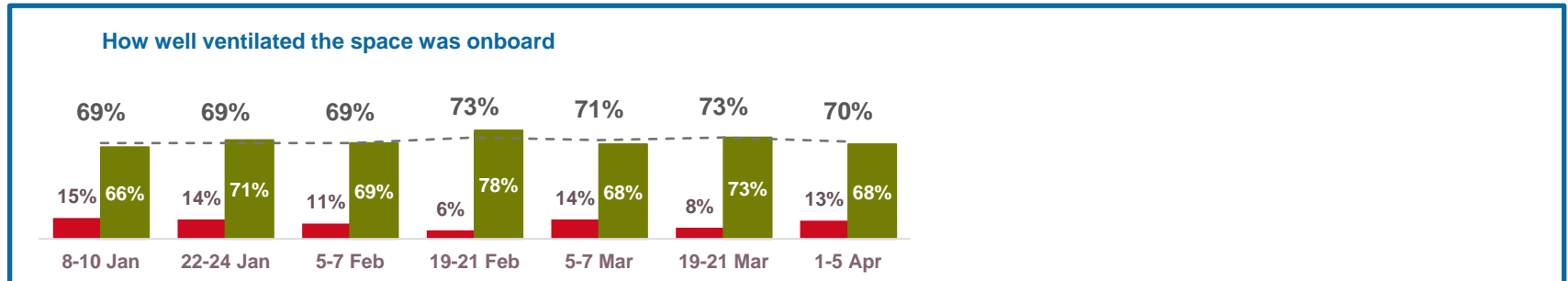


How staff helped you feel safe



■ % Dissatisfied
 ■ % Satisfied
 - - - Three-wave average

Experience of using bus outside London (4)



■ % Dissatisfied ■ % Satisfied - - - Three-wave average

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
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
19-21 March	254	394	251	135
1-5 April	275	419	261	152

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
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	*	*
19-21 March	*	151	*	*
1-5 April	101	143	*	*

* Base less than 100