



Journey satisfaction during Covid-19

16 April 2021

Journey satisfaction data

The charts in this report show the degree to which those making journeys in the last 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 three-wave 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 survey 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.

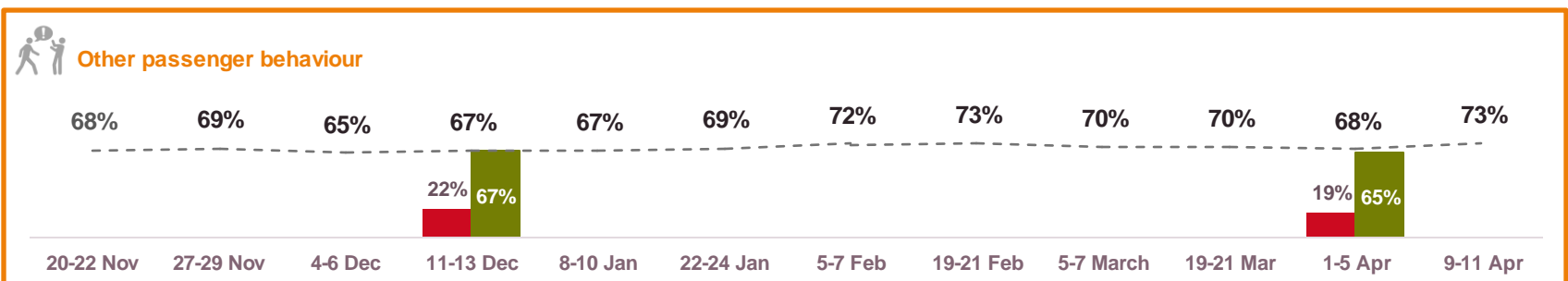
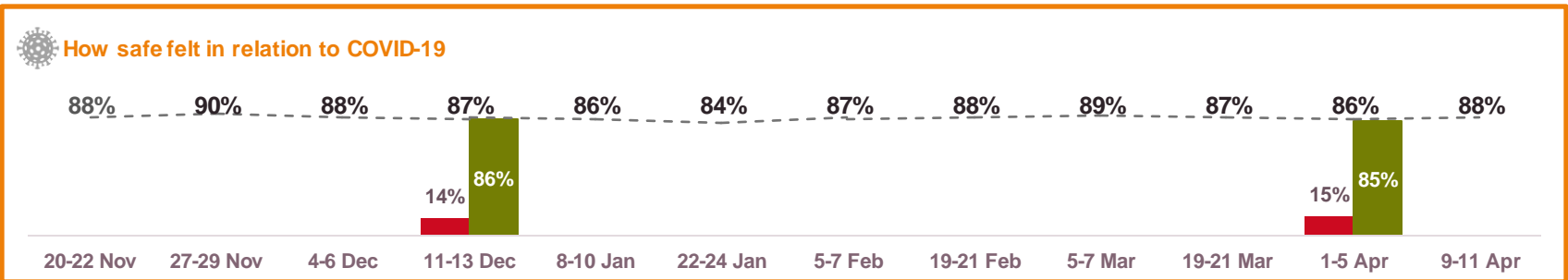
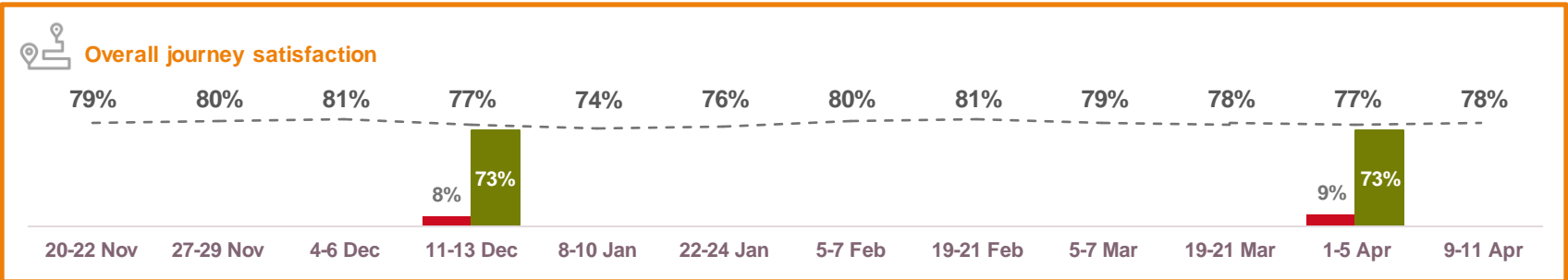
* Please note – between the wave of research on 8-10 January and the wave on 1-5 April respondents were asked about journeys made ‘in the last two weeks’.

Journey satisfaction: three-wave rolling data

| Fieldwork date | Covers journeys made between: |
|----------------|--|
| 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 |
| 9-11 April | 5 March – 11 April |

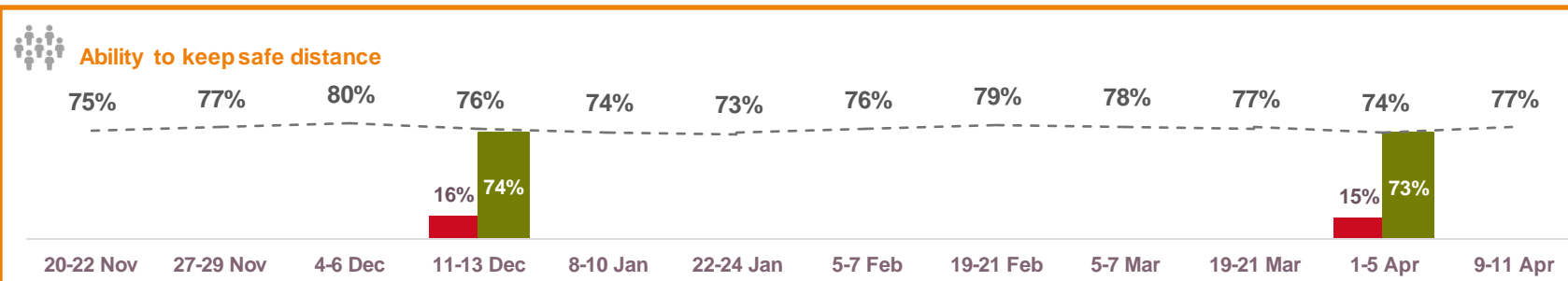
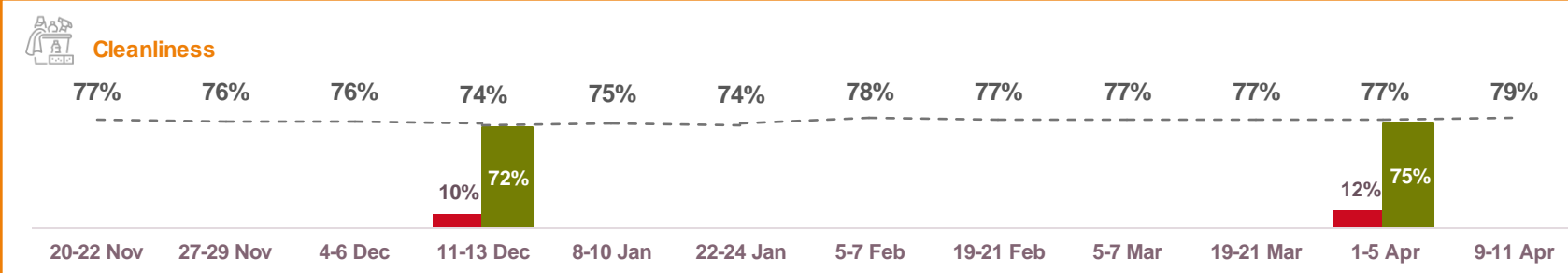
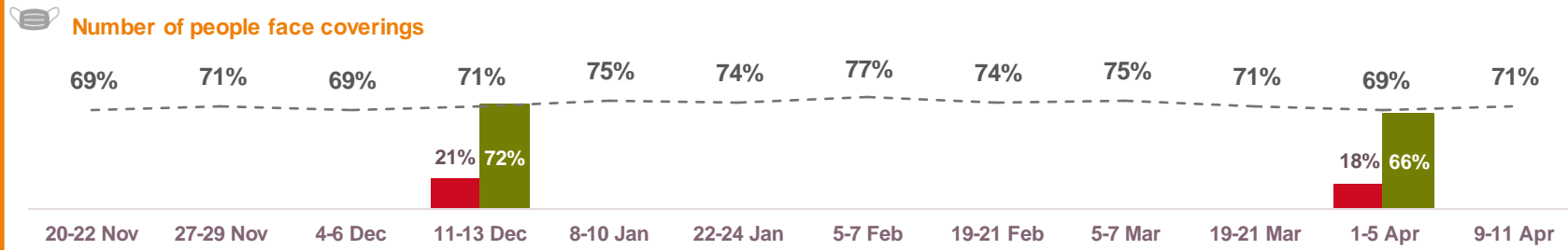
Experience of using train (1)

Satisfaction with aspects of train journeys is consistent or improving



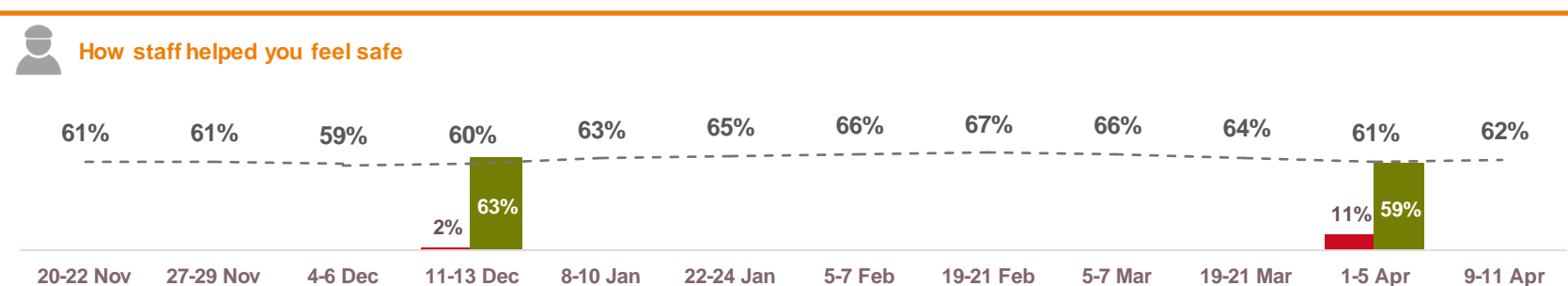
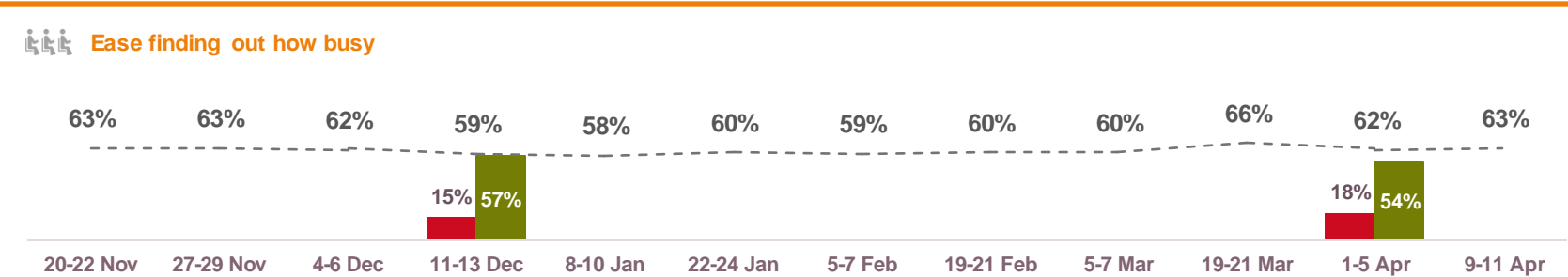
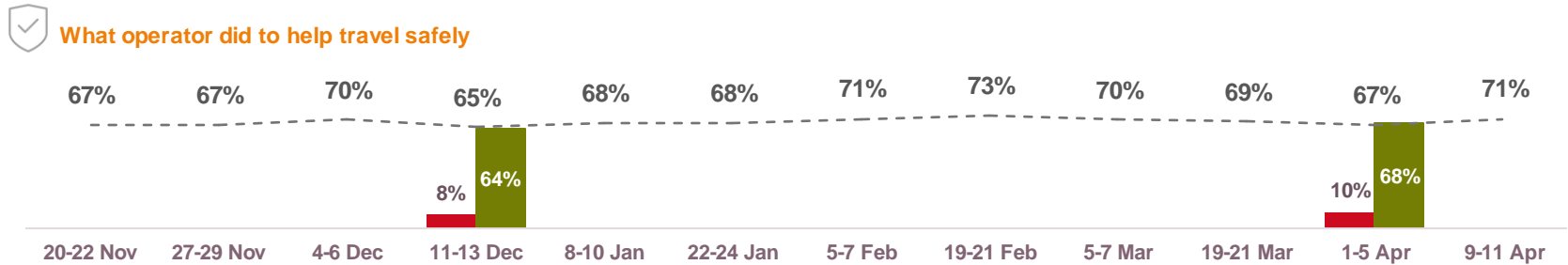
■ % Dissatisfied ■ % Satisfied - - - Three-wave average

Experience of using train (2)



 % Dissatisfied  % Satisfied - - - Three-wave average

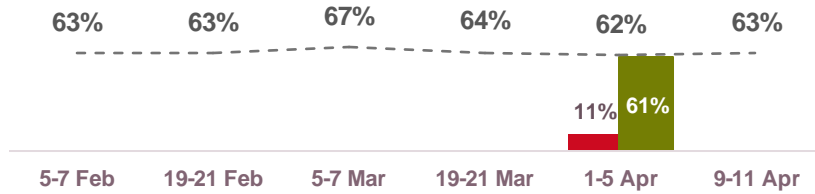
Experience of using train (3)



 % Dissatisfied  % Satisfied  Three-wave average

Experience of using train (4)

How well ventilated the space was onboard

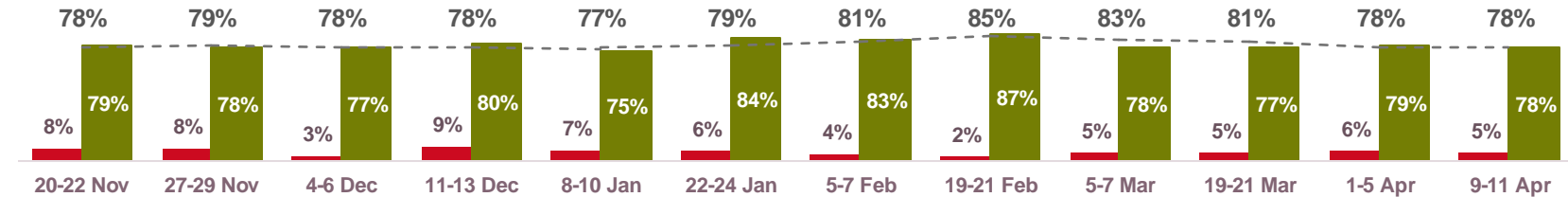


■ % Dissatisfied ■ % Satisfied - - - - Three-wave average

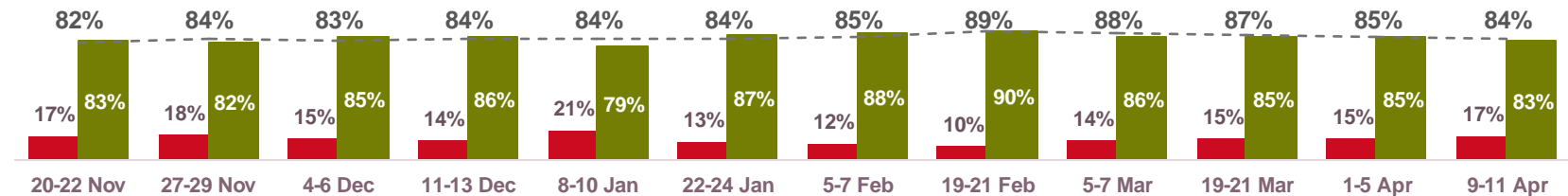
Experience of using bus outside London (1)

Satisfaction with aspects of bus journeys is largely consistent

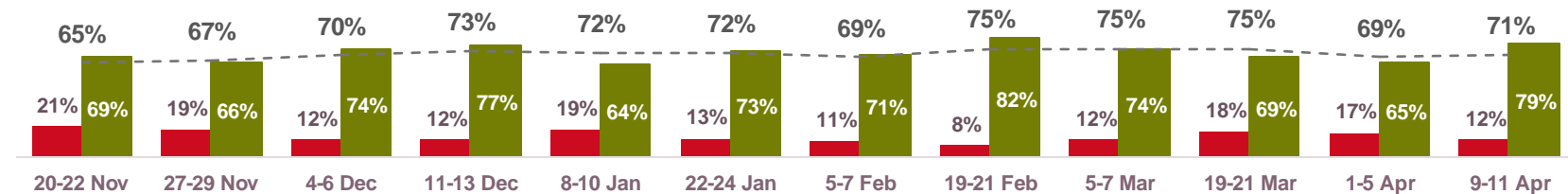
Overall journey satisfaction



How safe felt in relation to COVID-19



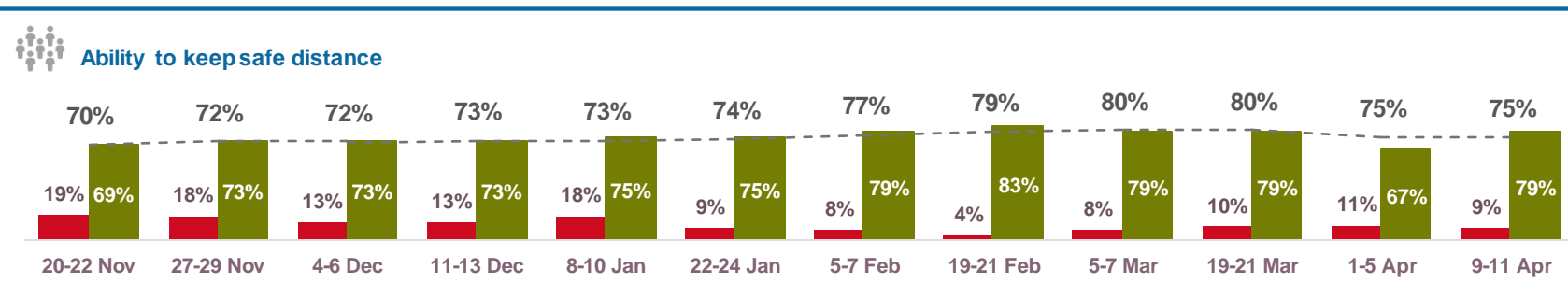
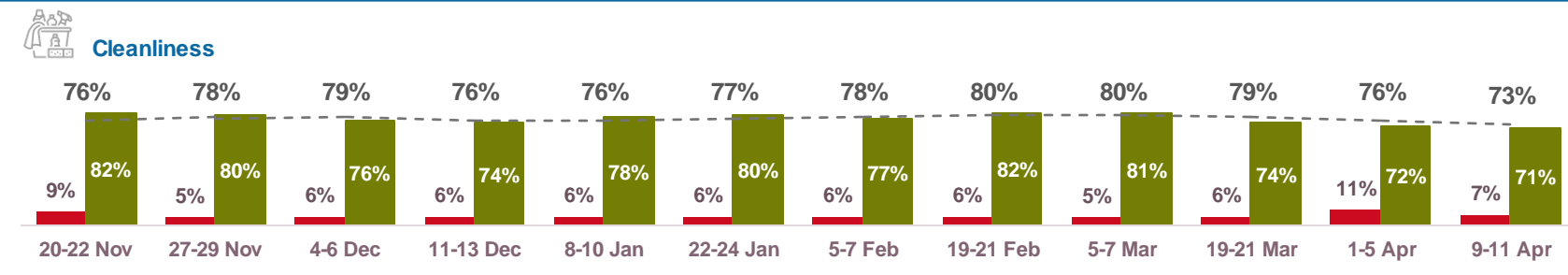
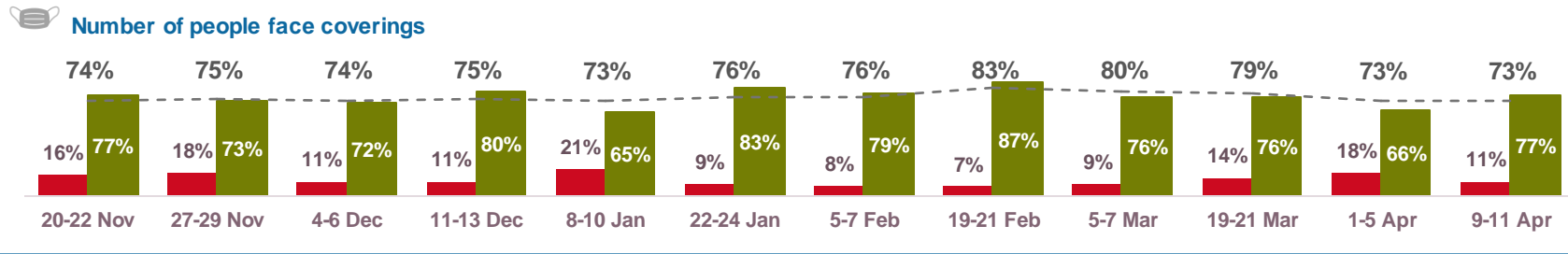
Other passenger behaviour



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

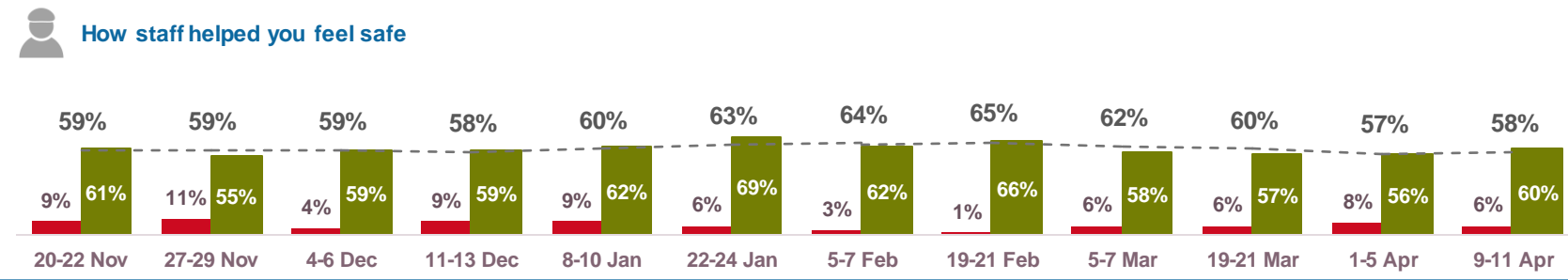
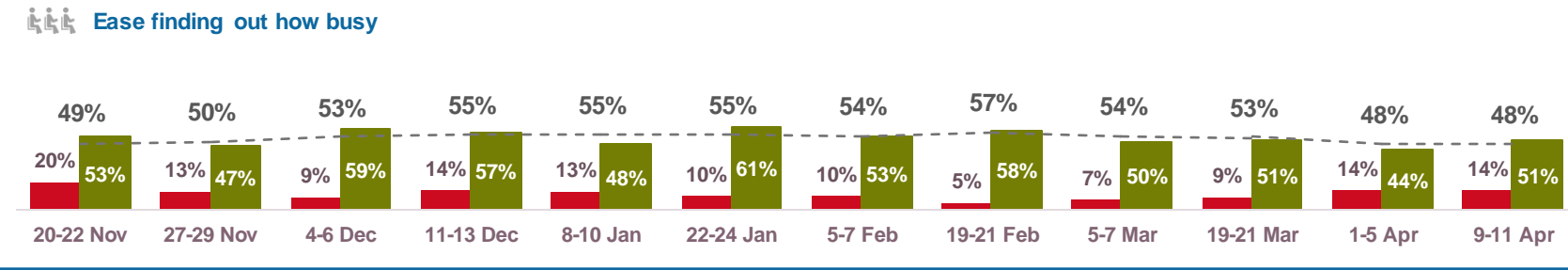
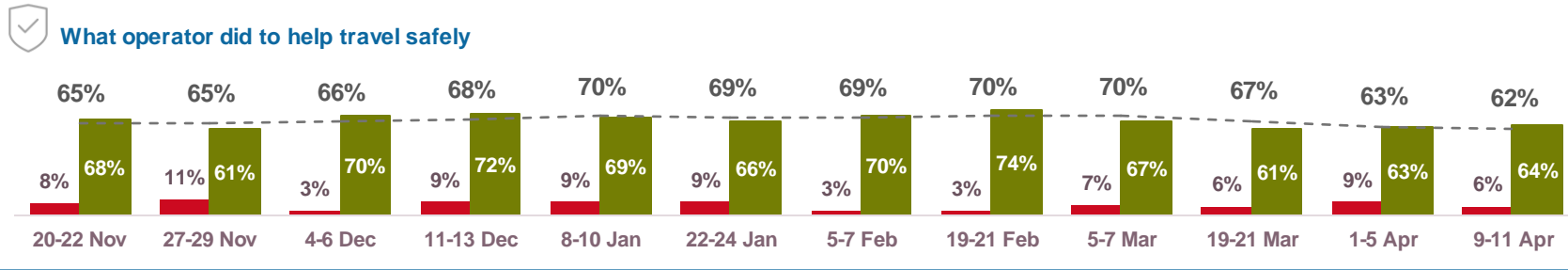
Experience of using bus outside London (2)

Start of a decreasing trend on safe distance and face coverings



 % Dissatisfied  % Satisfied - - - Three-wave average

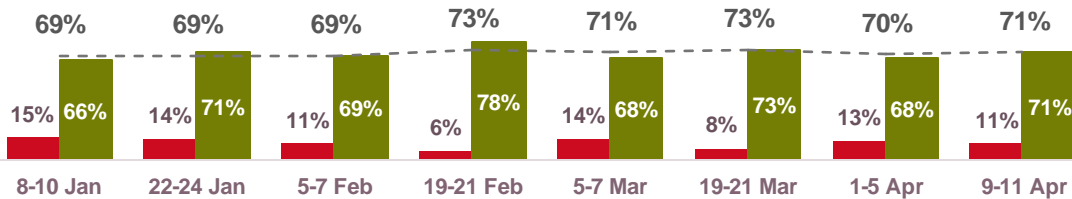
Experience of using bus outside London (3)



 % Dissatisfied  % Satisfied - - - Three-wave average

Experience of using bus outside London (4)

How well ventilated the space was onboard



■ % 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) |
|----------------|-------|----------------------|
| 20-22 November | 253 | 393 |
| 27-29 November | 222 | 348 |
| 4-6 December | 201 | 376 |
| 11-13 December | 235 | 391 |
| 8-10 January | 245 | 375 |
| 22-24 January | 234 | 324 |
| 5-7 February | 232 | 331 |
| 19-21 February | 244 | 348 |
| 5-7 March | 254 | 372 |
| 19-21 March | 254 | 394 |
| 1-5 April | 275 | 419 |
| 9-11 April | 290 | 425 |

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) |
|----------------|-------|-------------------------|
| 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 |
| 9-11 April | * | 131 |

* Base less than 100