



Journey satisfaction during Covid-19

30 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’.

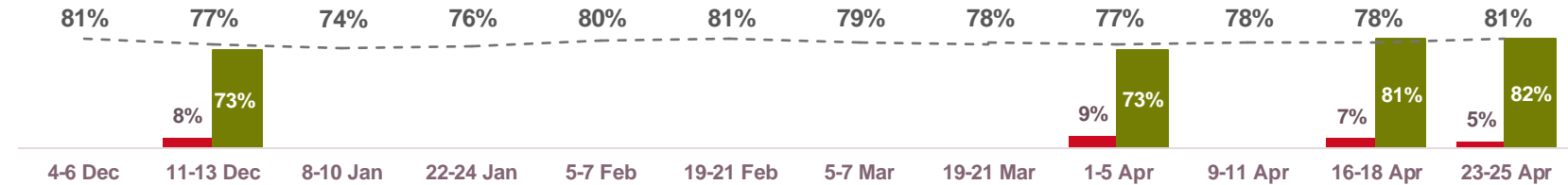
Journey satisfaction: three-wave rolling data

Fieldwork date	Covers journeys made between:
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
16-18 April	18 March – 18 April
23-25 April	2 - 25 April

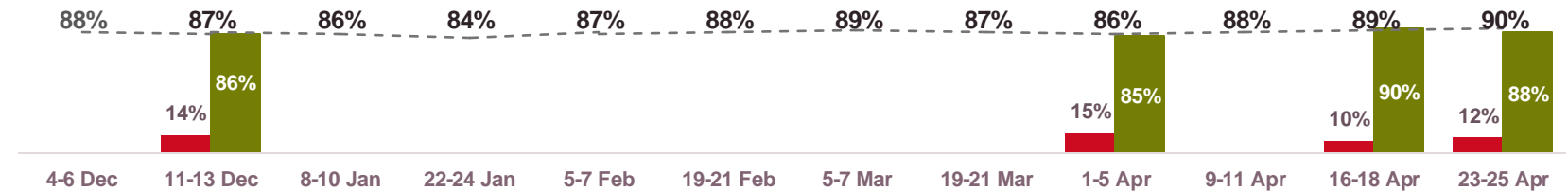
Experience of using train (1)

Satisfaction with aspects of train journeys is generally improving

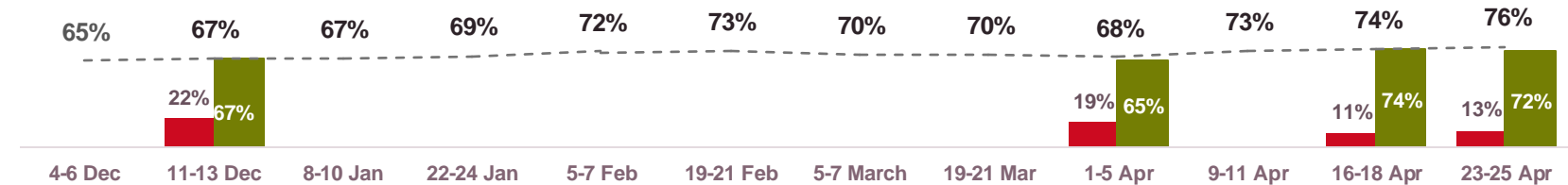
Overall journey satisfaction



How safe felt in relation to COVID-19

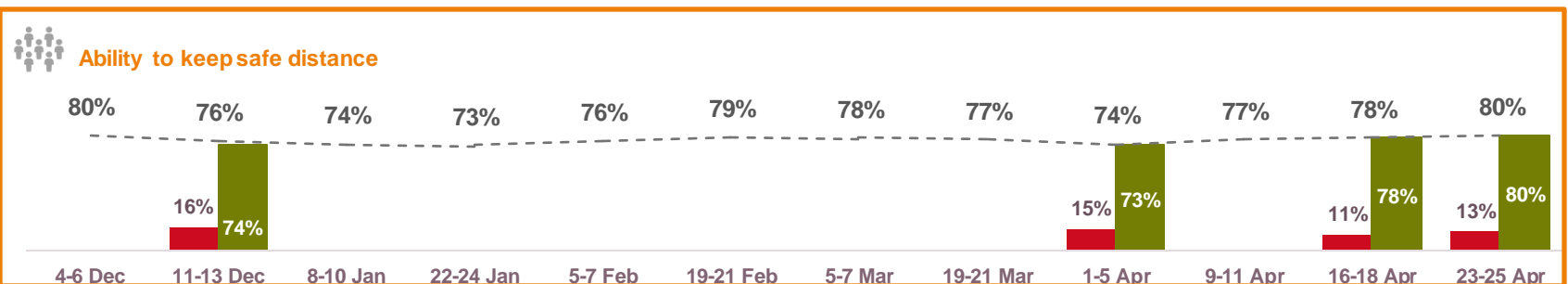
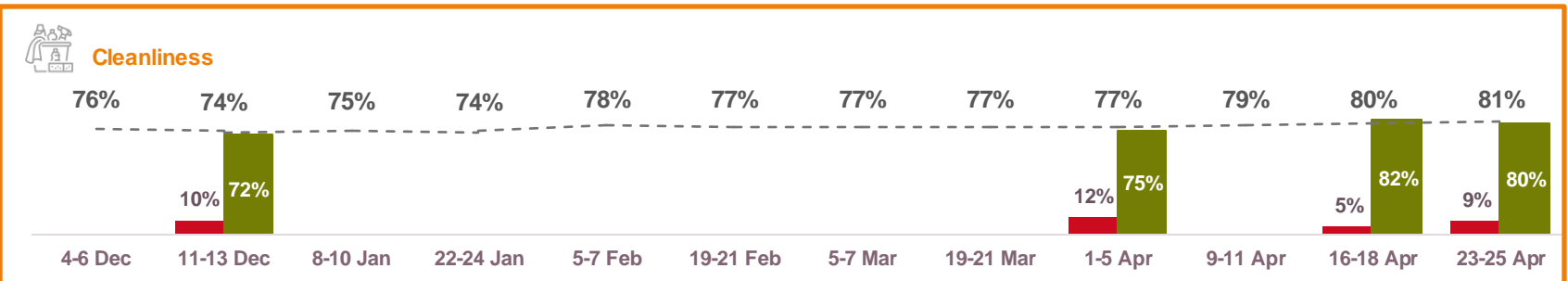
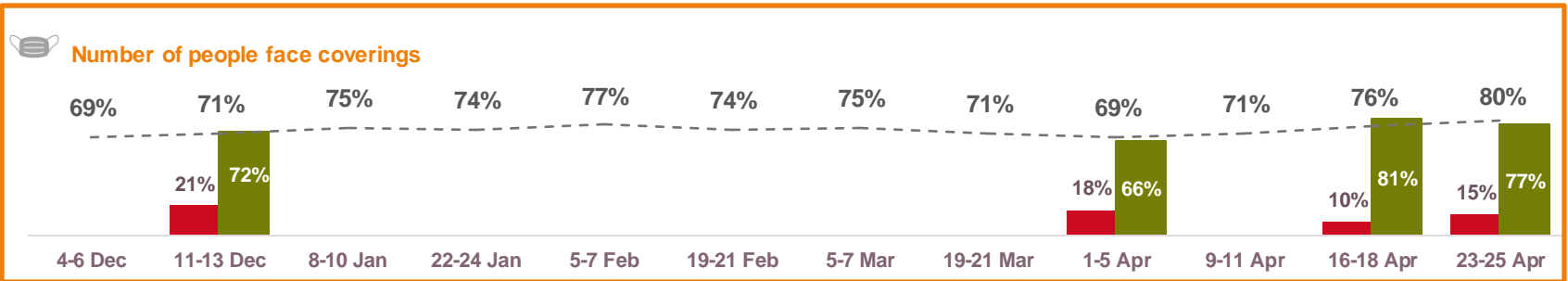


Other passenger behaviour



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

Experience of using train (2)

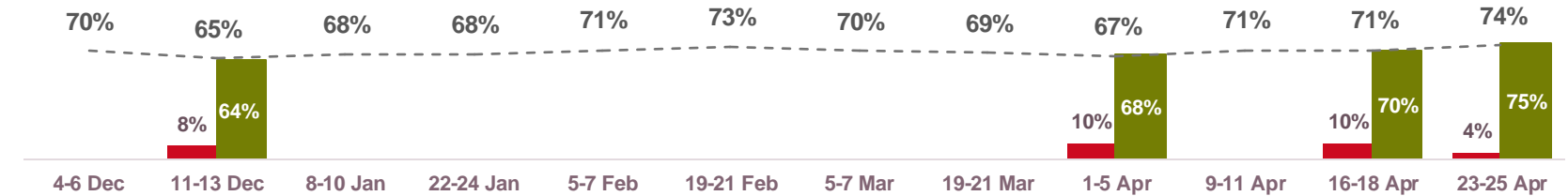


 % Dissatisfied  % Satisfied - - - Three-wave average

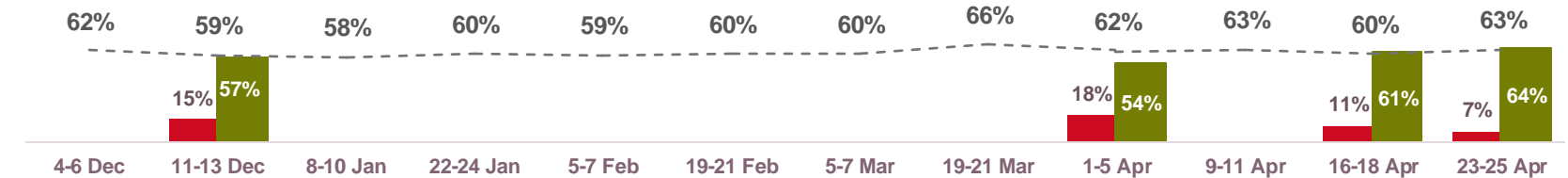
Experience of using train (3)



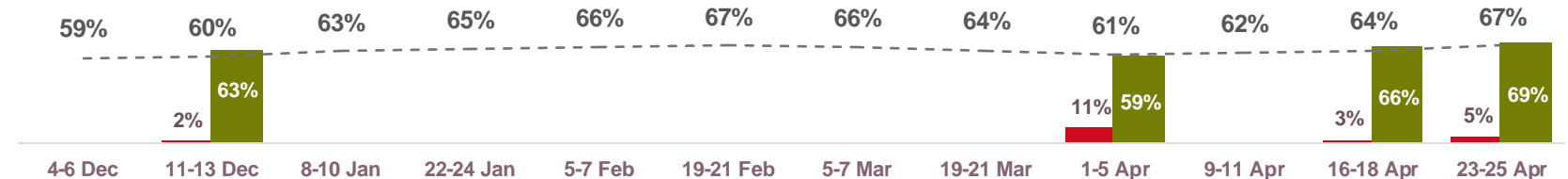
What operator did to help travel safely



Ease finding out how busy



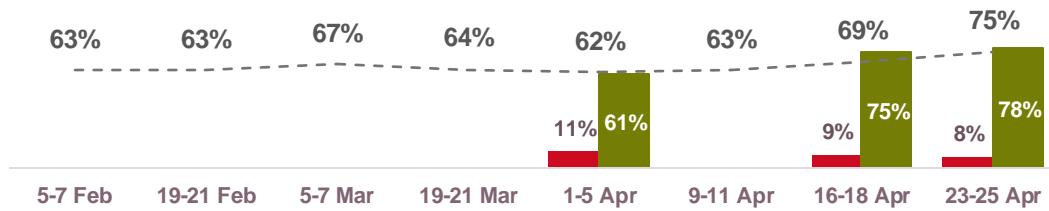
How staff helped you feel safe



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

Experience of using train (4)

How well ventilated the space was onboard

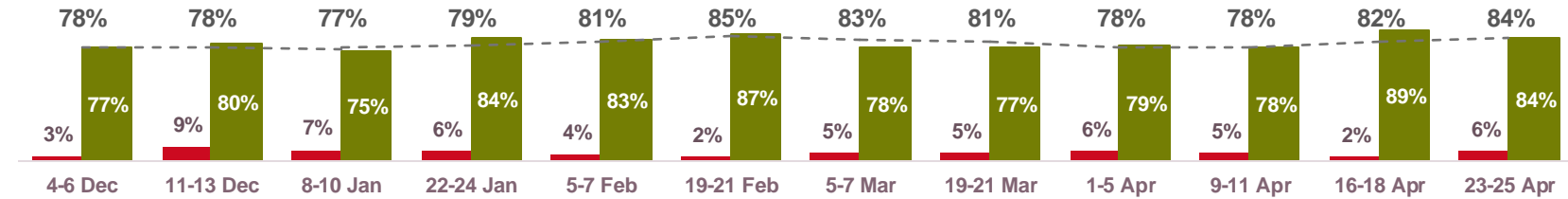


■ % Dissatisfied ■ % Satisfied - - - Three-wave average

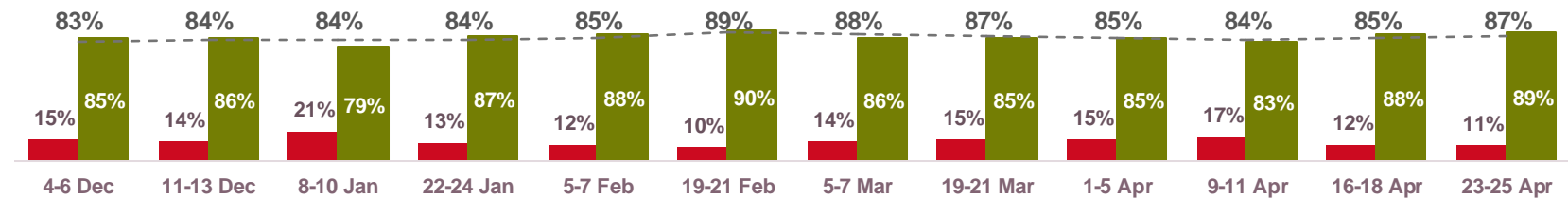
Experience of using bus outside London (1)

Satisfaction with aspects of bus journeys is generally improving

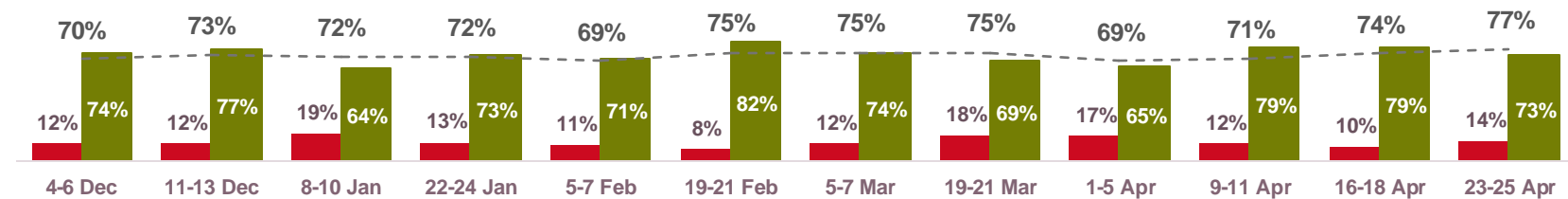
Overall journey satisfaction



How safe felt in relation to COVID-19



Other passenger behaviour



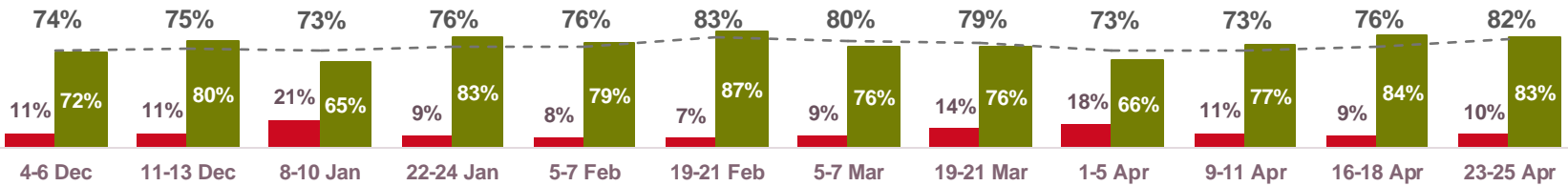
■ % Dissatisfied ■ % Satisfied - - - Three-wave average

Experience of using bus outside London (2)

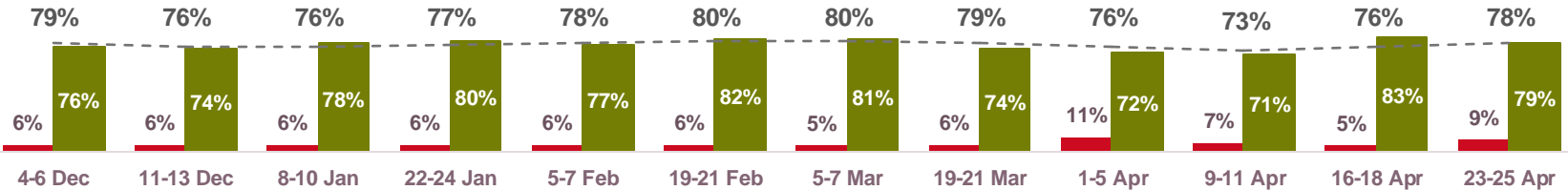
Start of a decreasing trend on safe distance and face coverings



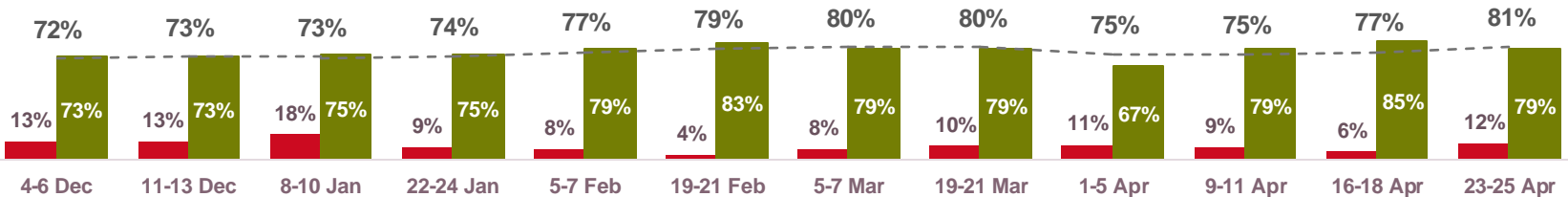
Number of people face coverings



Cleanliness



Ability to keep safe distance

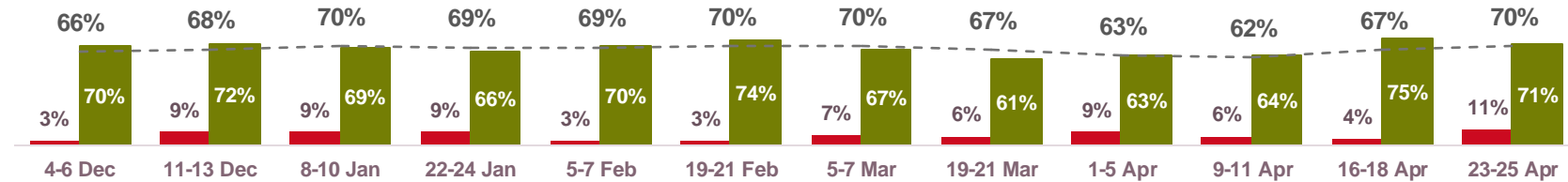


■ % Dissatisfied ■ % Satisfied - - - Three-wave average

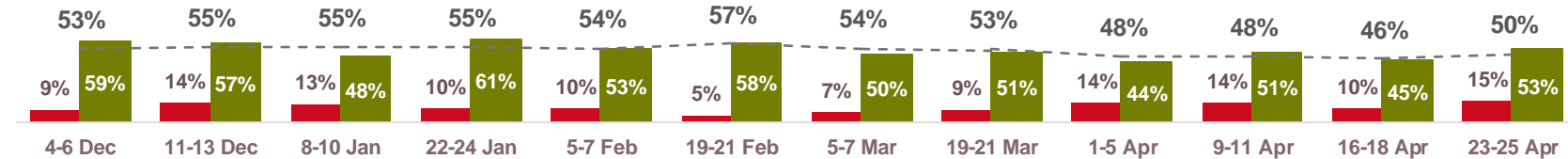
Experience of using bus outside London (3)



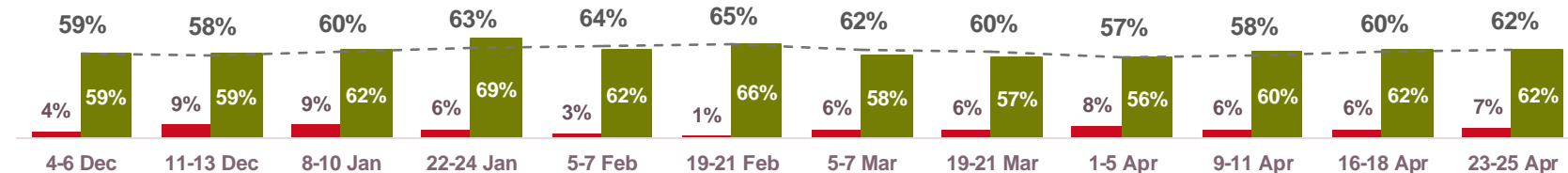
What operator did to help travel safely



Ease finding out how busy

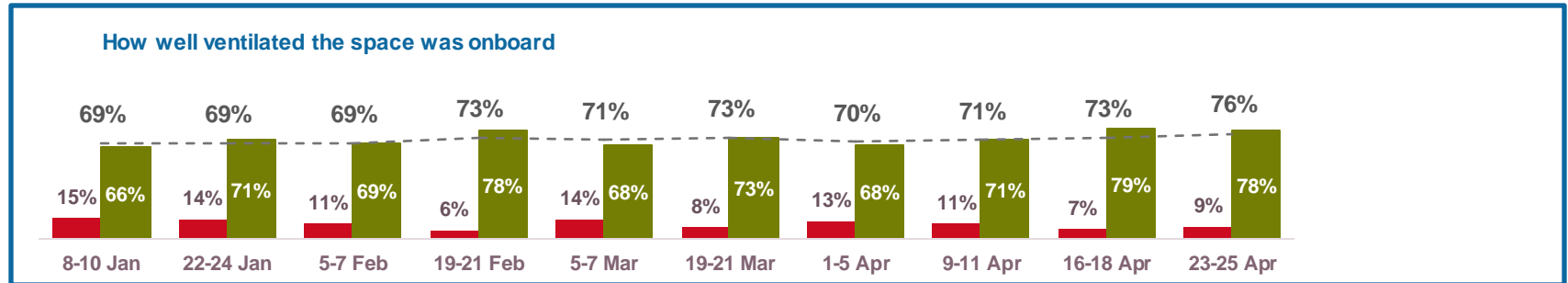


How staff helped you feel safe



■ % 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)
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
16-18 April	297	420
23-25 April	310	456

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)
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
16-18 April	106	146
23-25 April	114	179

* Base less than 100