Journey satisfaction during Covid-19

21 May 2021

transportfocus

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.

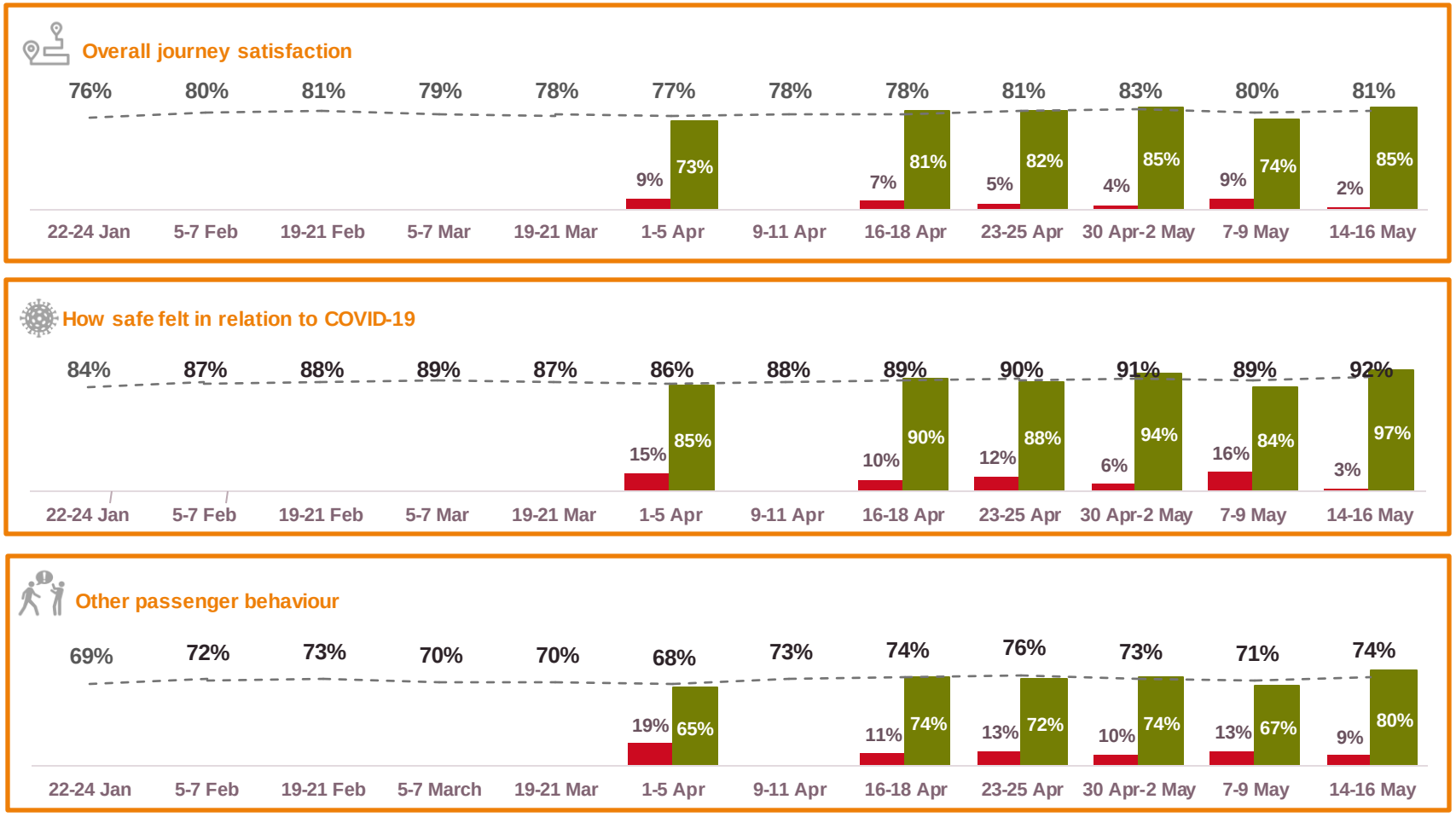
* Please note – between the wave of research on 8-10 January and the wave on 1-5 April respondents were asked about journeys made 'in the last two weeks'.

Journey satisfaction: three-wave rolling data

Fieldwork date	Covers journeys made between:
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
30 April-2 May	9 April – 2 May
7-9 May	16 April – 9 May
14-16 May	23 April – 16 May

Experience of using train (1)

Satisfaction with various aspects of train journeys have improved



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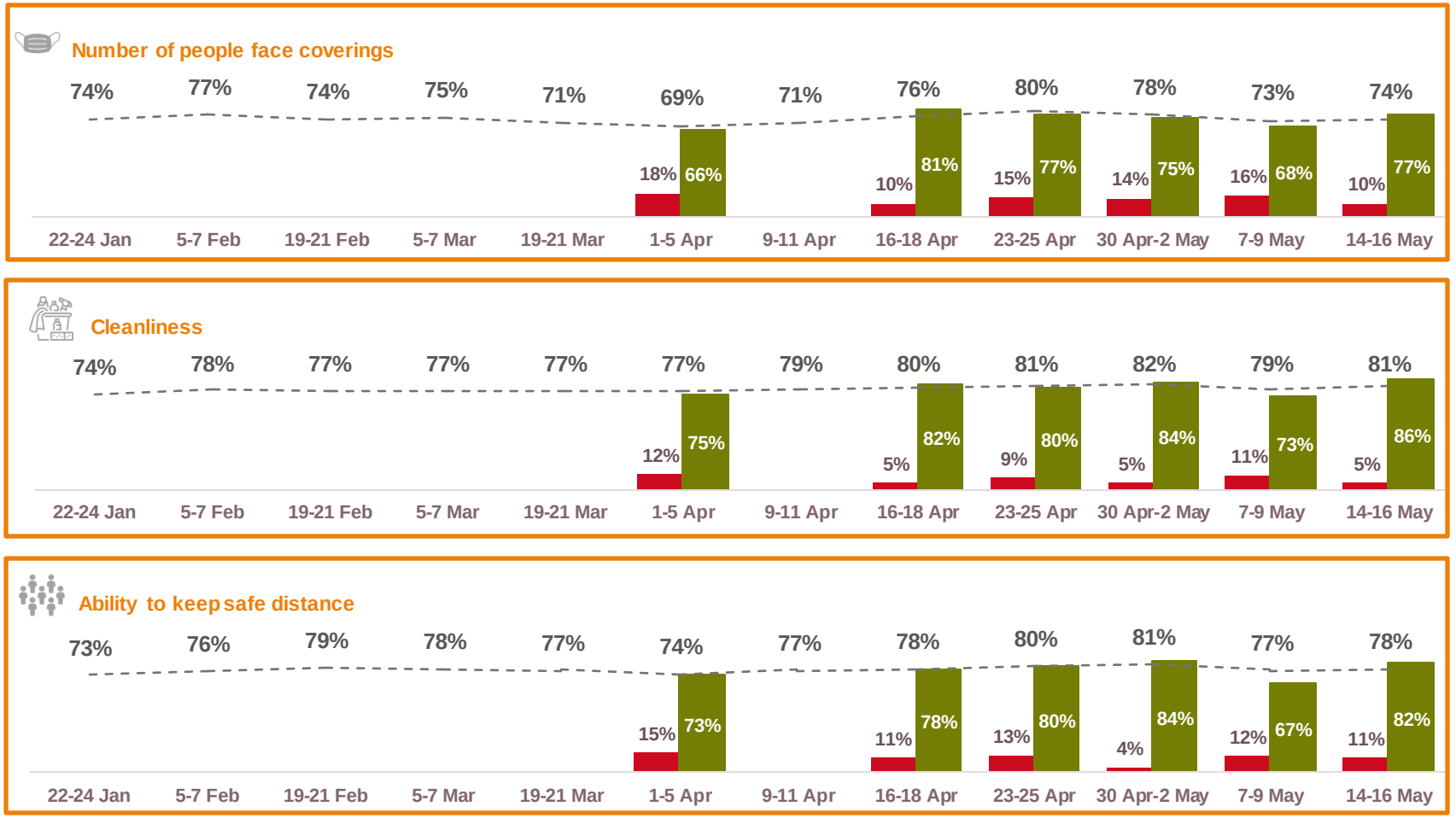
Experience of using train (2)



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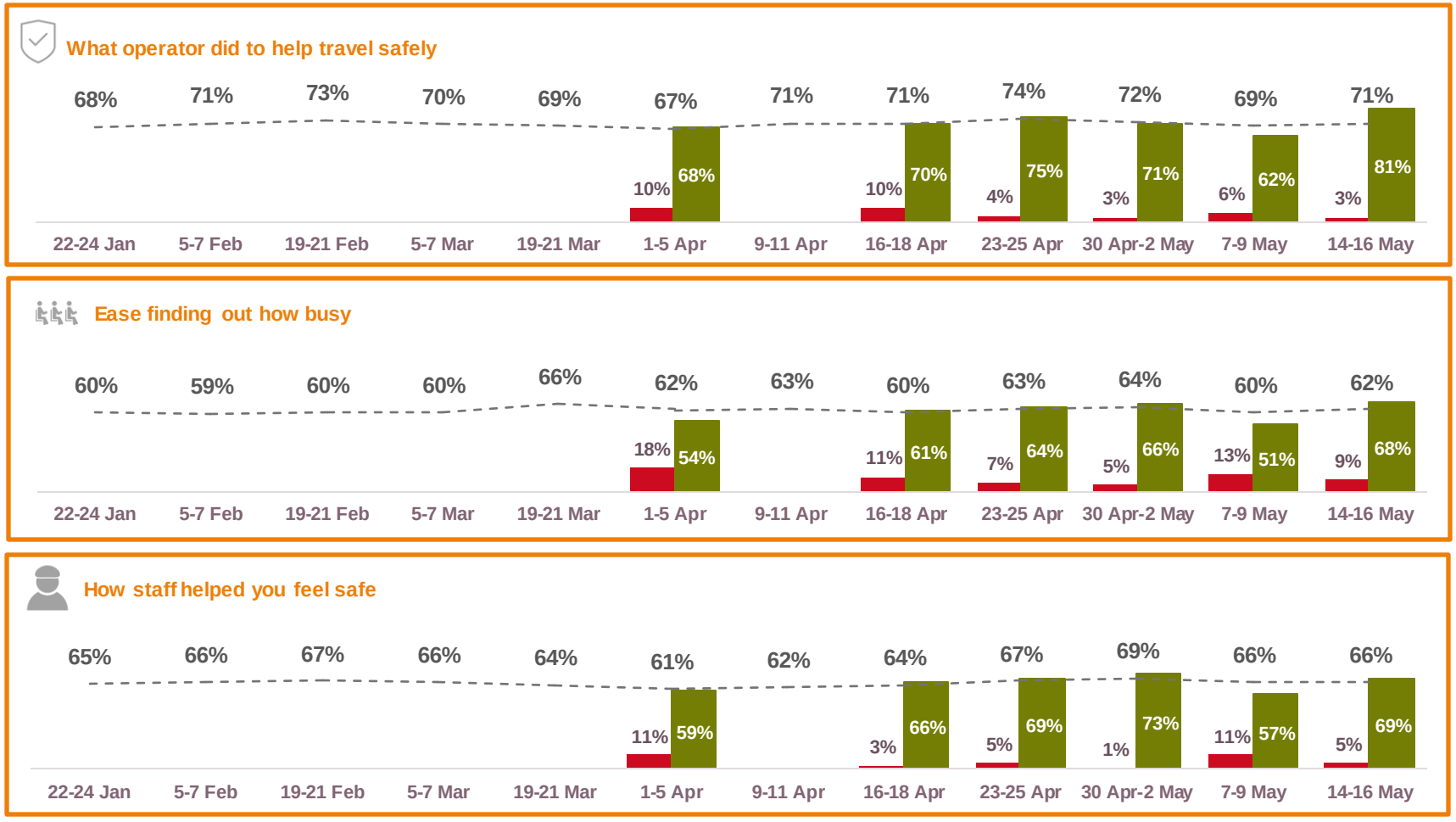
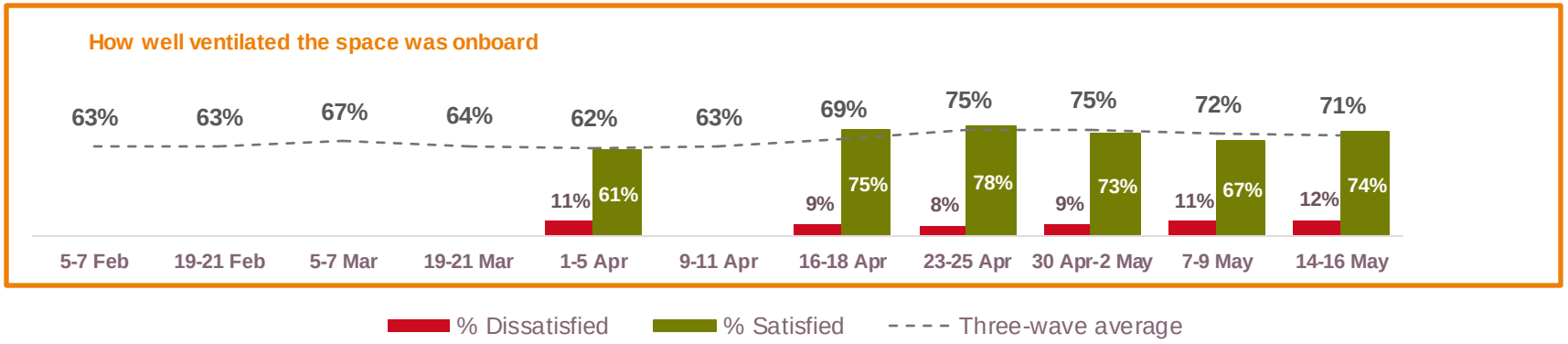
Experience of using train (3)

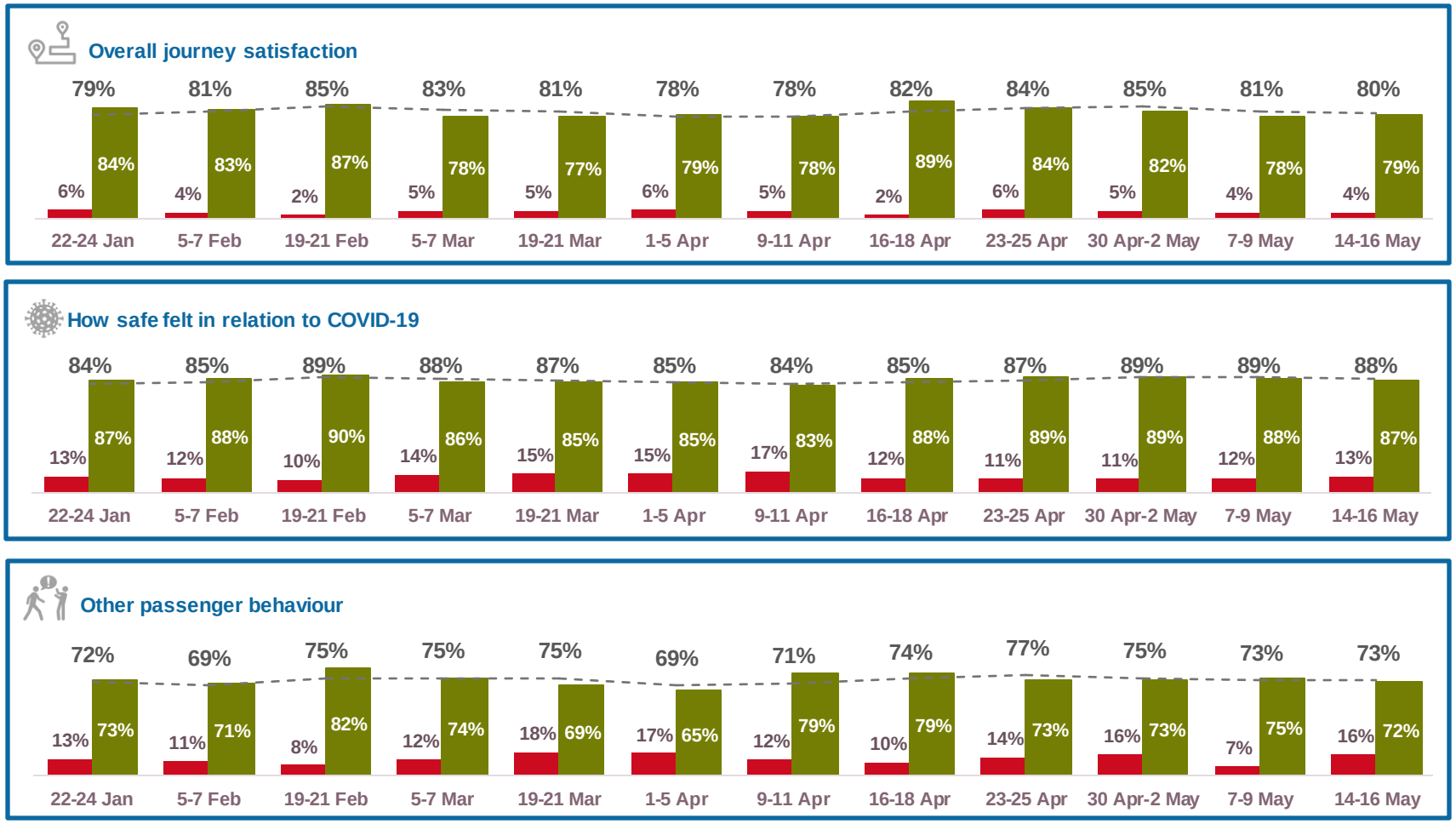


Experience of using train (4)



Experience of using bus outside London (1)

Satisfaction with various aspects of bus journeys have fallen recently



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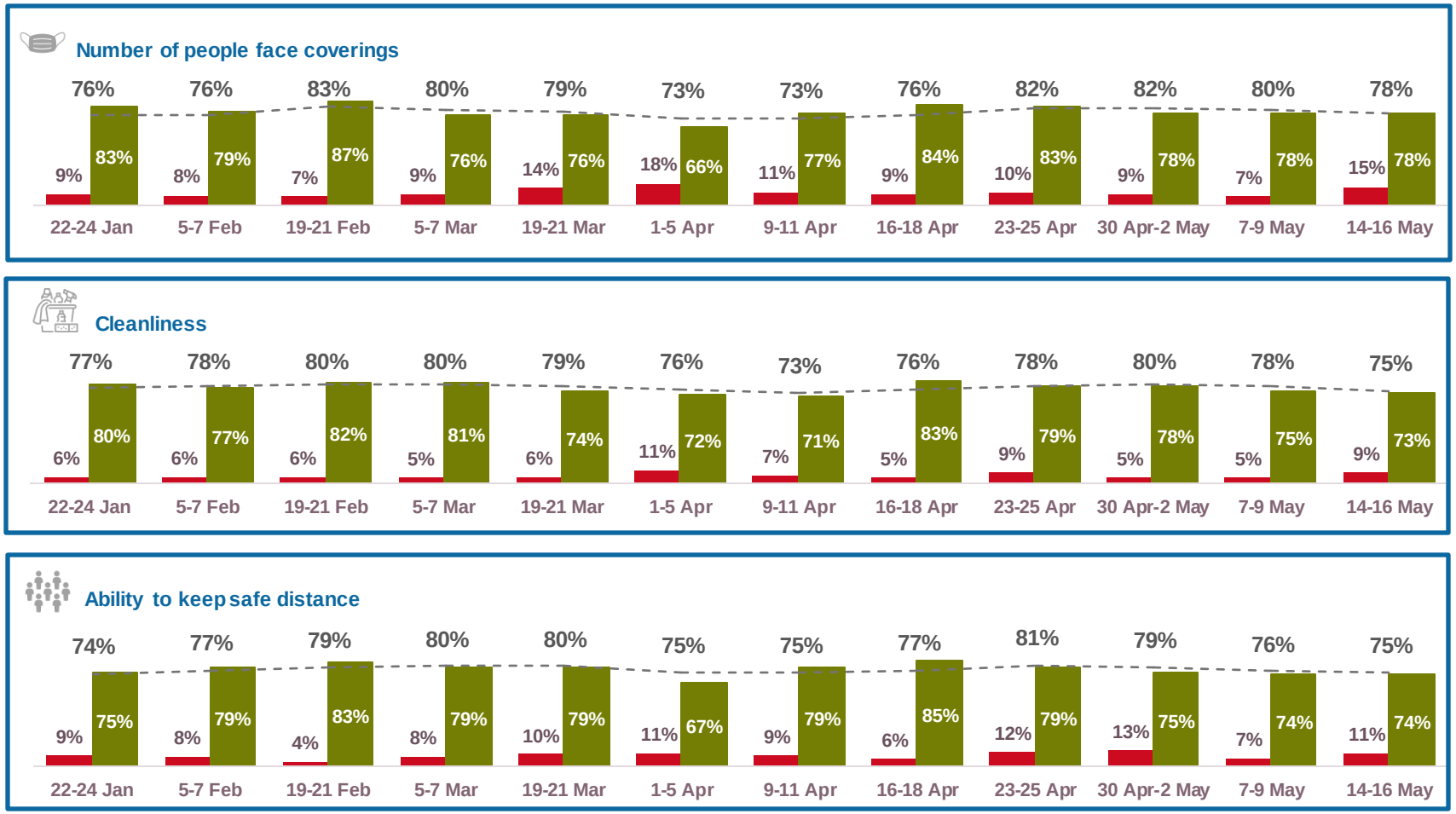
Experience of using bus outside London (2)

Start of a decreasing trend on safe distance and face coverings



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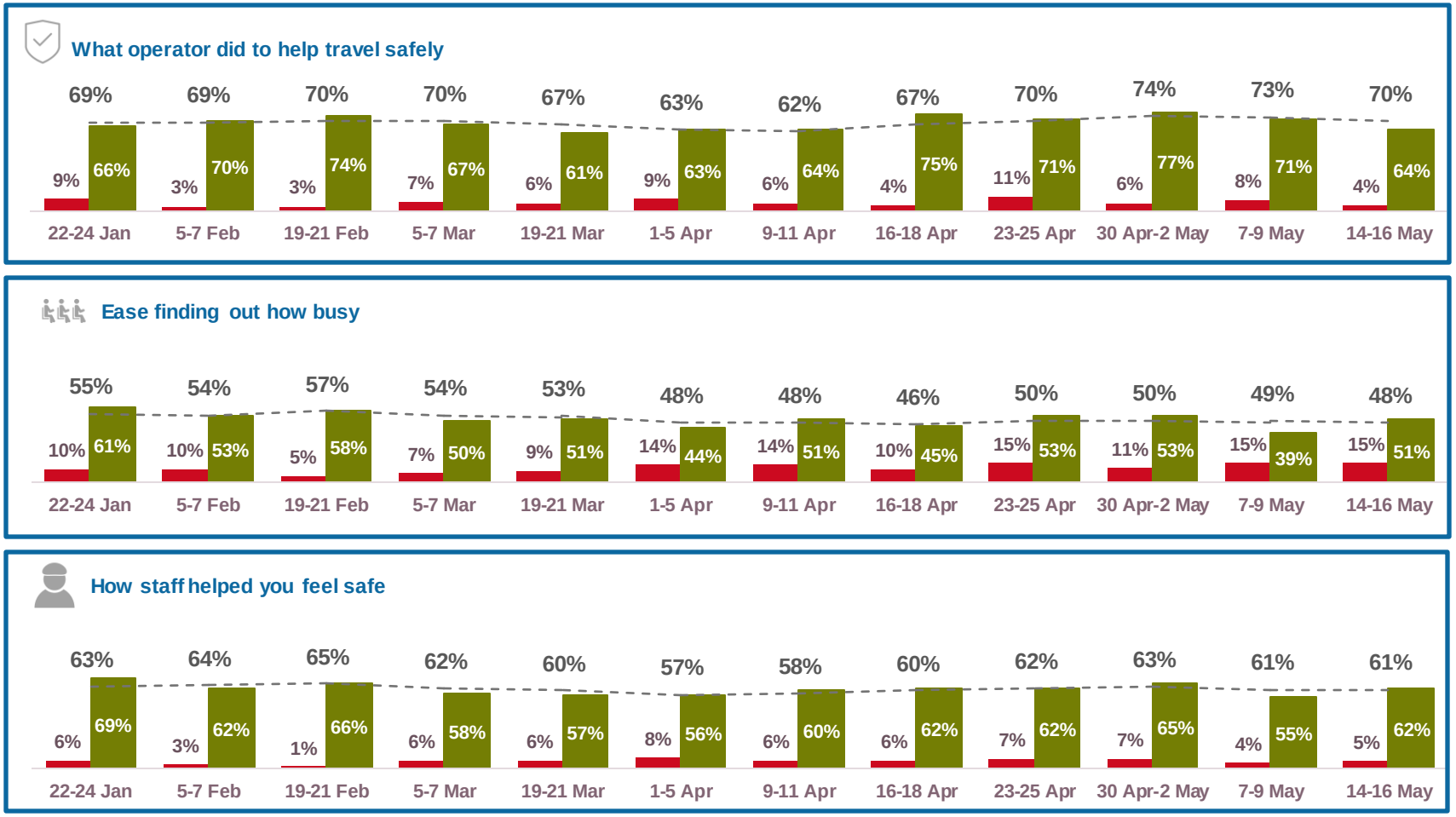
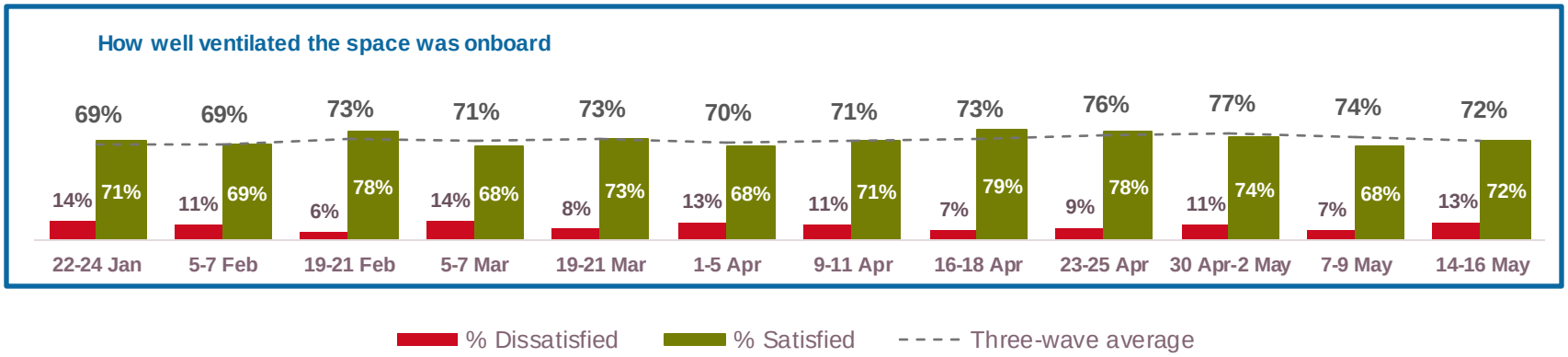
Experience of using bus outside London (3)

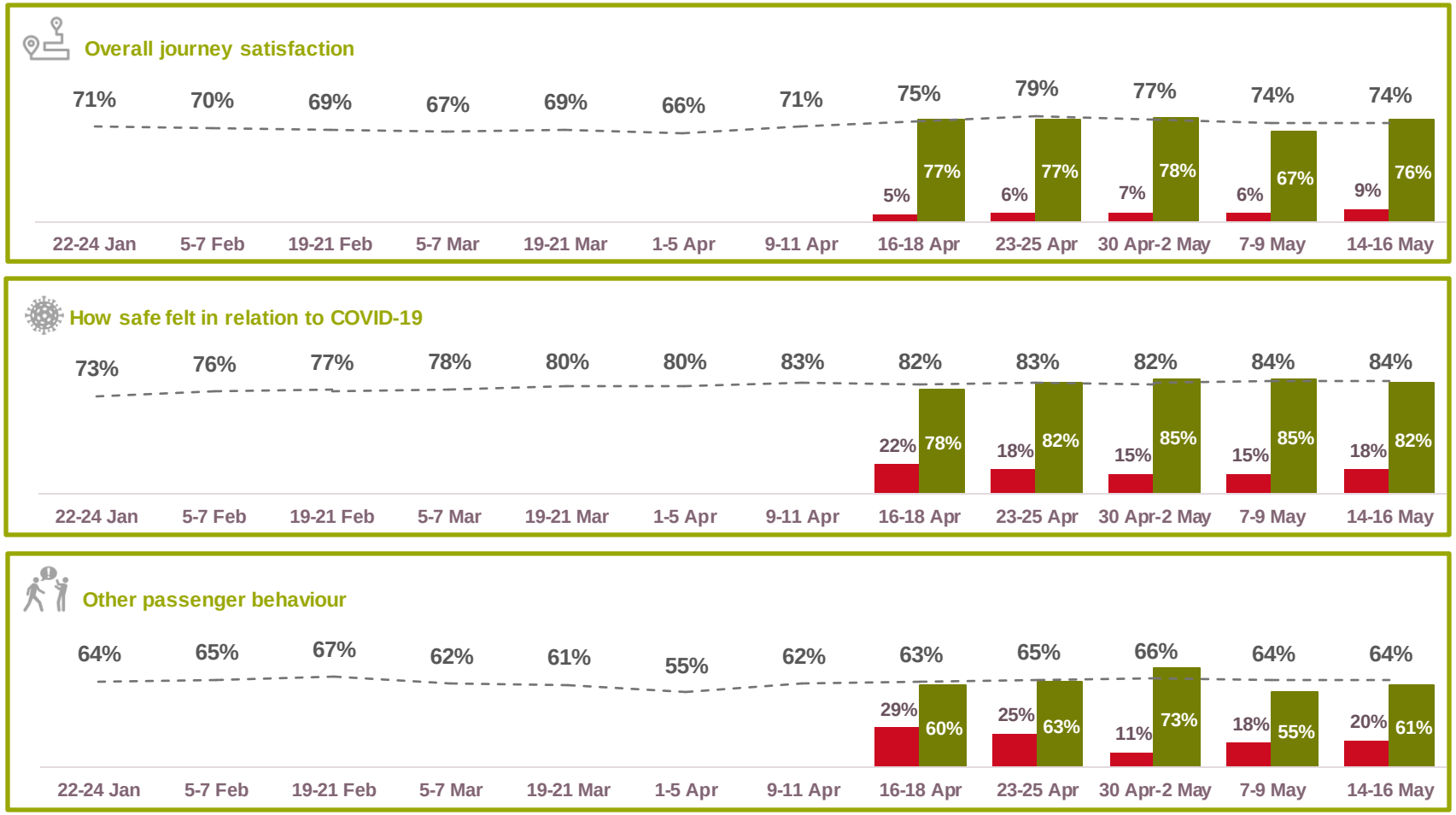


Experience of using bus outside London (4)



Experience of using London bus (1)

Satisfaction with aspects of London bus journeys are generally consistent



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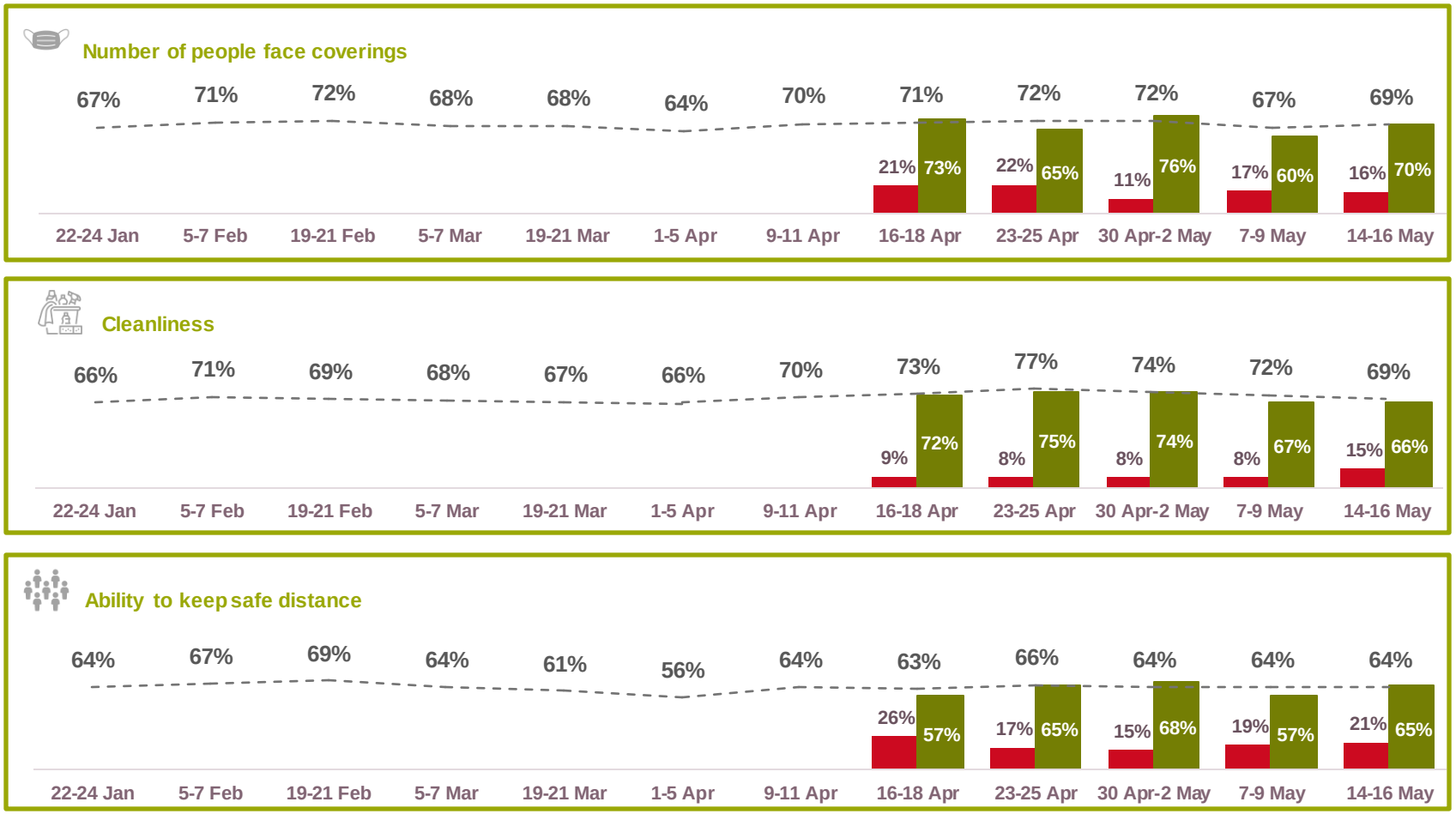
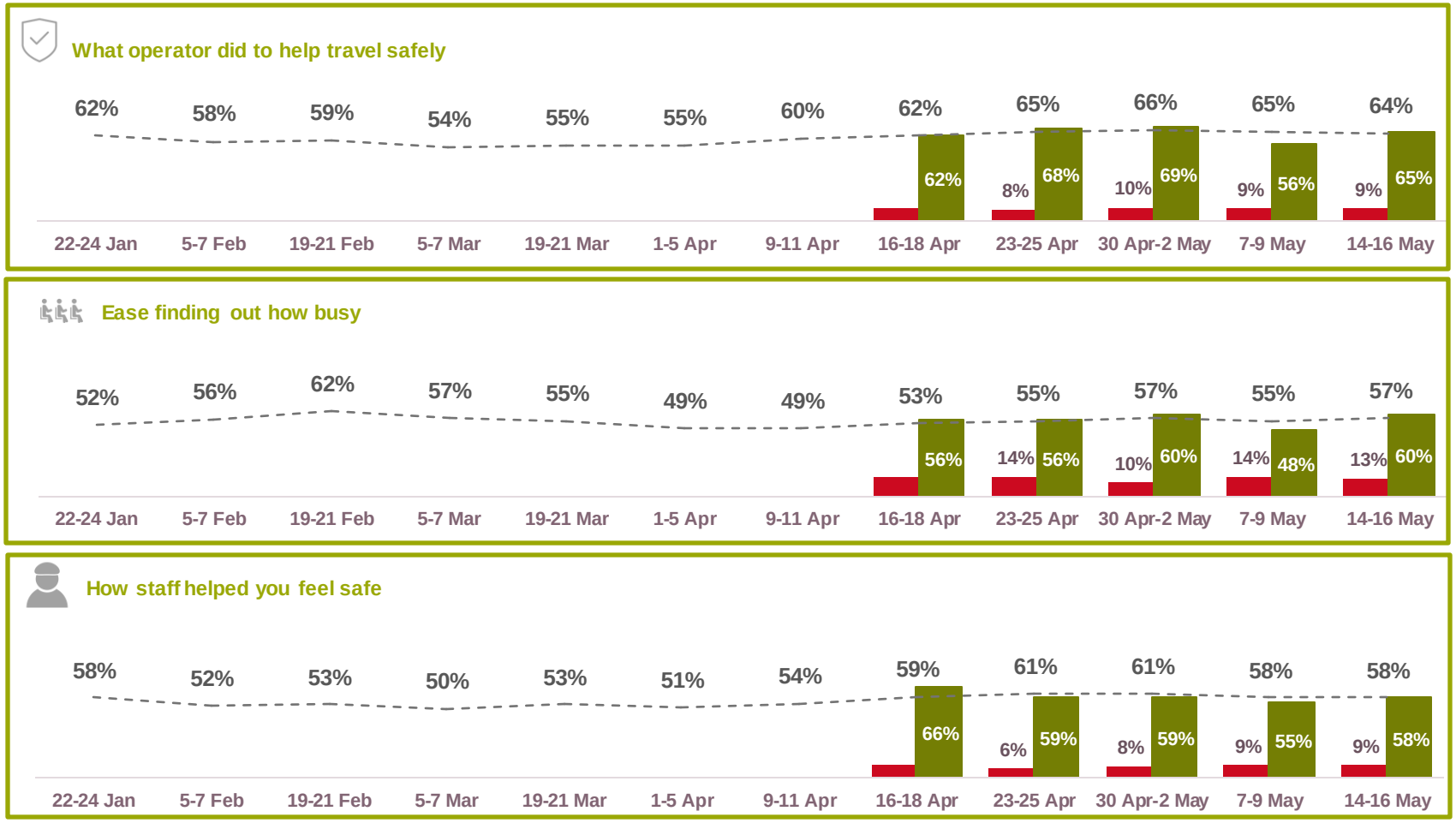
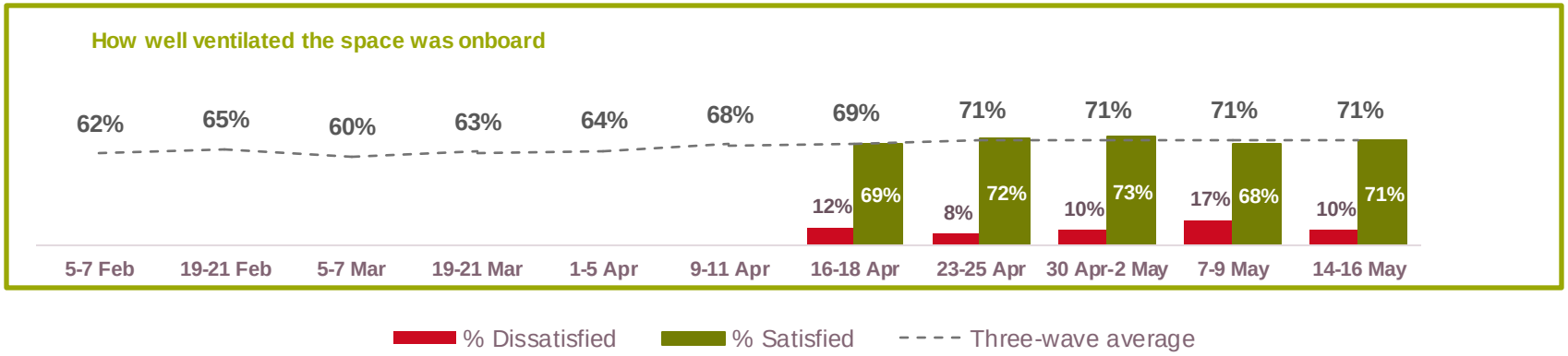
Experience of using London bus (2)



Experience of using London bus (3)

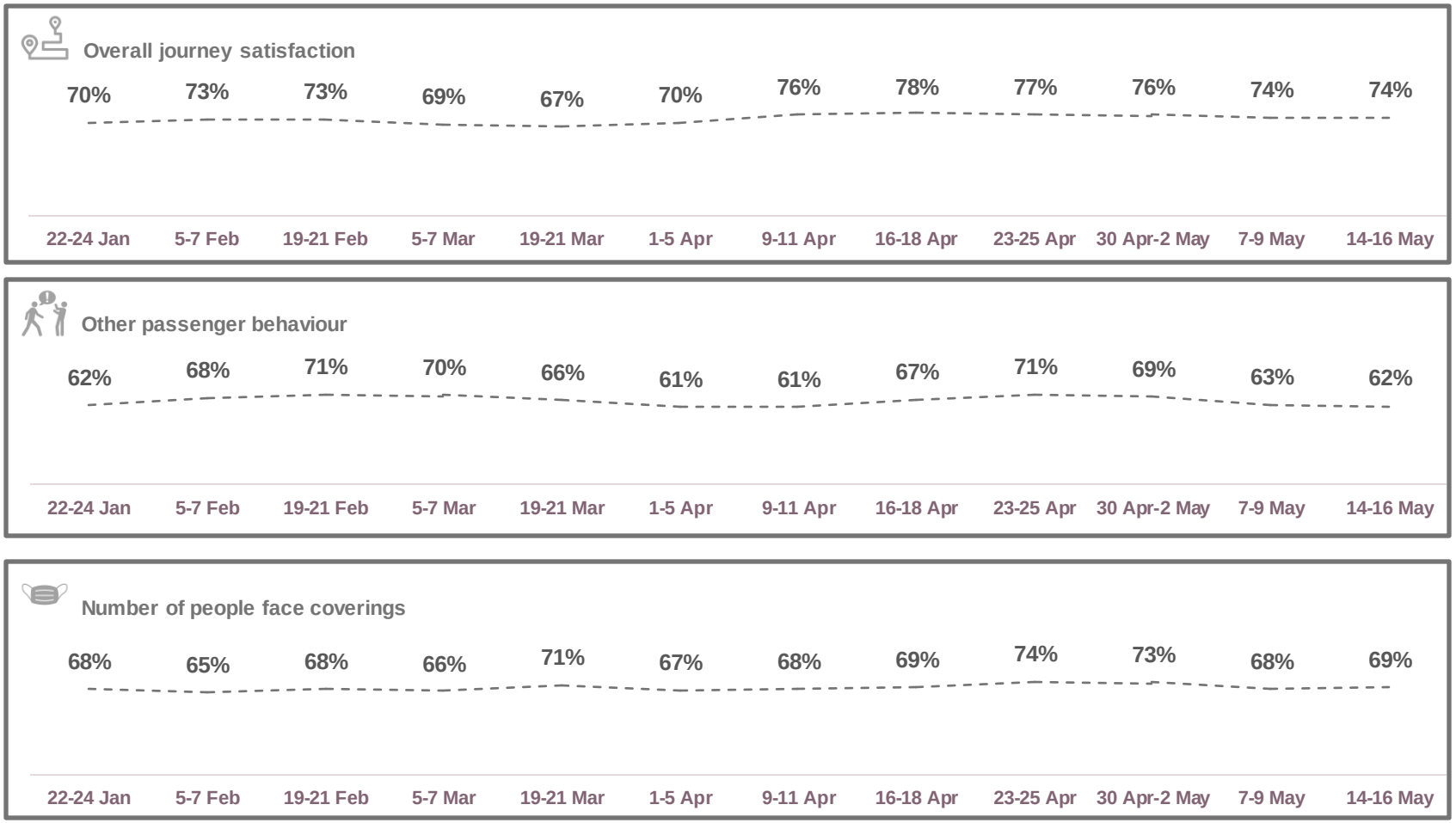


Experience of using London bus (4)



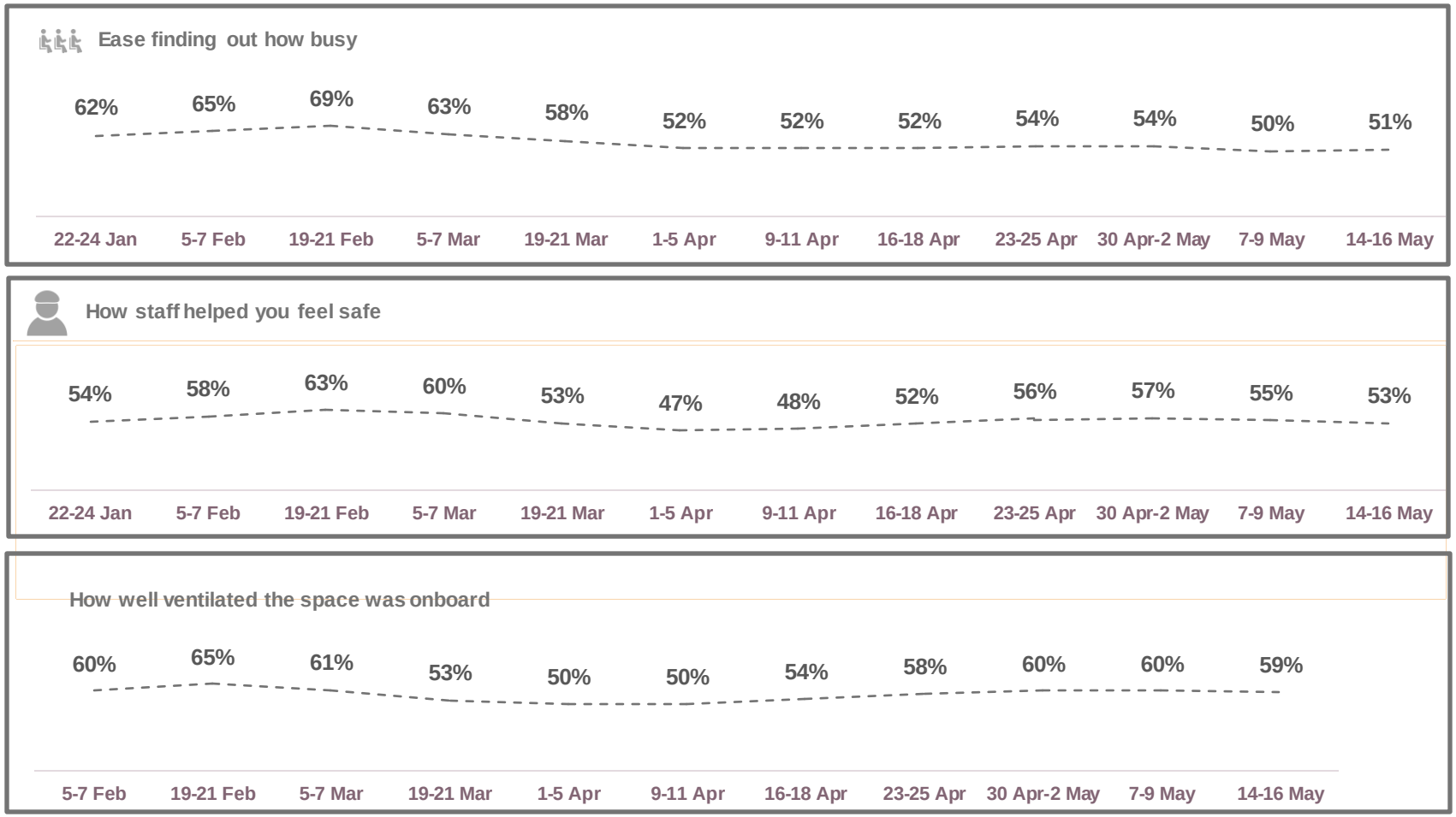
Experience of using London Underground (1)

Satisfaction with several aspects of London Underground journeys have fallen recently



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
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
9-11 April	290	425	254	155
16-18 April	297	420	269	171
23-25 April	310	456	291	177
30 April-2 May	359	488	322	199
7-9 May	383	491	323	192
14-16 May	391	477	324	185

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
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	101	*
23-25 April	114	179	113	*
30 April-2 May	139	163	108	*
7-9 May	130	149	102	*
14-16 May	122	165	114	*

* Base less than 100