



Journey satisfaction during Covid-19

25 June 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’.

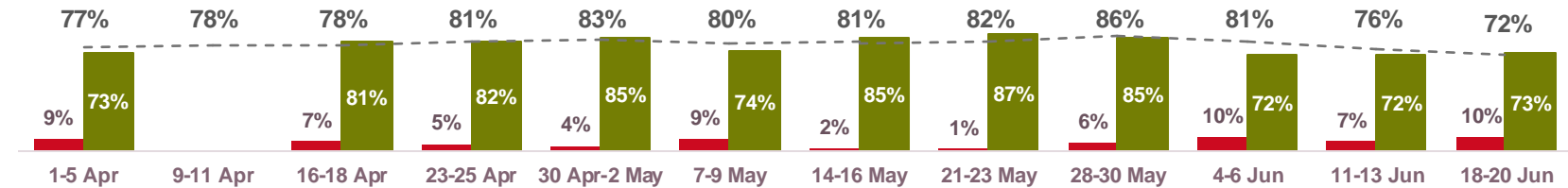
Journey satisfaction: three-wave rolling data

Fieldwork date	Covers journeys made between:
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
21-23 May	30 April – 23 May
28-30 May	7 – 30 May
4-6 June	14 May – 6 June
11-13 June	21 May – 13 June
18-20 June	28 May – 20 June

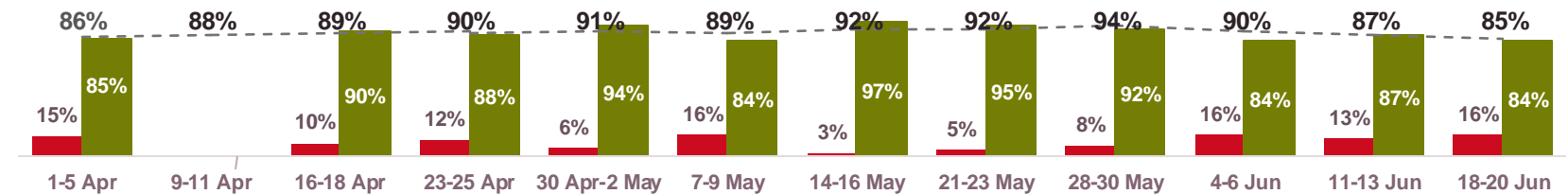
Experience of using train (1)

Satisfaction with various aspects of train journeys have declined in general

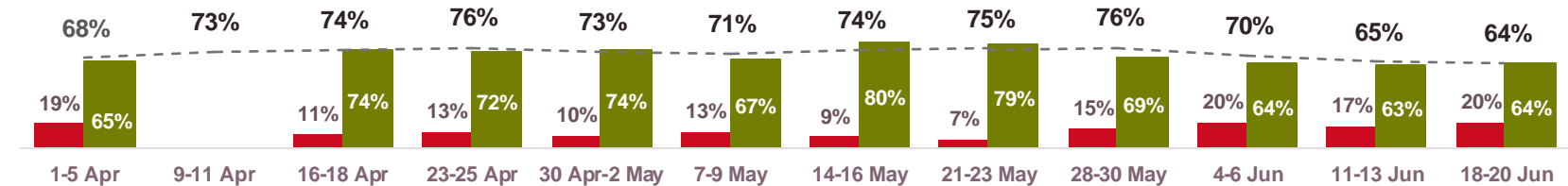
Overall journey satisfaction



How safe felt in relation to COVID-19

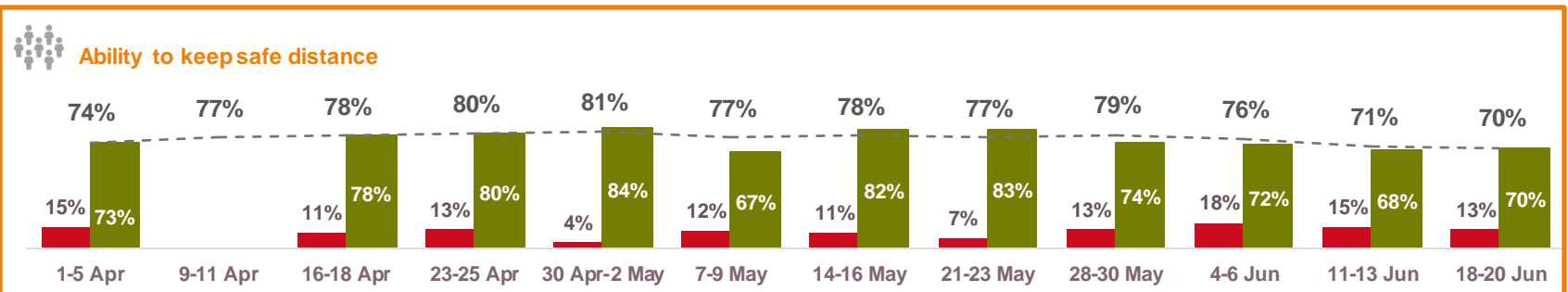
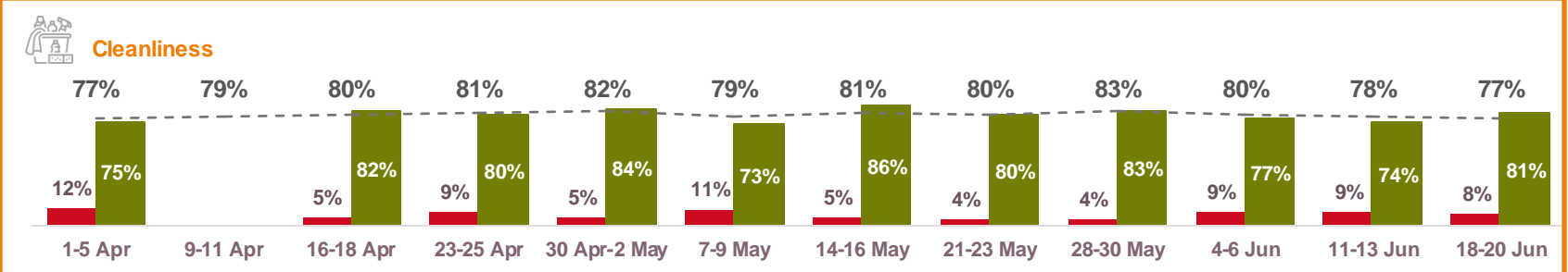
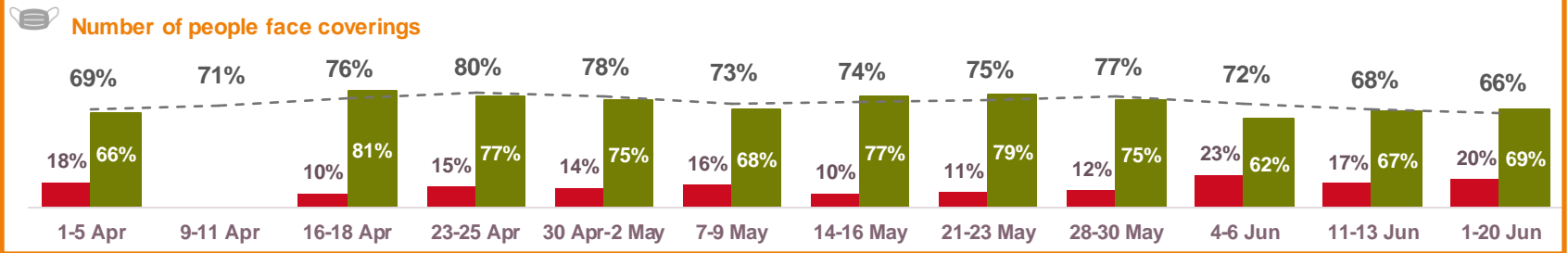


Other passenger behaviour



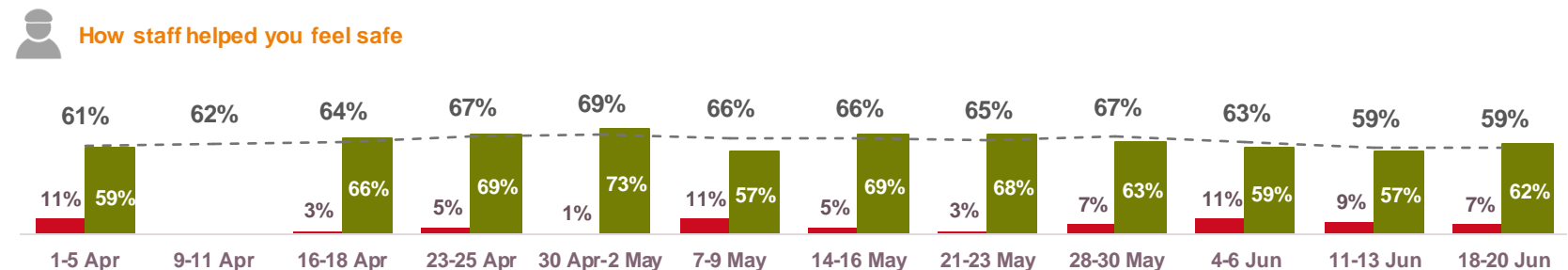
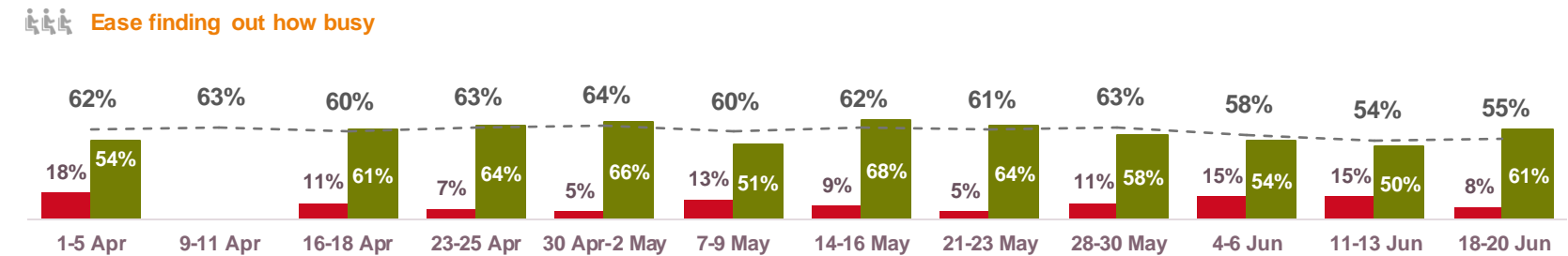
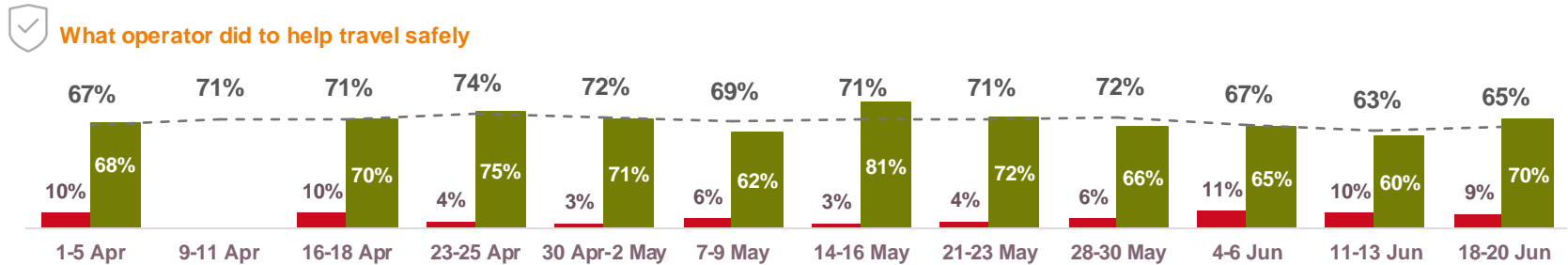
■ % Dissatisfied ■ % Satisfied - - - Three-wave average

Experience of using train (2)



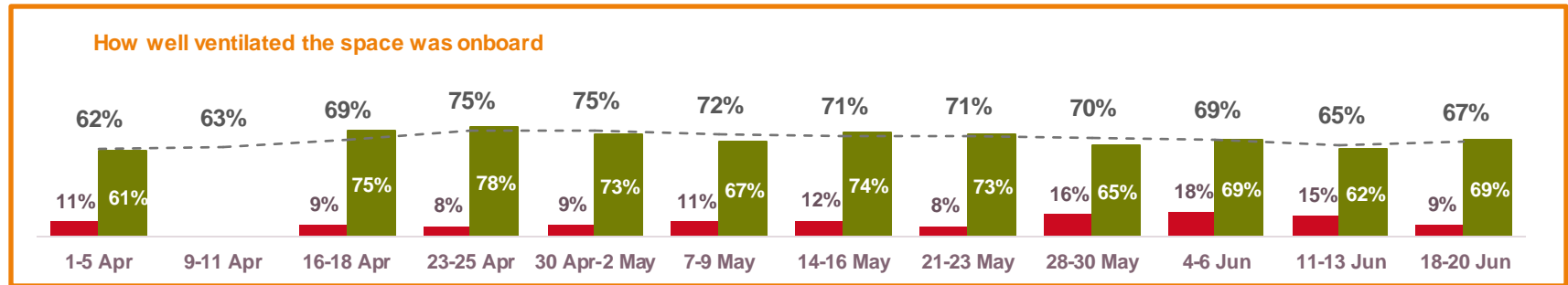
 % Dissatisfied  % Satisfied - - - Three-wave average

Experience of using train (3)



 % Dissatisfied  % Satisfied - - - Three-wave average

Experience of using train (4)

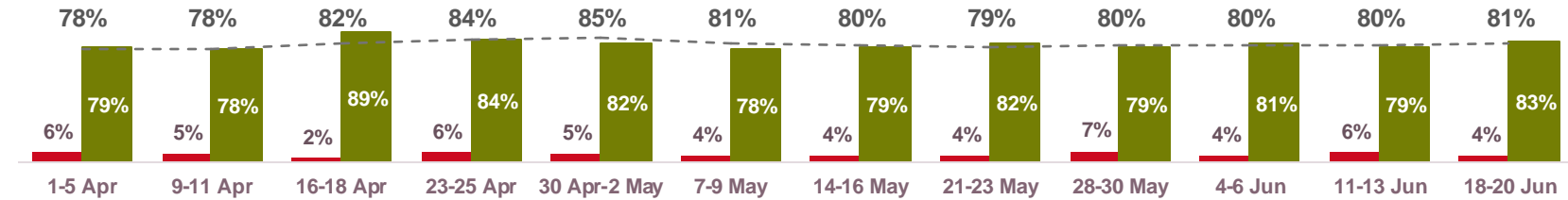


■ % Dissatisfied ■ % Satisfied - - - Three-wave average

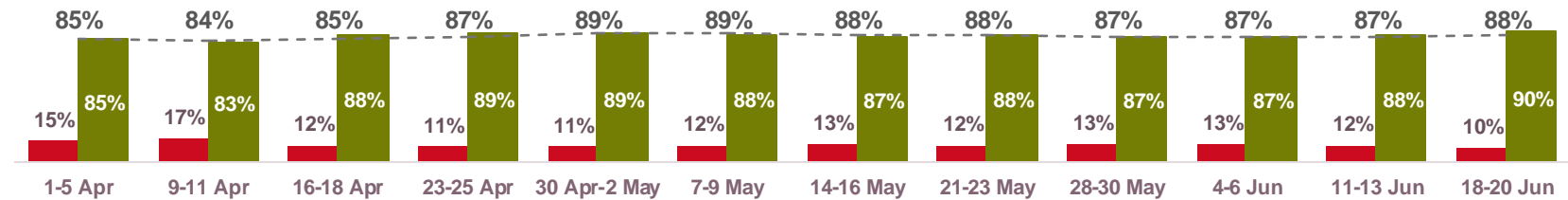
Experience of using bus outside London (1)

Satisfaction with various aspects of bus journeys have improved recently

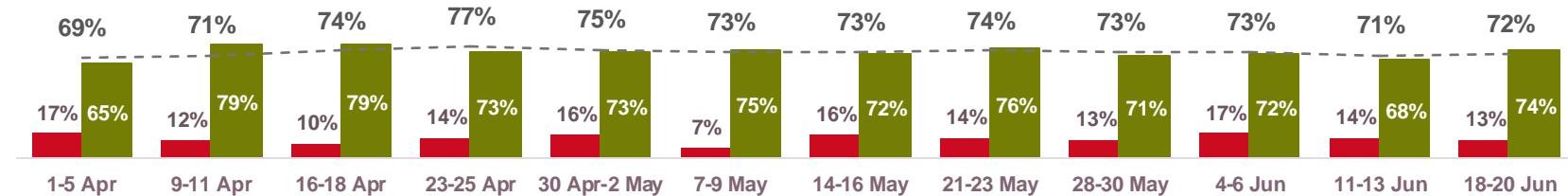
Overall journey satisfaction



How safe felt in relation to COVID-19



Other passenger behaviour



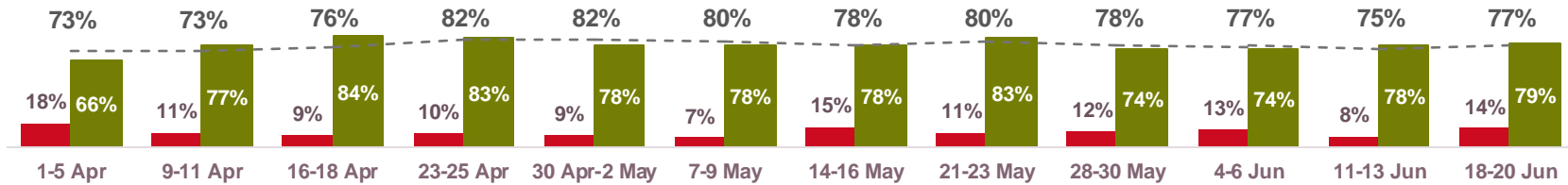
■ % Dissatisfied ■ % Satisfied - - - - Three-wave average

Experience of using bus outside London (2)

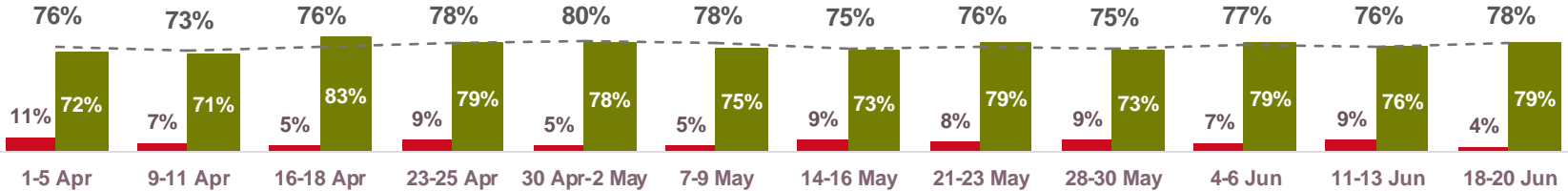
Start of a decreasing trend on safe distance and face coverings



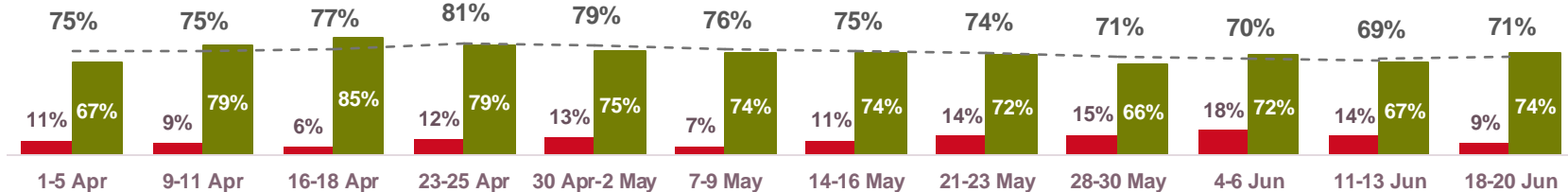
Number of people face coverings



Cleanliness

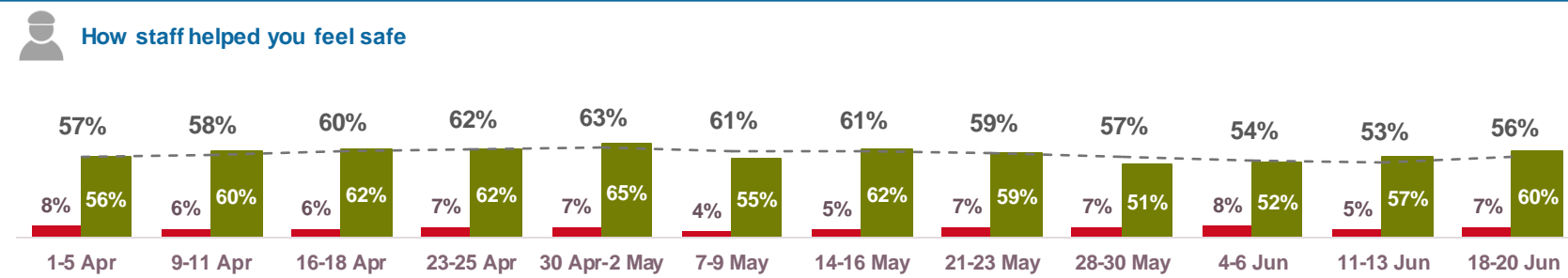
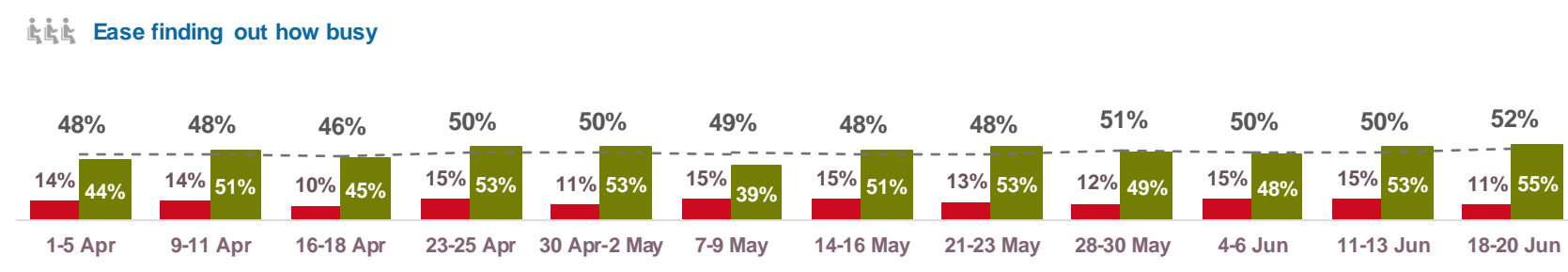
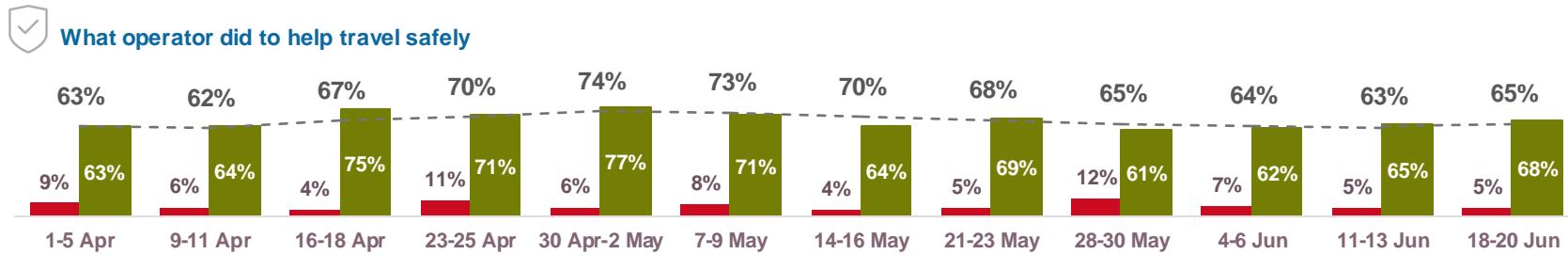


Ability to keep safe distance



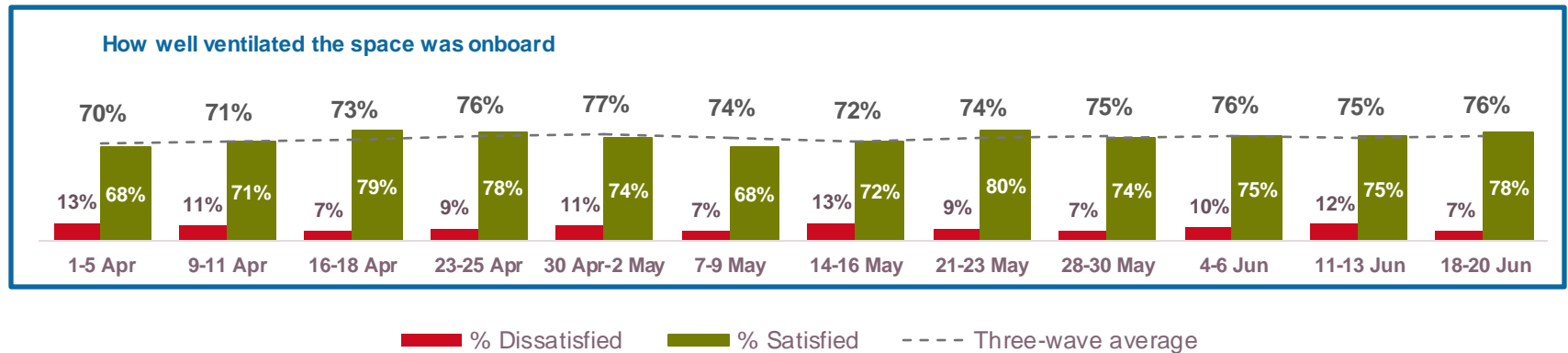
% Dissatisfied % Satisfied Three-wave average

Experience of using bus outside London (3)



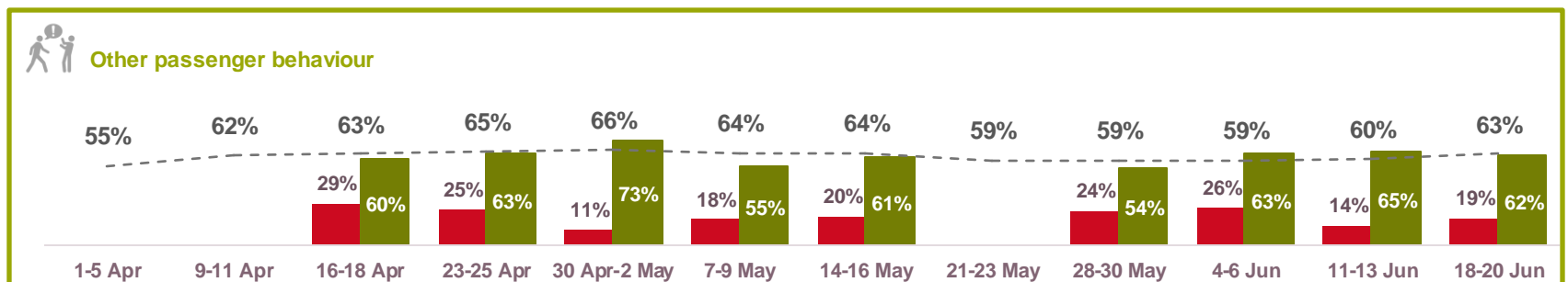
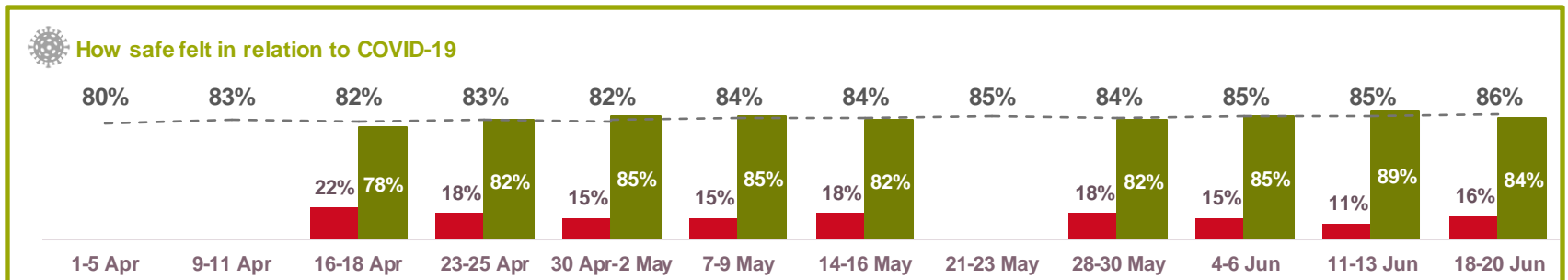
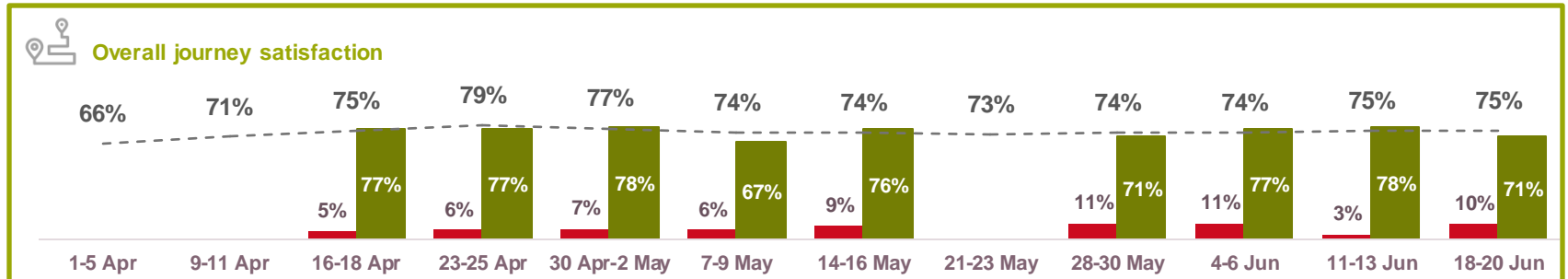
 % Dissatisfied  % Satisfied - - - - Three-wave average

Experience of using bus outside London (4)



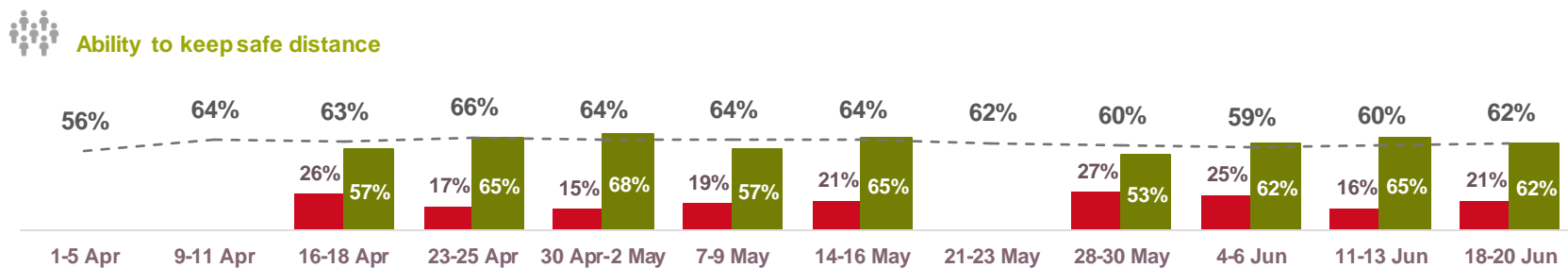
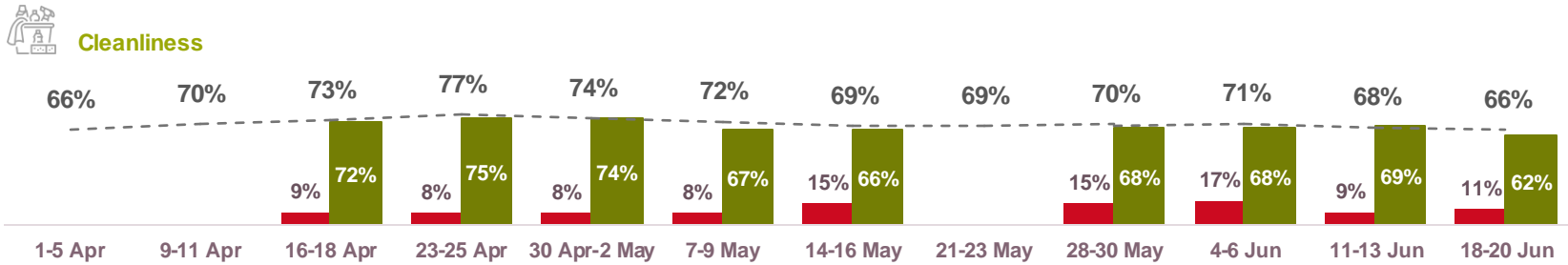
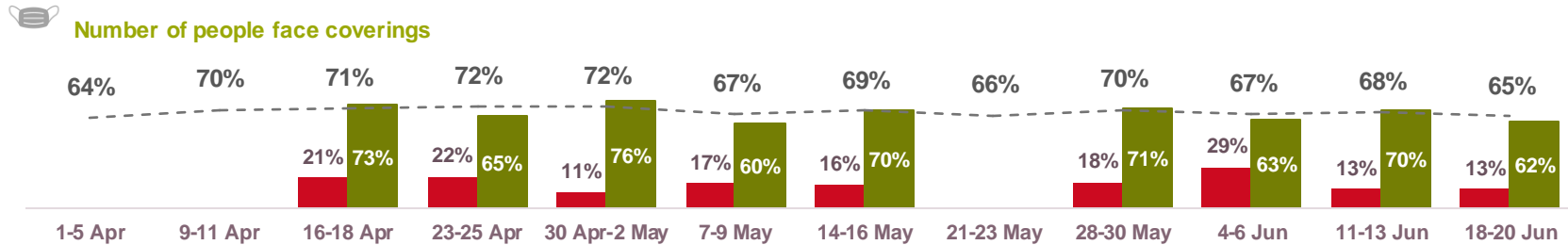
Experience of using London bus (1)

Satisfaction with aspects of London bus journeys have shown recent improvement on some measures



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

Experience of using London bus (2)

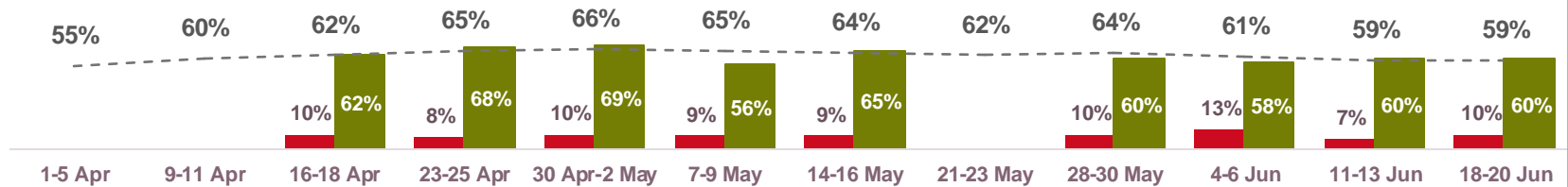


 % Dissatisfied  % Satisfied - - - - Three-wave average

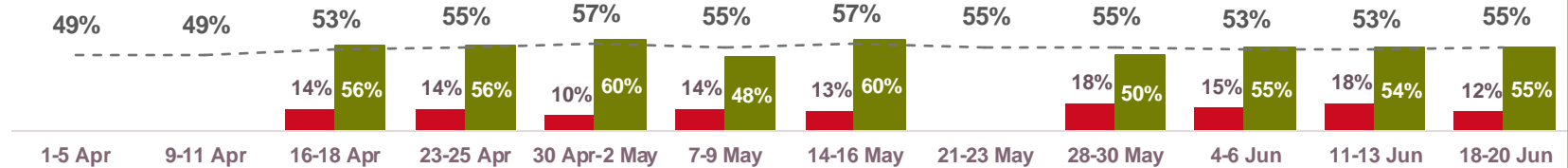
Experience of using London bus (3)



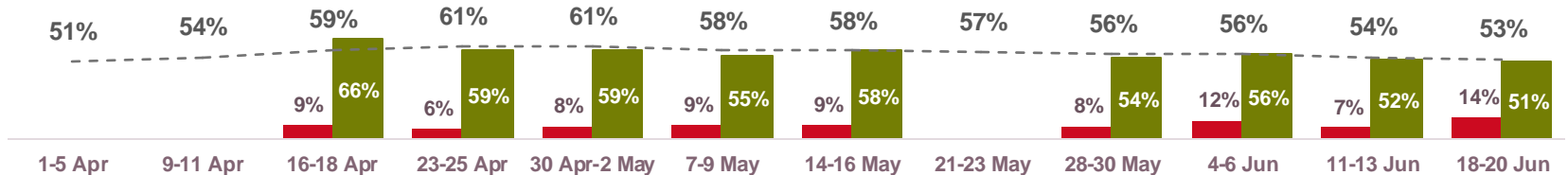
What operator did to help travel safely



Ease finding out how busy

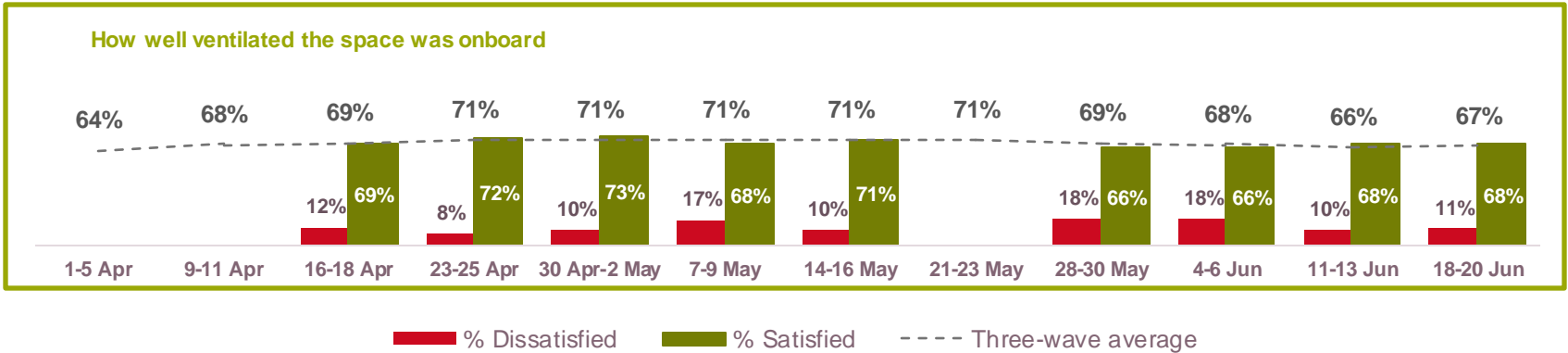


How staff helped you feel safe



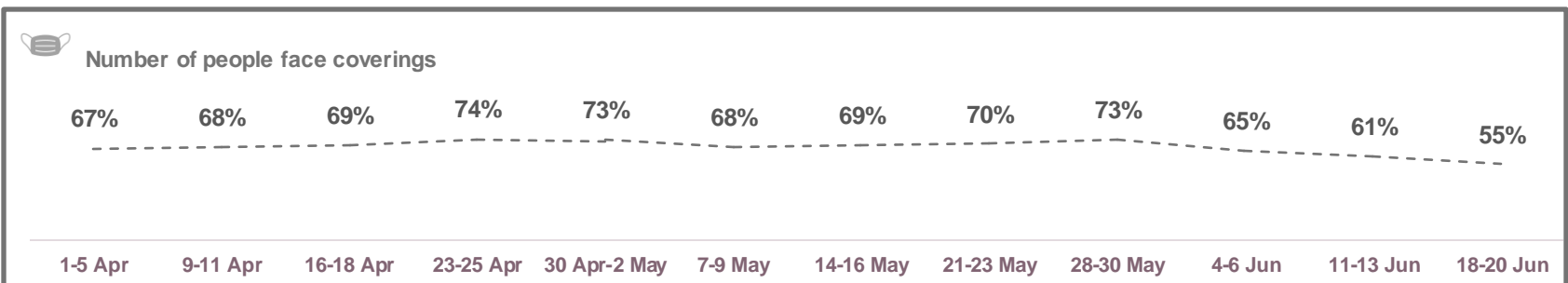
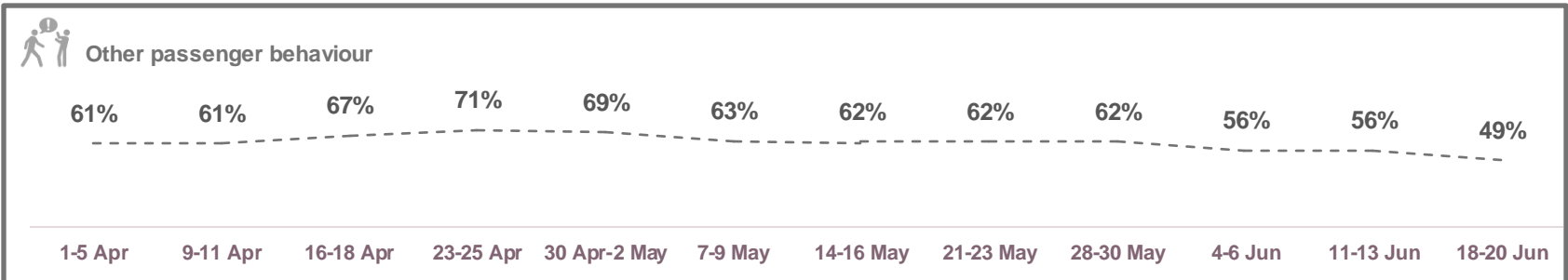
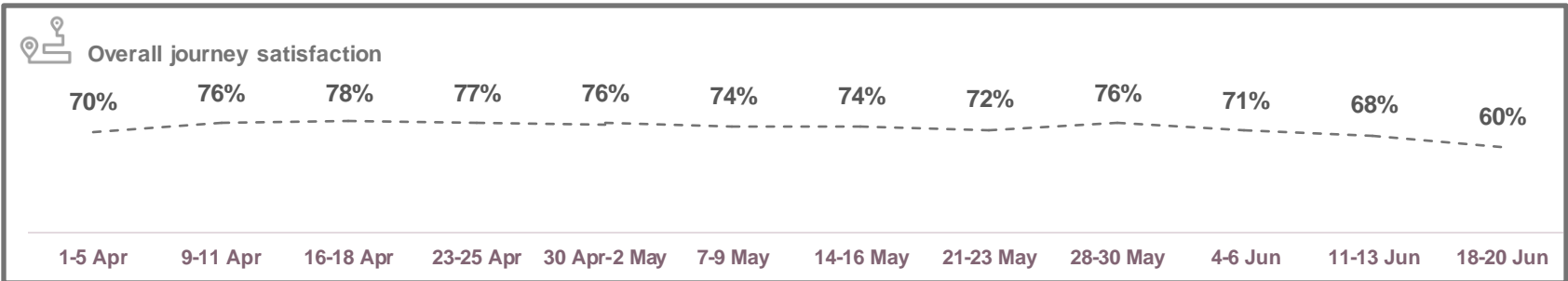
■ % Dissatisfied
 ■ % Satisfied
 - - - Three-wave average

Experience of using London bus (4)



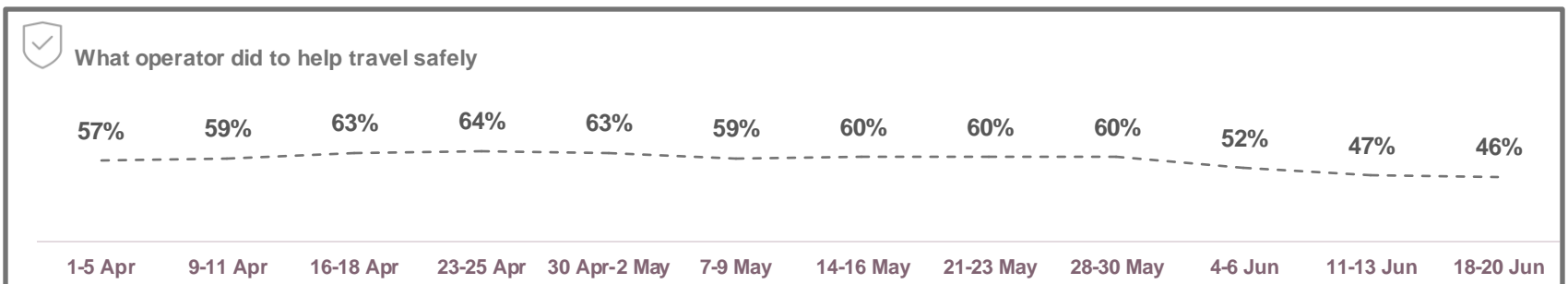
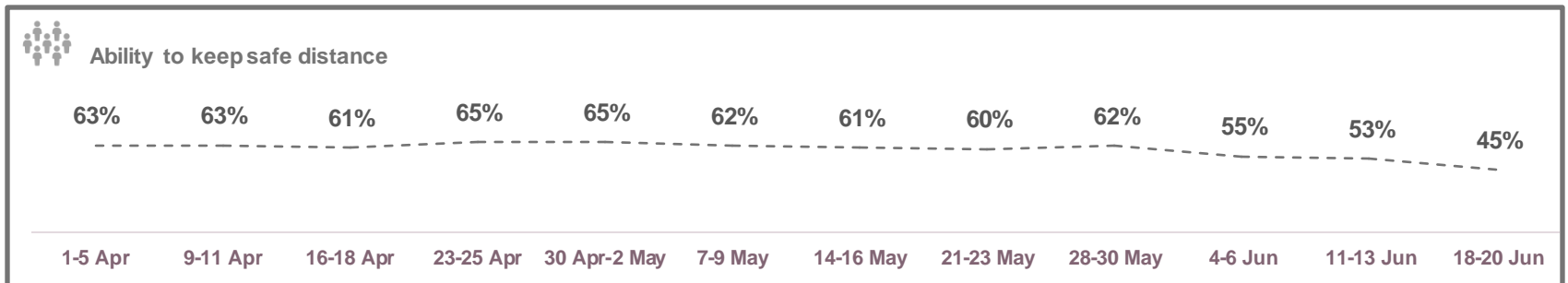
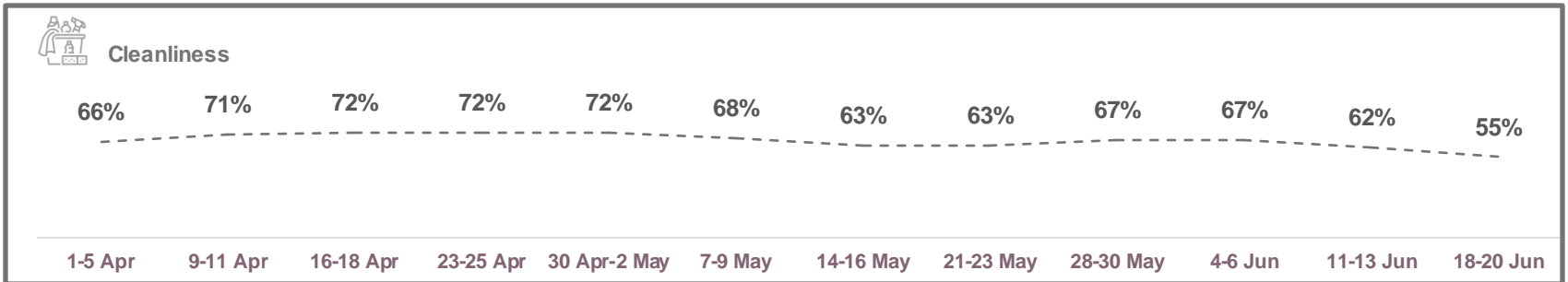
Experience of using London Underground (1)

Satisfaction with several aspects of London Underground journeys have generally declined



----- Three-wave average

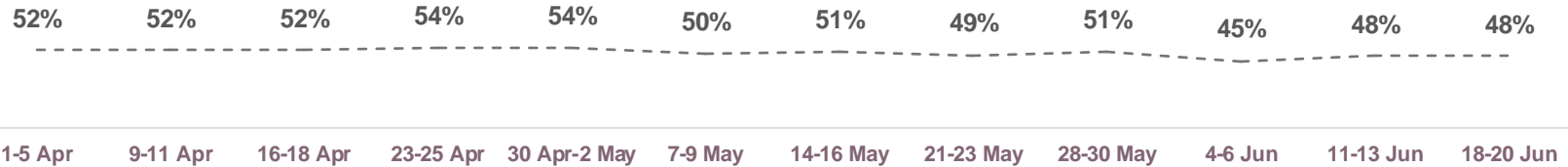
Experience of using London Underground (2)



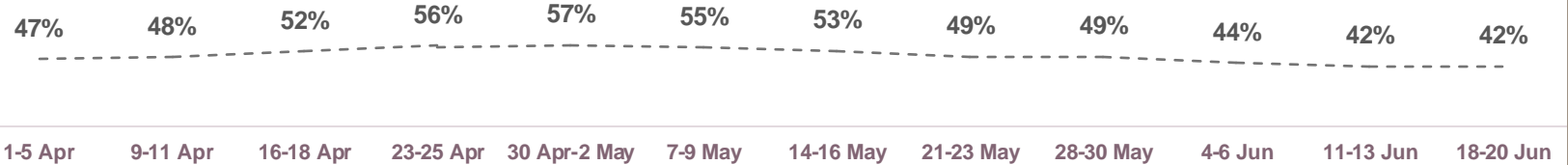
----- Three-wave average

Experience of using London Underground (3)

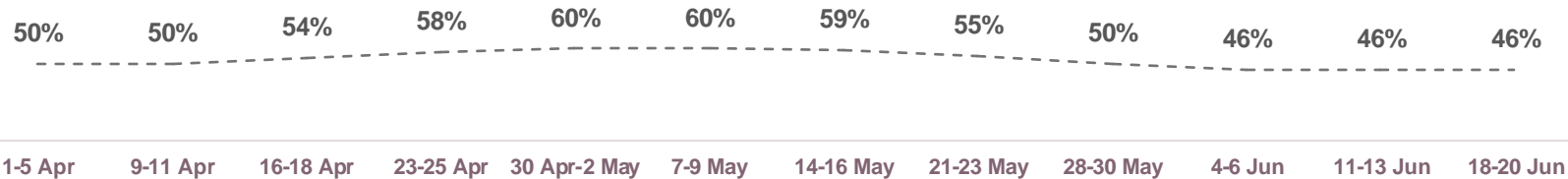
Ease finding out how busy



How staff helped you feel safe



How well ventilated the space was onboard



----- 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
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
21-23 May	394	484	314	194
28-30 May	414	509	333	204
4-6 June	464	554	339	202
11-13 June	503	560	353	195
18-20 June	520	613	373	200

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
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	*
21-23 May	142	170	*	*
28-30 May	150	174	121	*
4-6 June	172	210	120	*
11-13 June	181	176	112	*
18-20 June	167	227	141	*

* Base less than 100