



# Journey satisfaction during Covid-19

2 July 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.

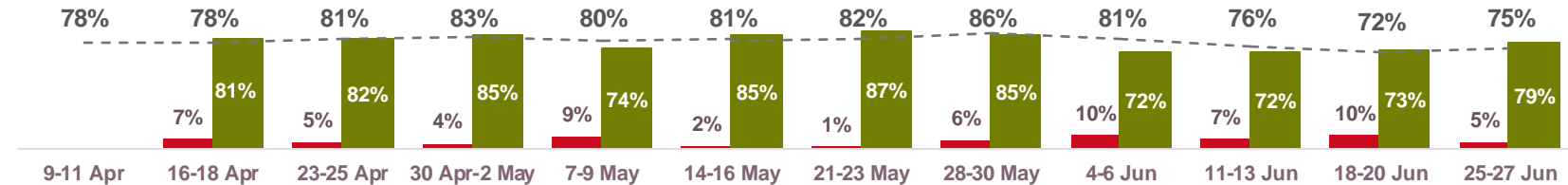
# Journey satisfaction: three-wave rolling data

| Fieldwork date | Covers journeys made between: |
|----------------|-------------------------------|
| 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              |
| 25-27 June     | 4 – 27 June                   |

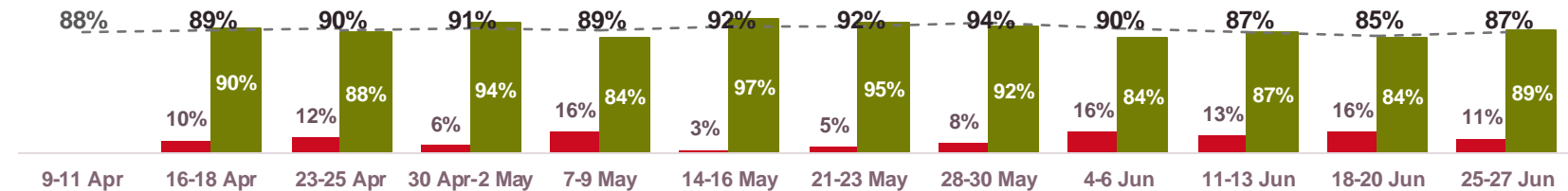
# Experience of using train (1)

Satisfaction with various aspects of train journeys have improved recently

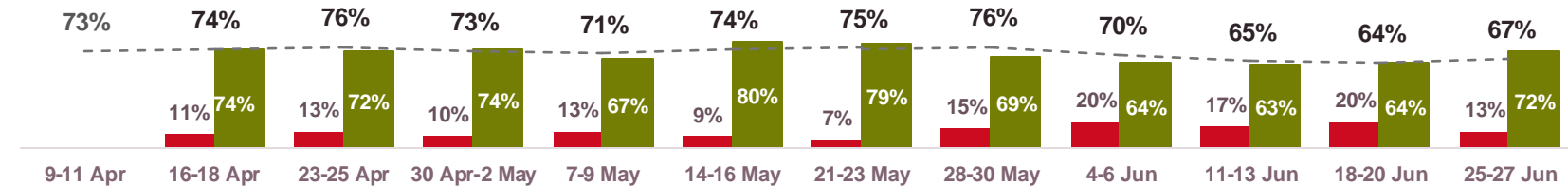
## Overall journey satisfaction



## How safe felt in relation to COVID-19

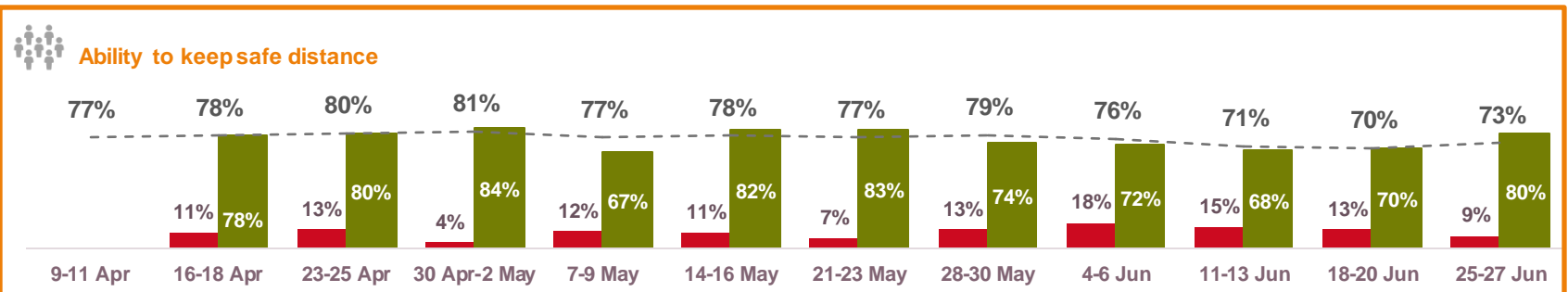
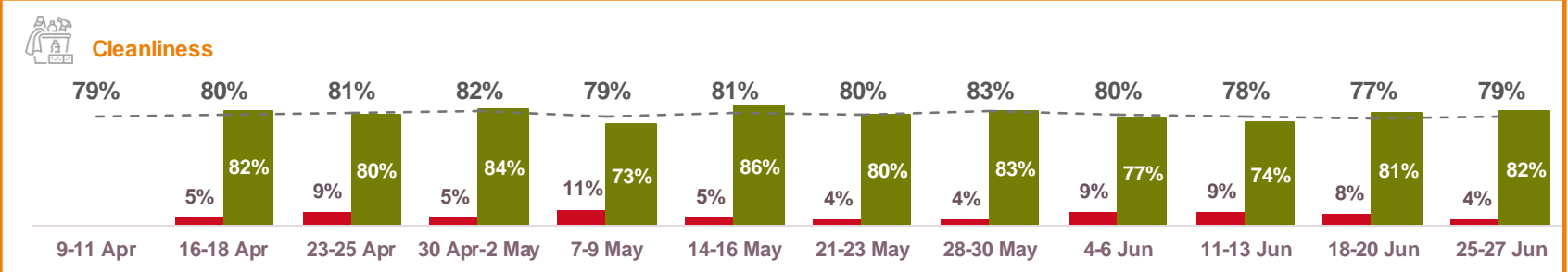
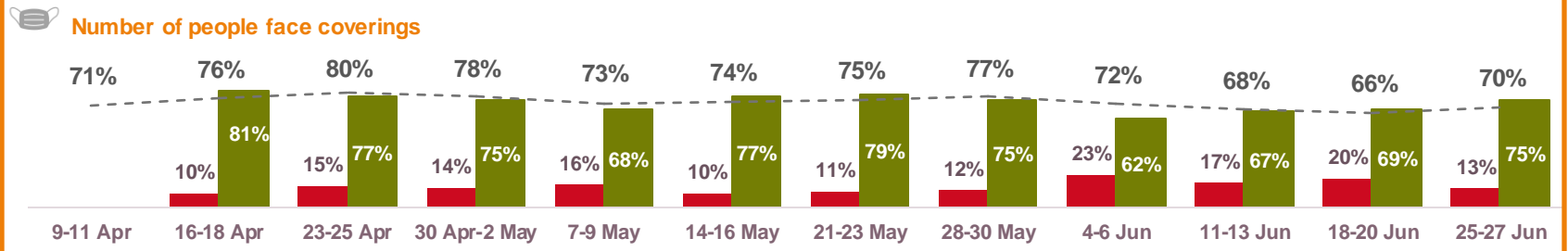


## Other passenger behaviour



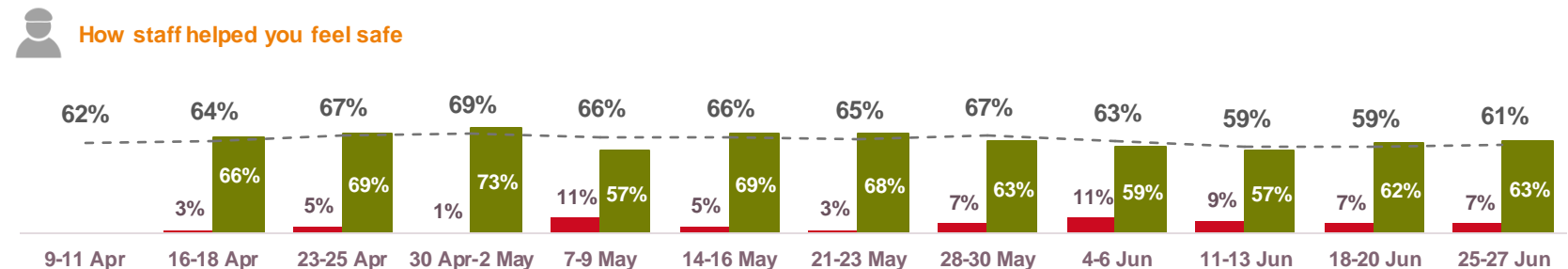
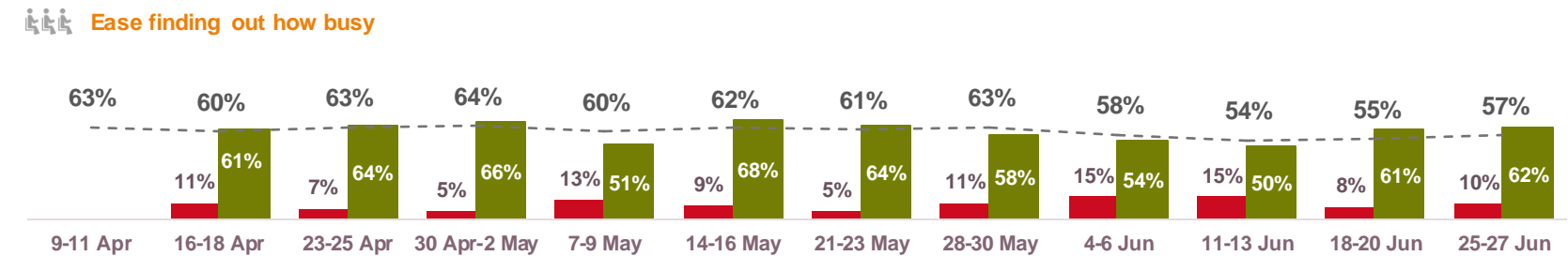
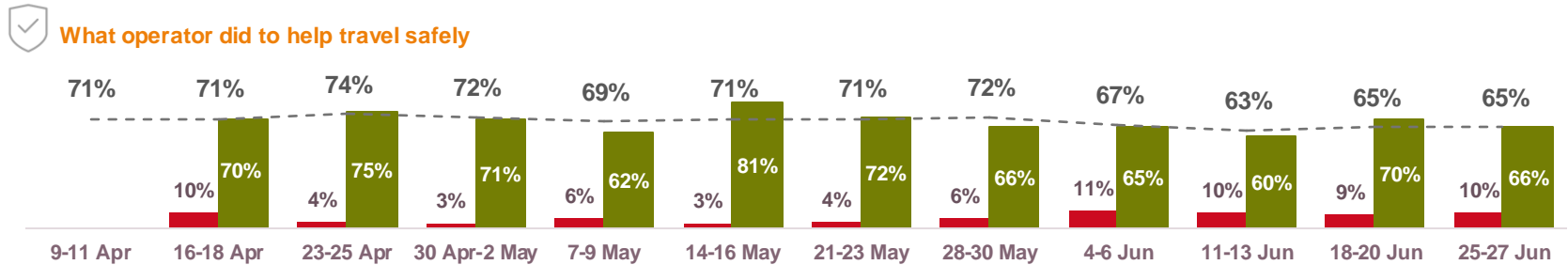
■ % Dissatisfied   ■ % Satisfied   - - - Three-wave average

# Experience of using train (2)



 % Dissatisfied     % Satisfied    - - - Three-wave average

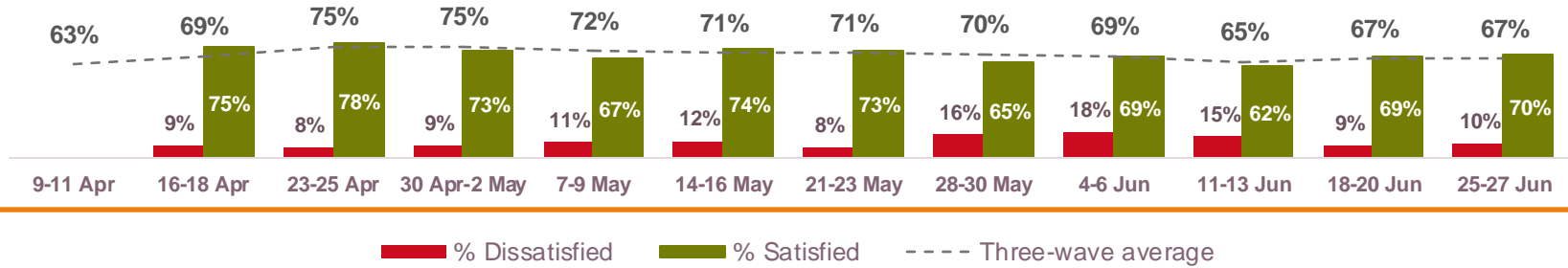
# Experience of using train (3)



 % Dissatisfied  % Satisfied  Three-wave average

# Experience of using train (4)

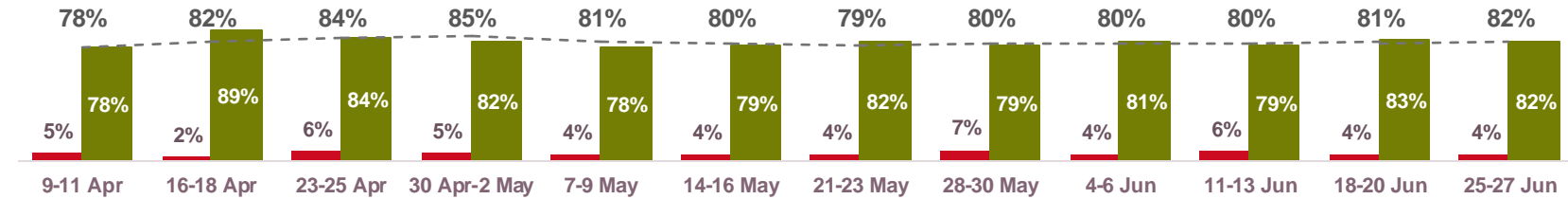
How well ventilated the space was onboard



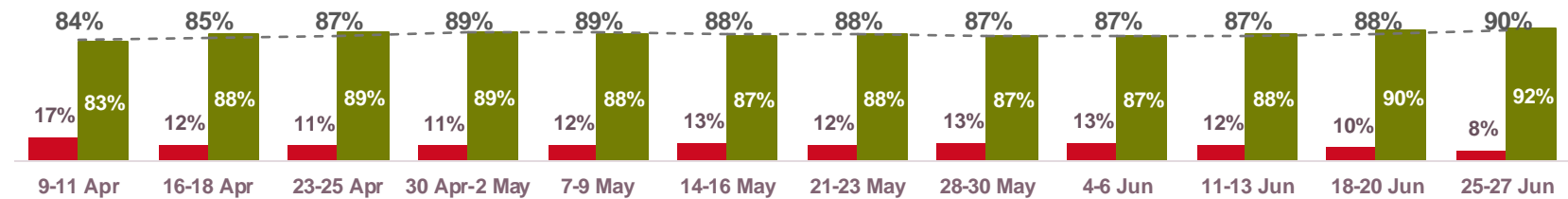
# Experience of using bus outside London (1)

Satisfaction with various aspects of bus journeys are largely consistent

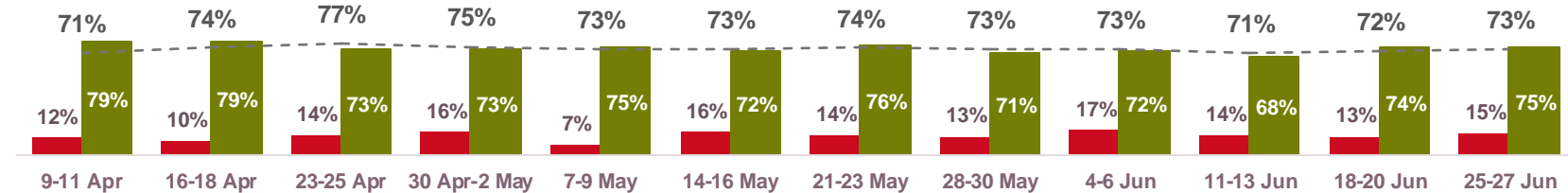
## Overall journey satisfaction



## How safe felt in relation to COVID-19



## Other passenger behaviour



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

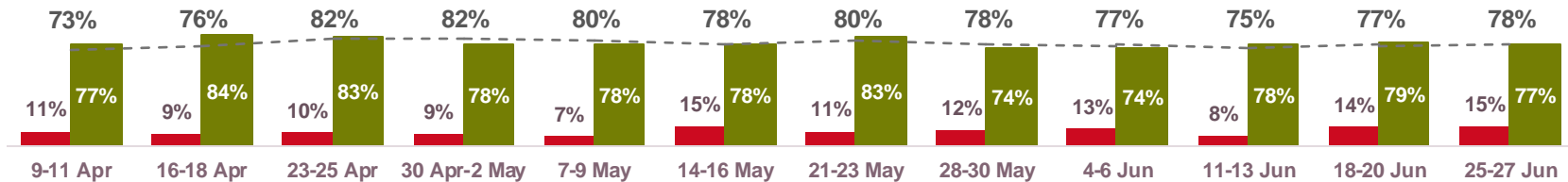


# Experience of using bus outside London (2)

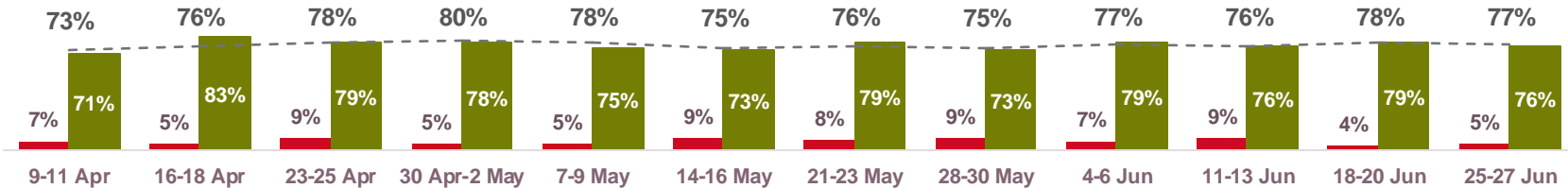
Start of a decreasing trend on safe distance and face coverings



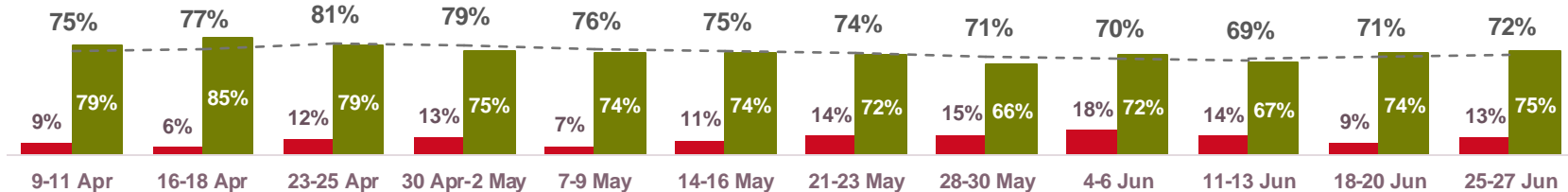
Number of people face coverings



Cleanliness

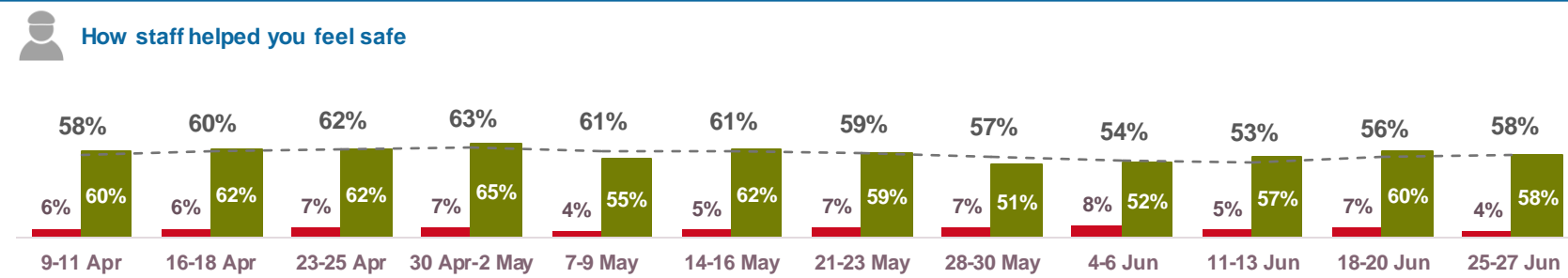
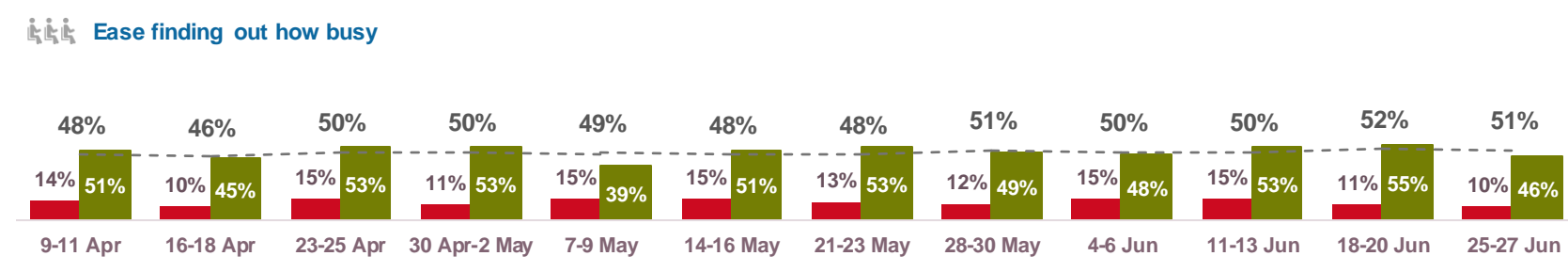
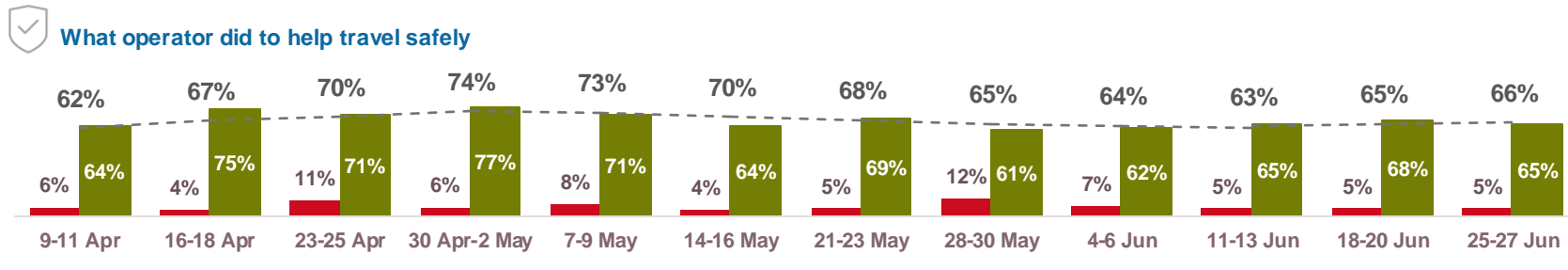


Ability to keep safe distance



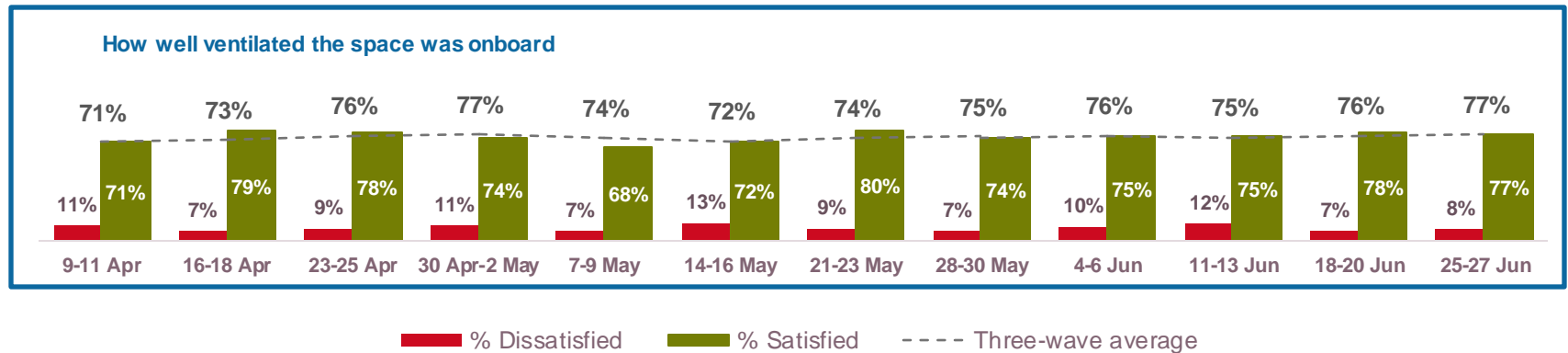
■ % Dissatisfied   ■ % Satisfied   - - - Three-wave average

# Experience of using bus outside London (3)



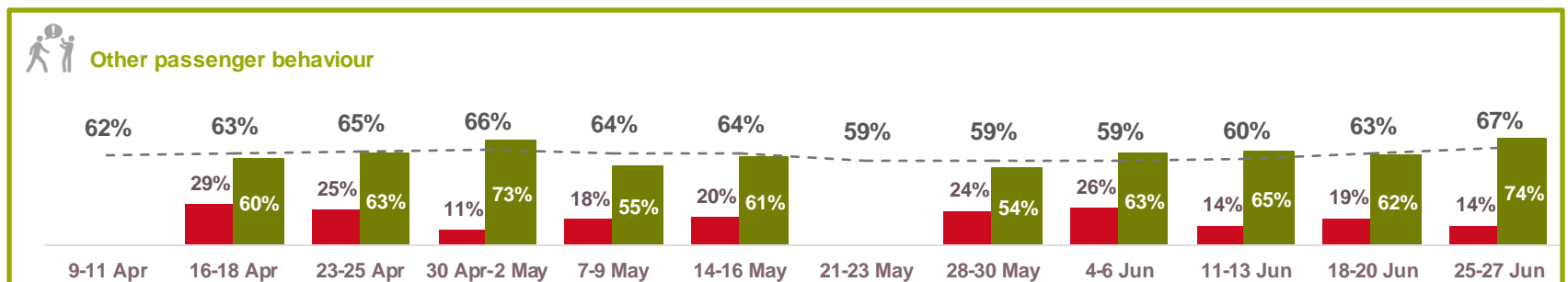
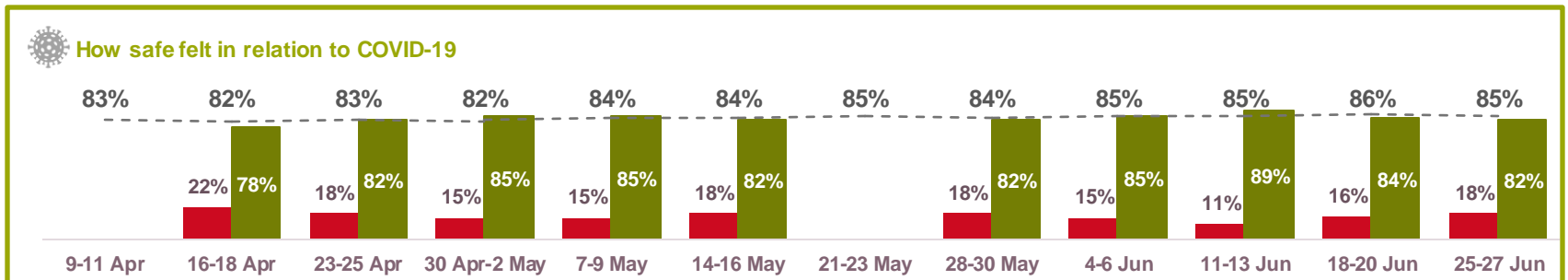
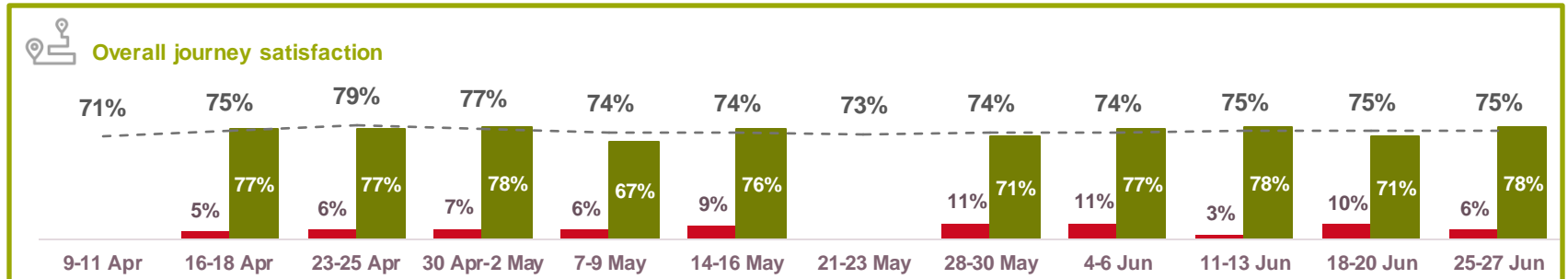
 % Dissatisfied     % Satisfied    - - - - Three-wave average

# Experience of using bus outside London (4)



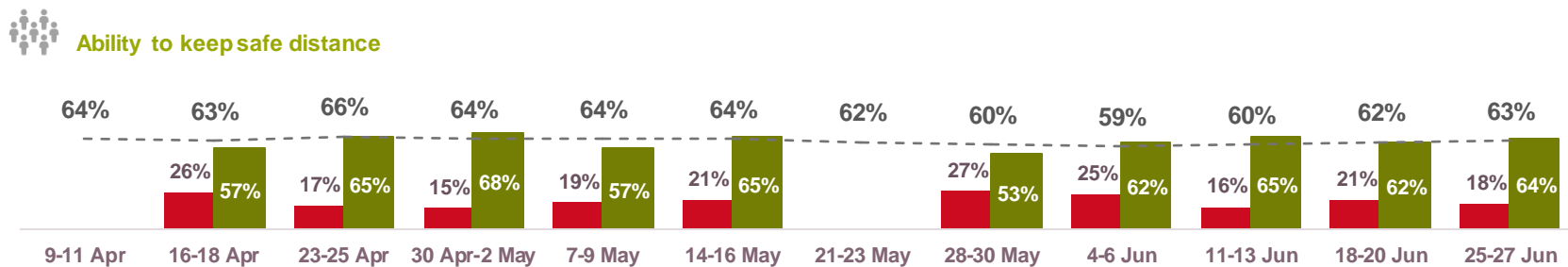
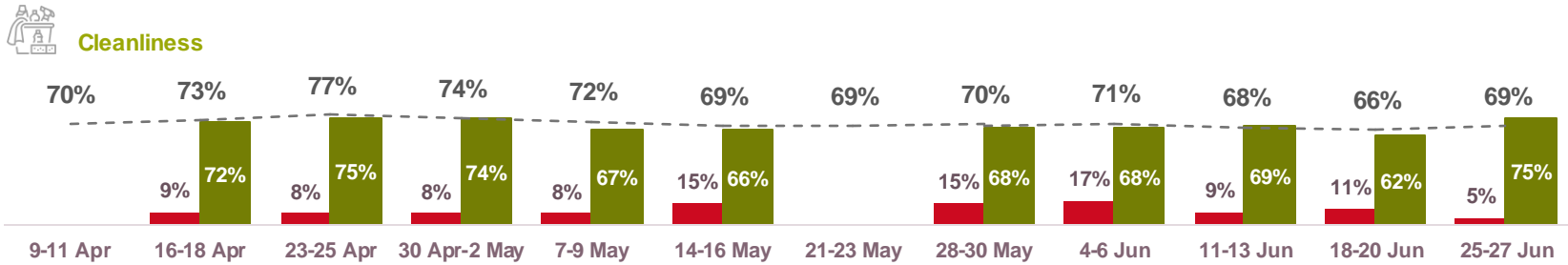
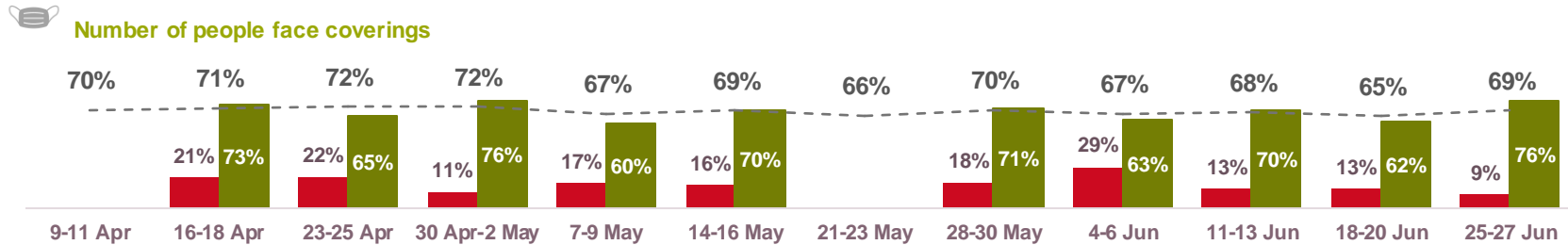
# Experience of using London bus (1)

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)

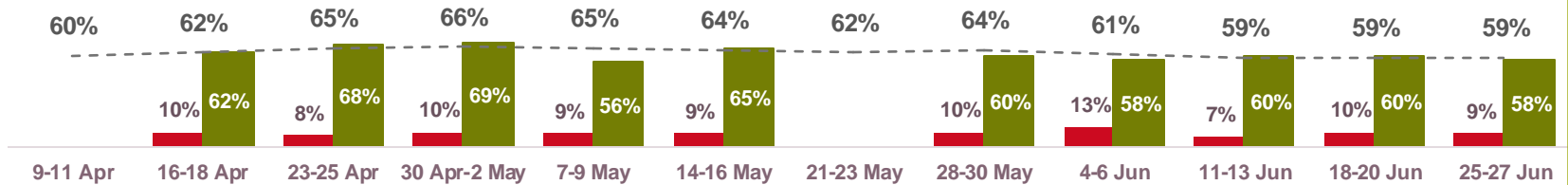


■ % Dissatisfied    
 ■ % Satisfied    
 - - - Three-wave average

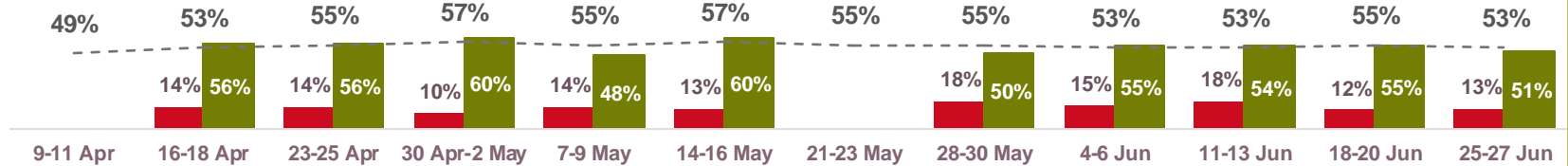
# Experience of using London bus (3)



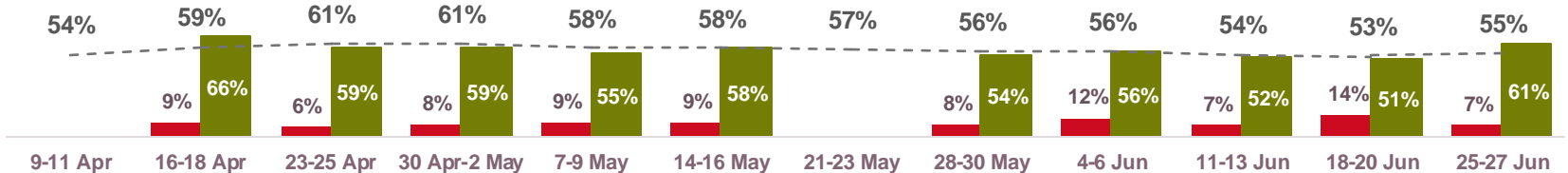
## What operator did to help travel safely



## Ease finding out how busy

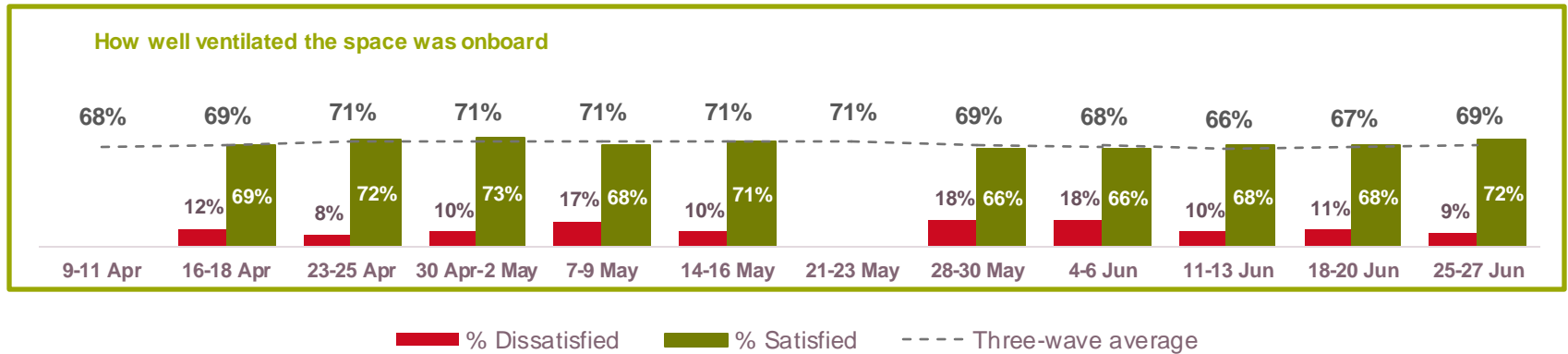


## How staff helped you feel safe



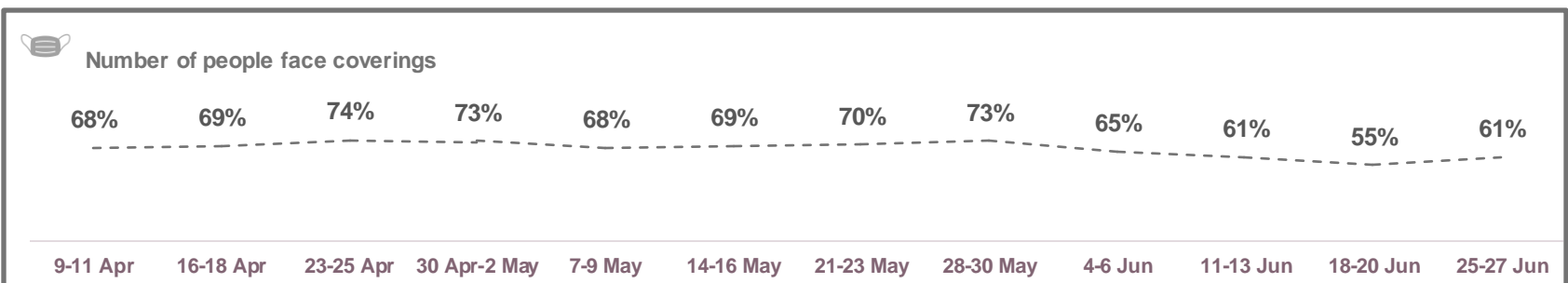
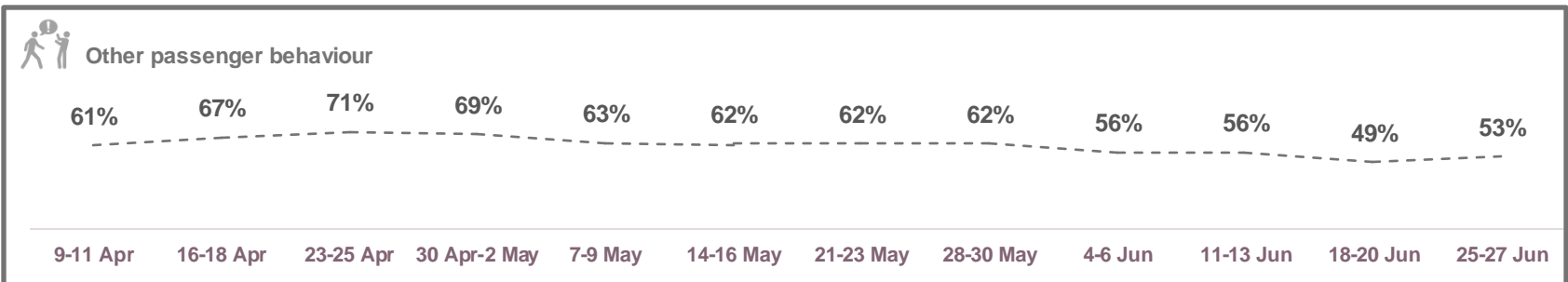
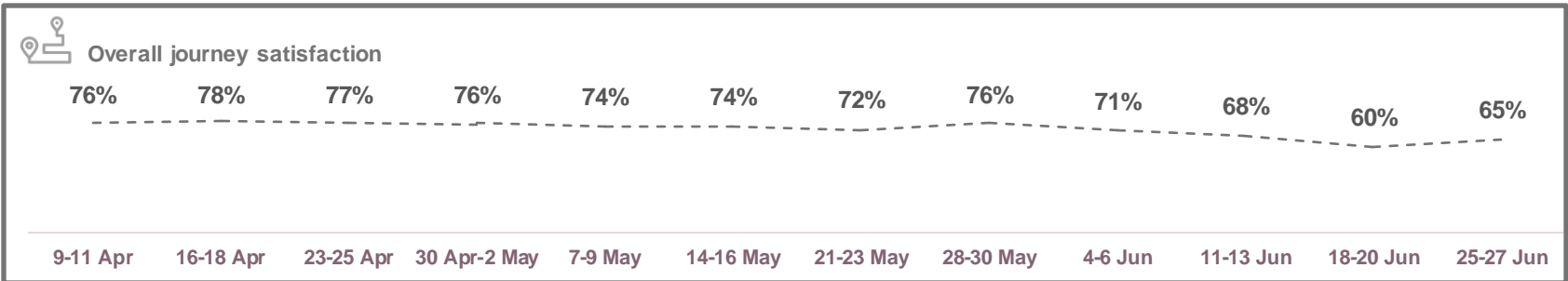
■ % Dissatisfied   
 ■ % Satisfied   
 - - - Three-wave average

# Experience of using London bus (4)



# Experience of using London Underground (1)

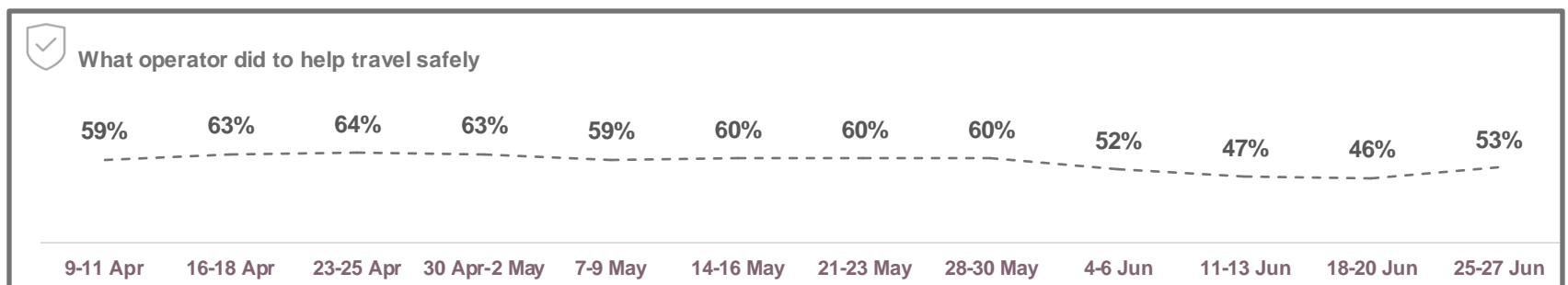
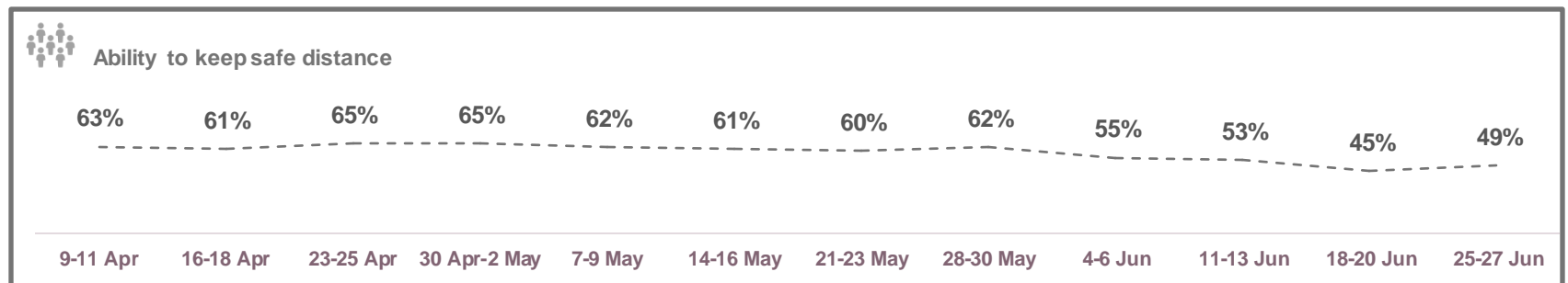
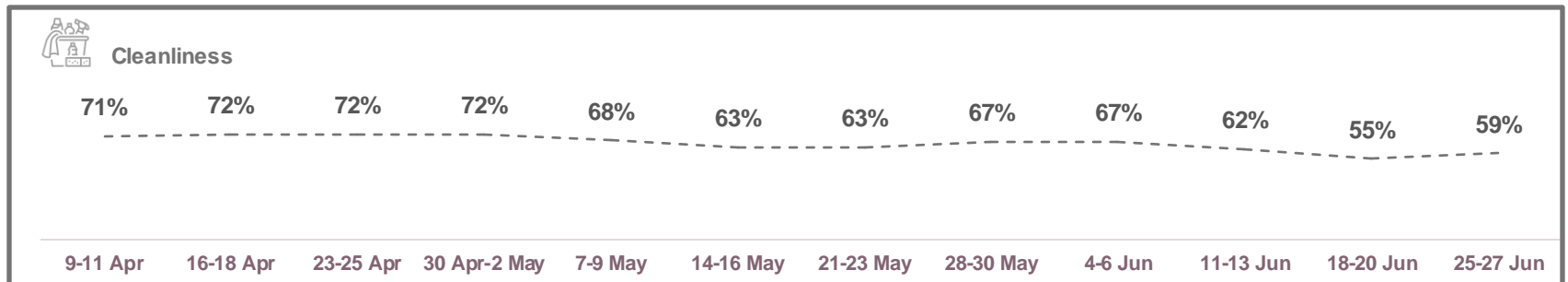
Satisfaction with several aspects of London Underground journeys have improved recently



----- Three-wave average



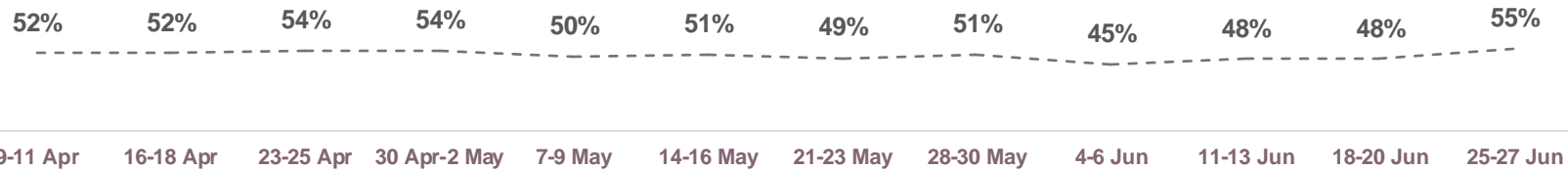
# Experience of using London Underground (2)



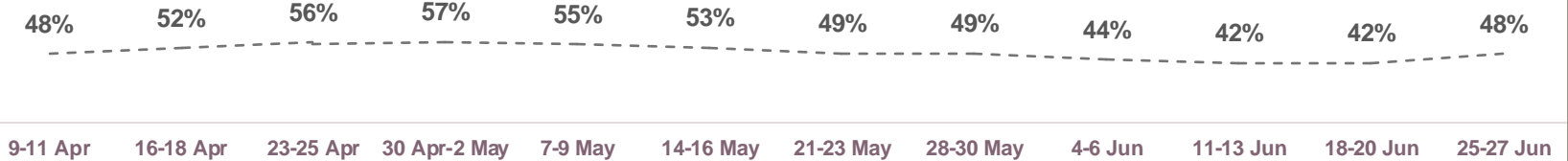
--- Three-wave average

# Experience of using London Underground (3)

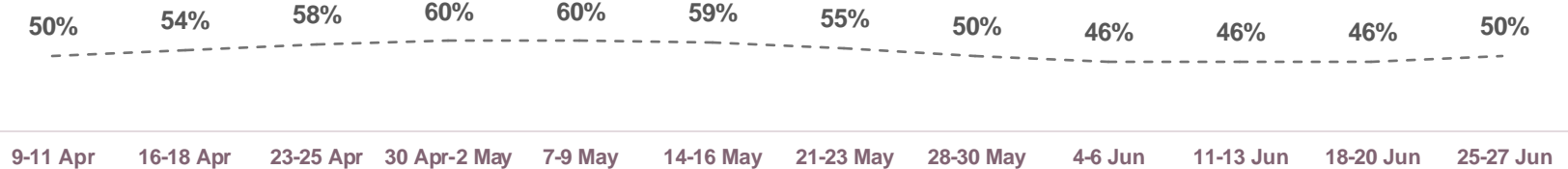
## Ease finding out how busy



## 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 |
|----------------|-------|----------------------|------------|--------------------|
| 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                |
| 25-27 June     | 521   | 611                  | 393        | 223                |

# 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 |
|----------------|-------|----------------------|------------|--------------------|
| 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        | *                  |
| 25-27 June     | 173   | 208                  | 140        | *                  |

\* Base less than 100