



# Journey satisfaction during Covid-19

23 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.

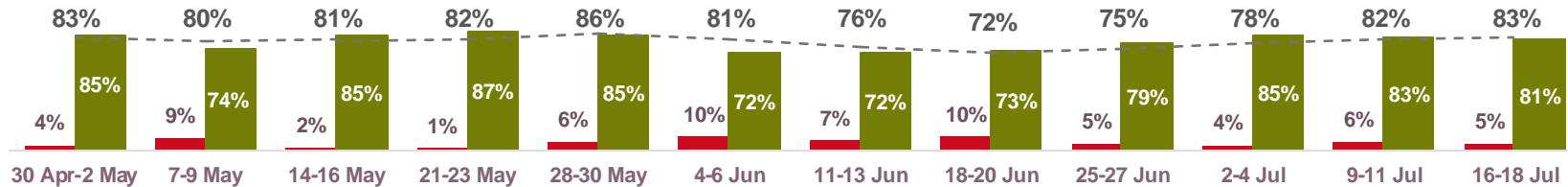
# Journey satisfaction: three-wave rolling data

Fieldwork date	Covers journeys made between:
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
2-4 July	11 June – 4 July
9-11 July	18 June – 11 July
16-18 July	25 June – 18 July

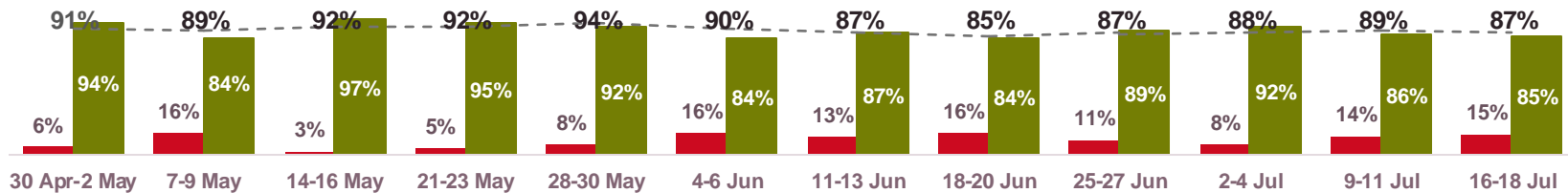
# Experience of using train (1)

Satisfaction with various aspects of train journeys have fallen slightly on several measures

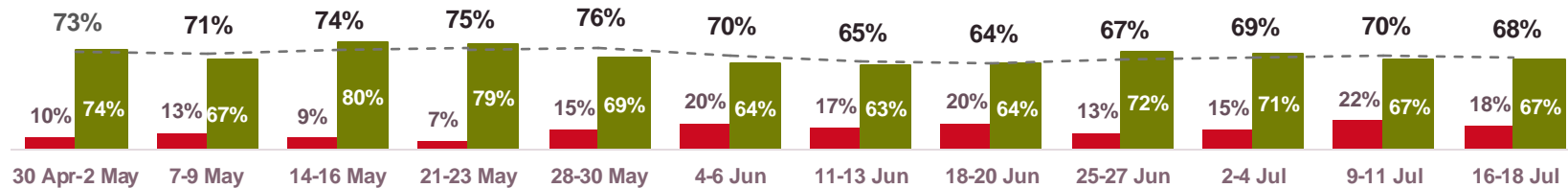
## Overall journey satisfaction



## How safe felt in relation to COVID-19

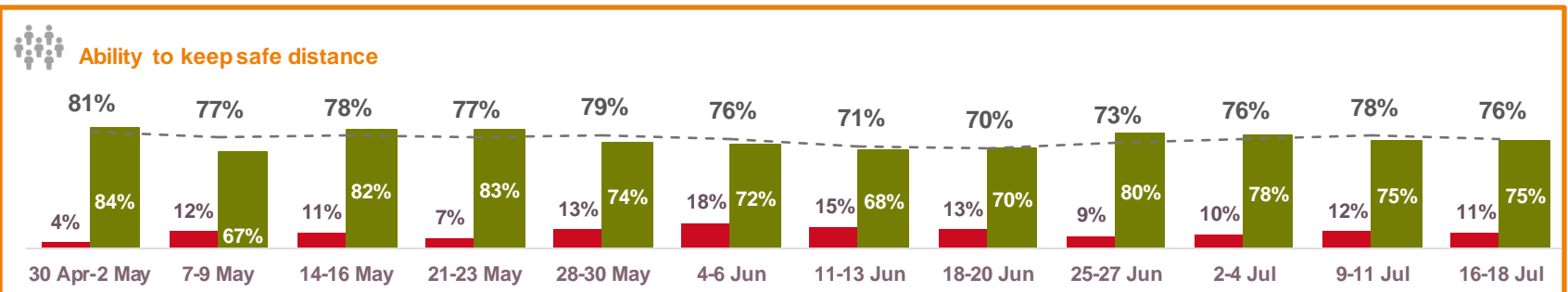
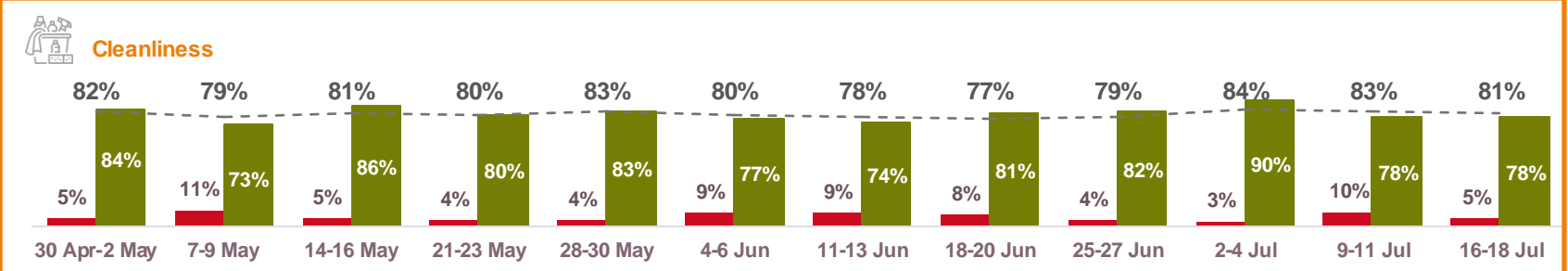
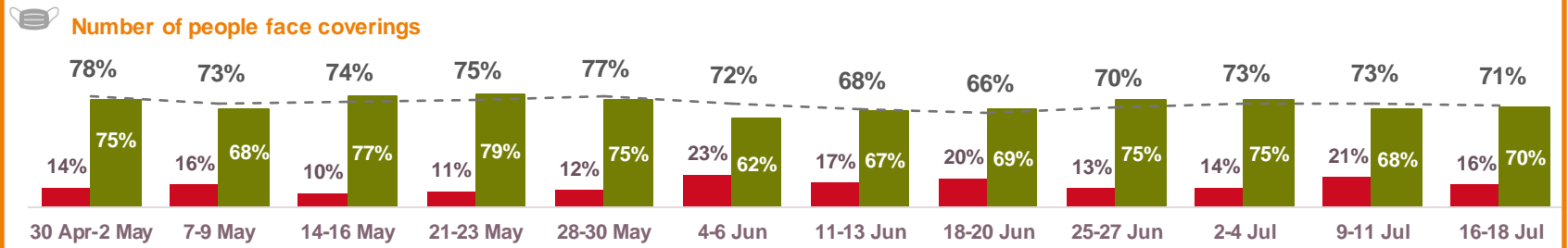


## Other passenger behaviour



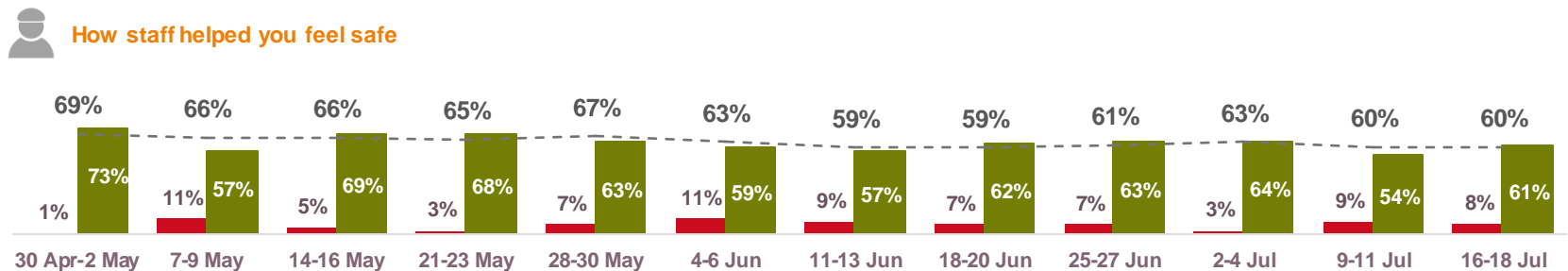
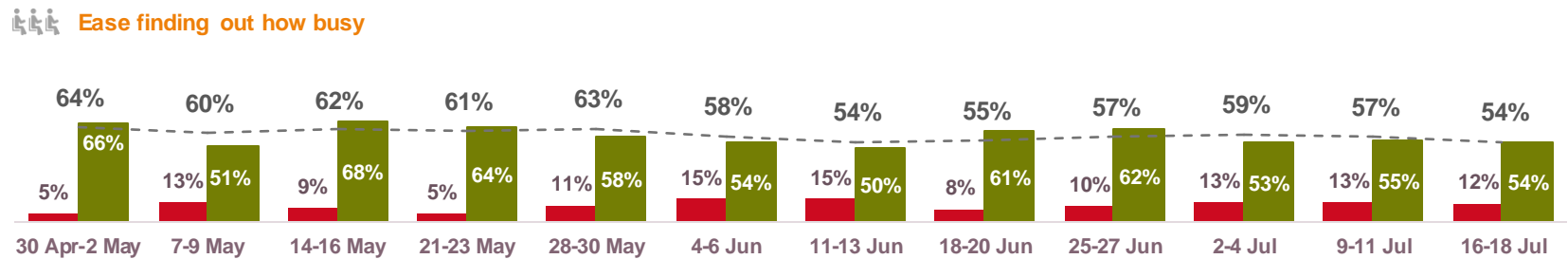
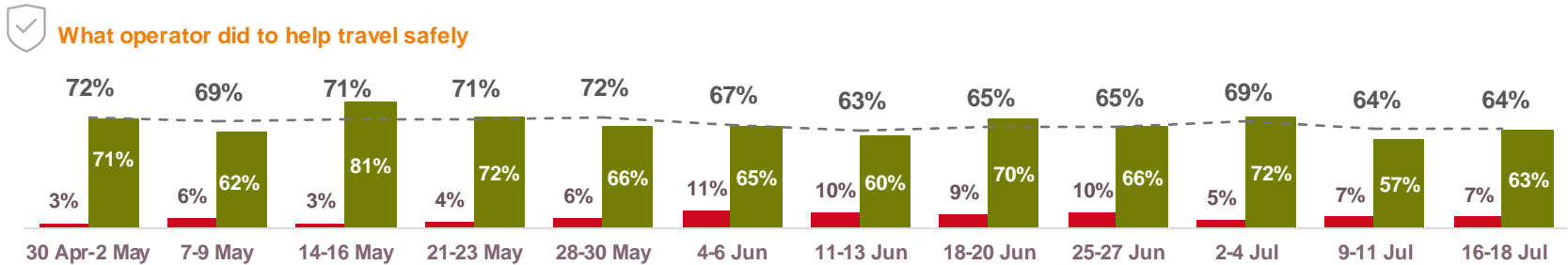
■ % Dissatisfied   ■ % Satisfied   - - - Three-wave average

# Experience of using train (2)



 % Dissatisfied     % Satisfied    - - - Three-wave average

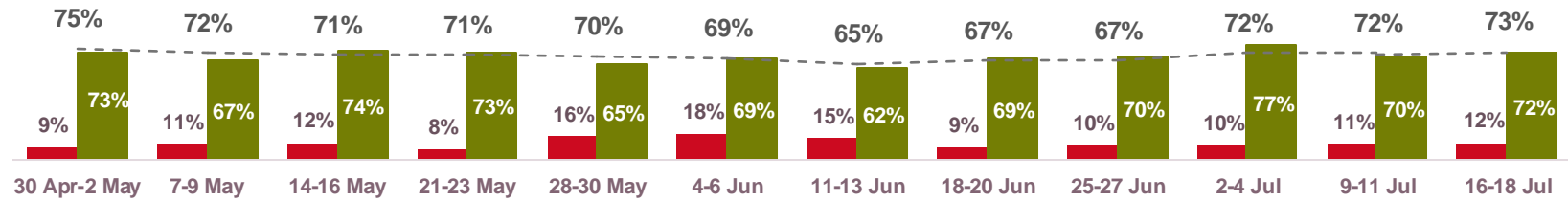
# Experience of using train (3)



 % Dissatisfied     % Satisfied    - - - Three-wave average

# Experience of using train (4)

How well ventilated the space was onboard

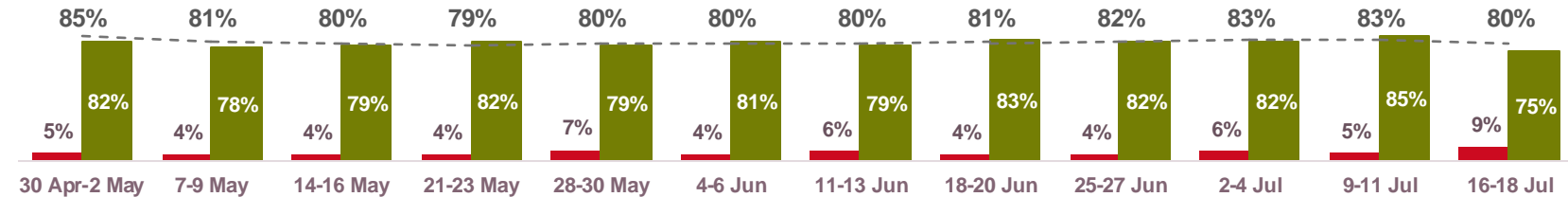


■ % Dissatisfied   ■ % Satisfied   - - - Three-wave average

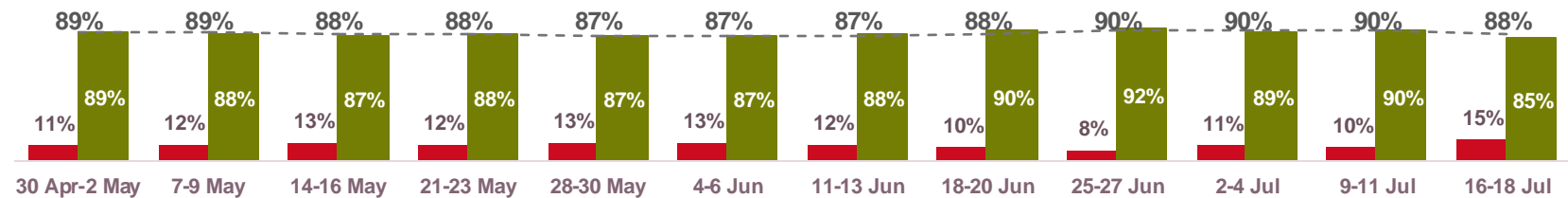
# Experience of using bus outside London (1)

Satisfaction with various aspects of bus journeys have decreased across several measures

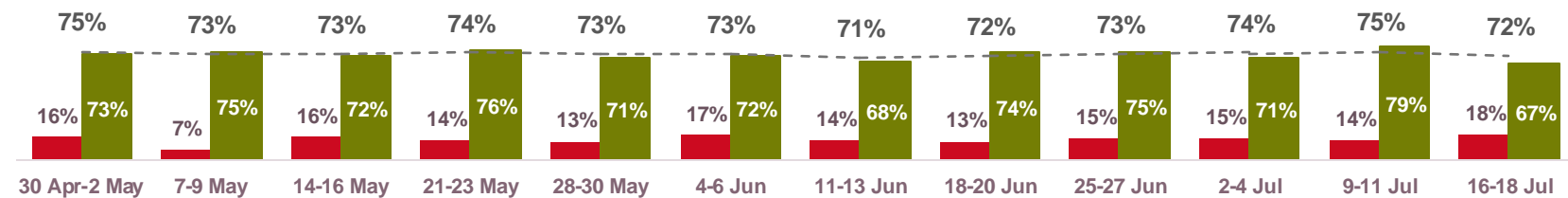
## Overall journey satisfaction



## How safe felt in relation to COVID-19



## Other passenger behaviour



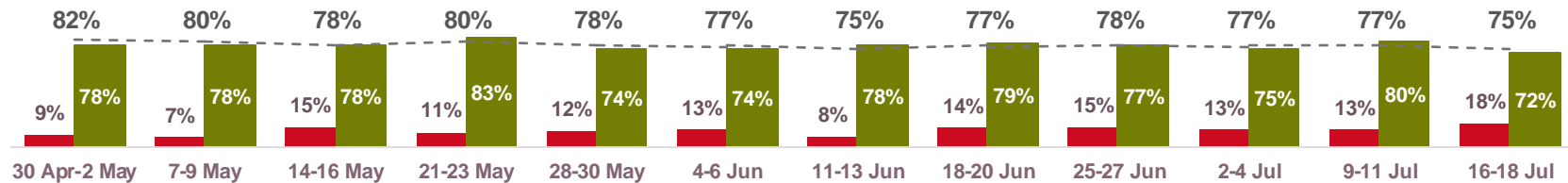
■ % Dissatisfied   ■ % Satisfied   - - - Three-wave average



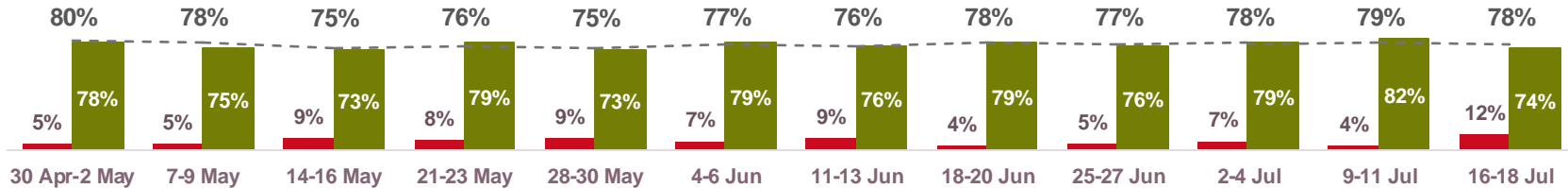
# Experience of using bus outside London (2)



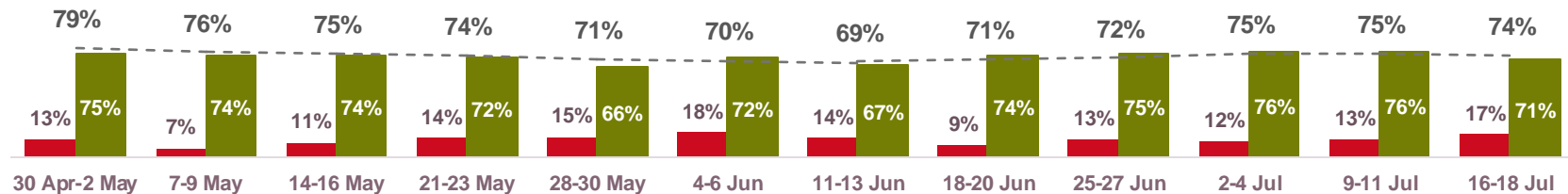
Number of people face coverings



Cleanliness

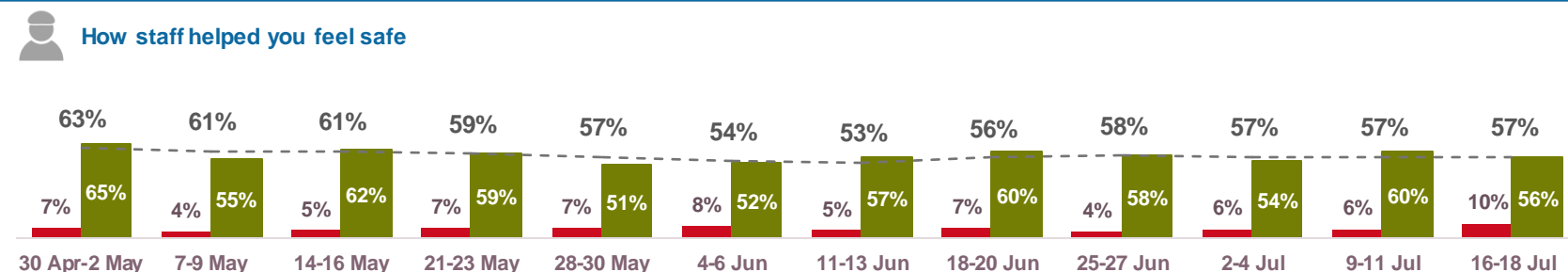
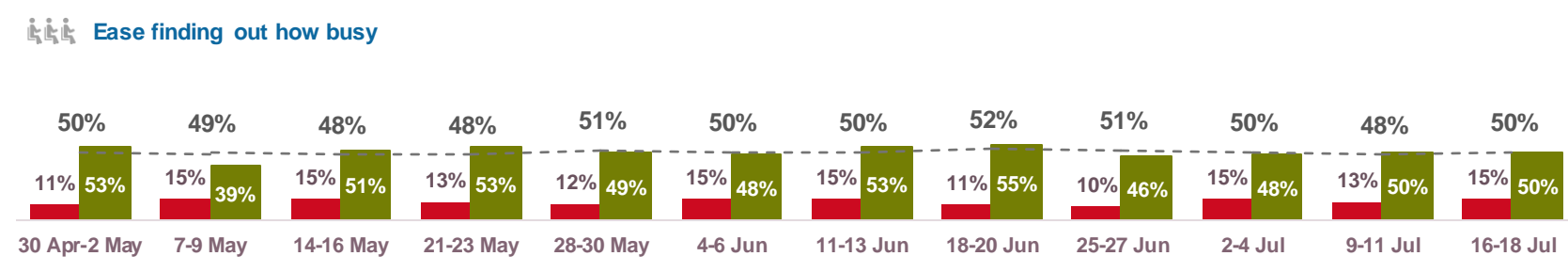
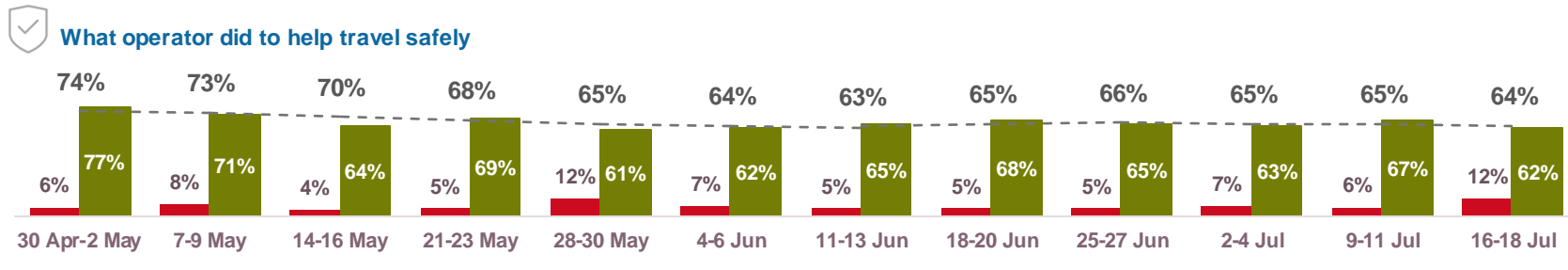


Ability to keep safe distance



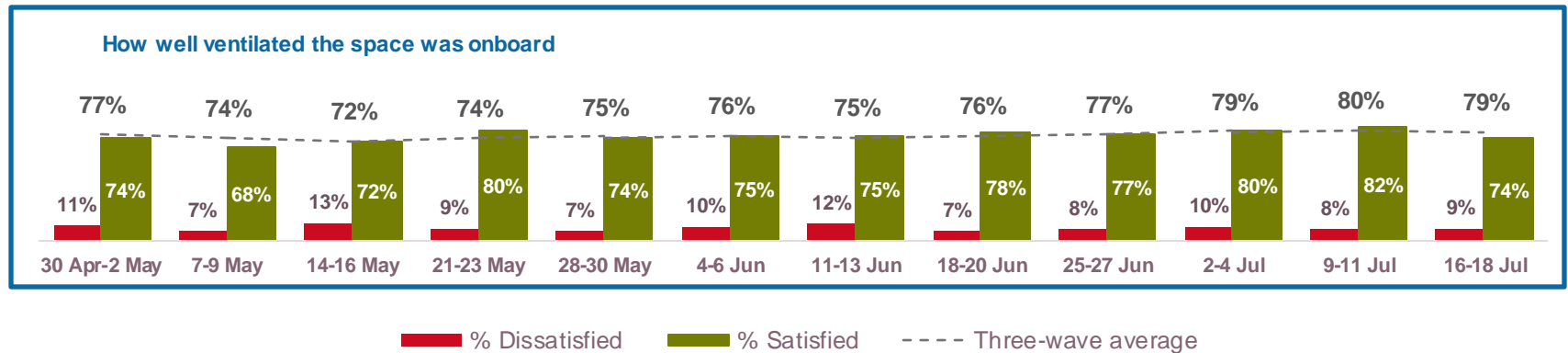
■ % Dissatisfied   
 ■ % Satisfied   
 - - - - Three-wave average

# Experience of using bus outside London (3)



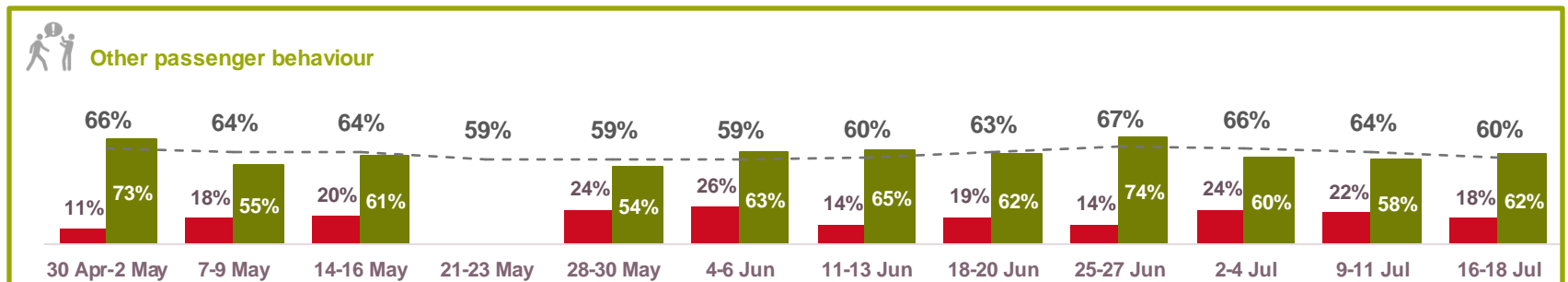
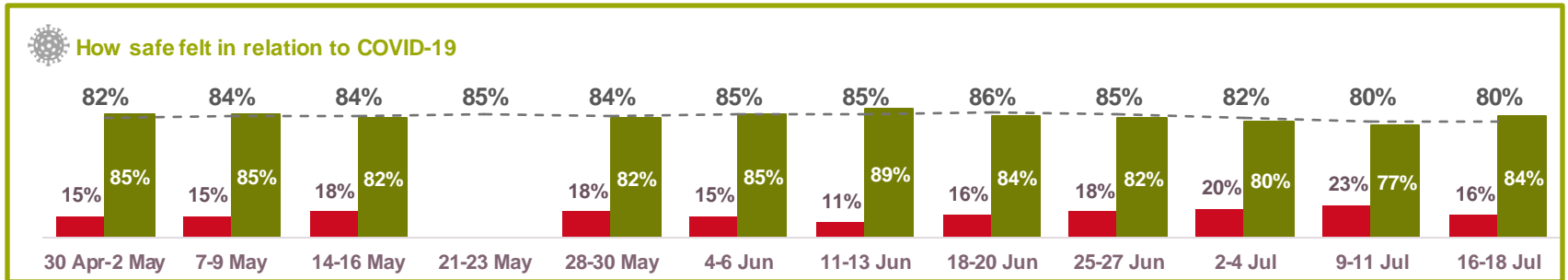
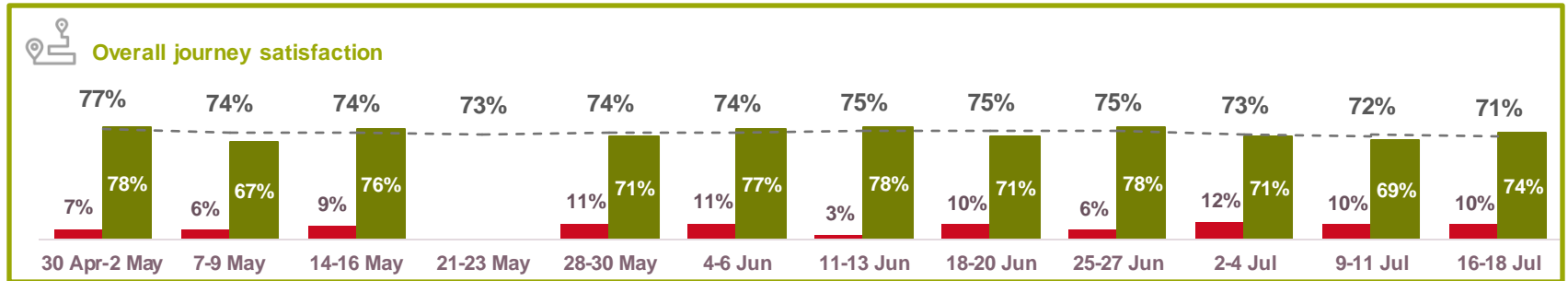
 % Dissatisfied     % Satisfied    - - - - Three-wave average

# Experience of using bus outside London (4)



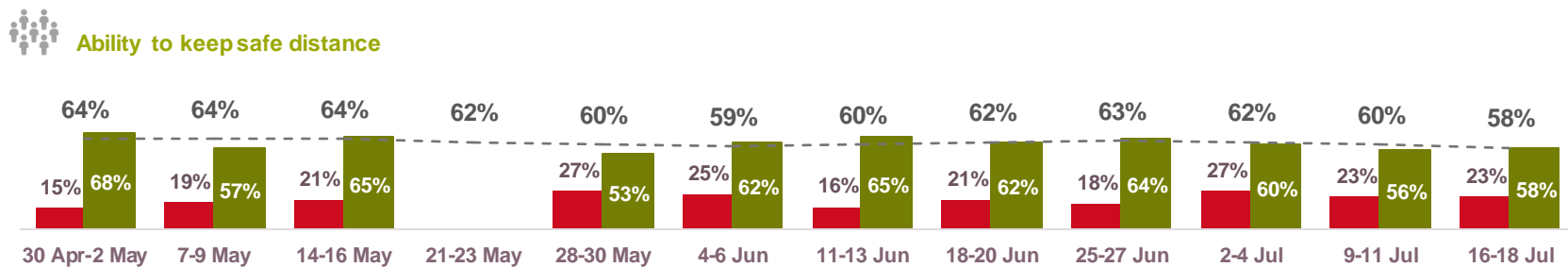
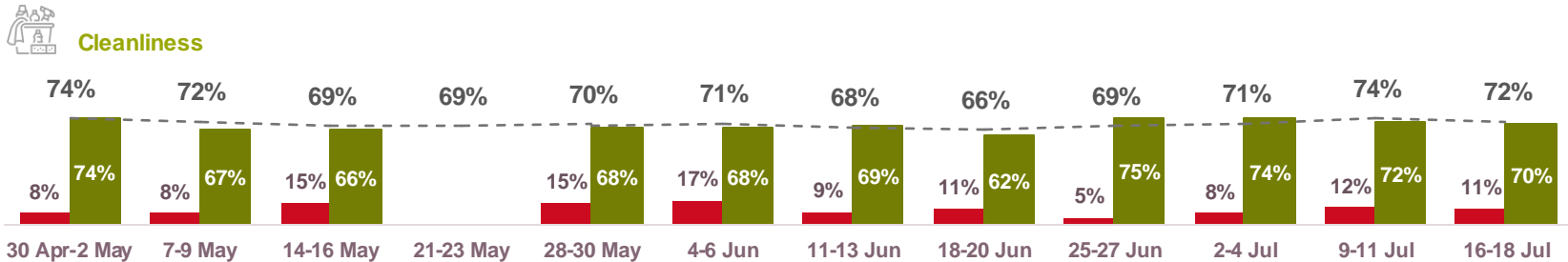
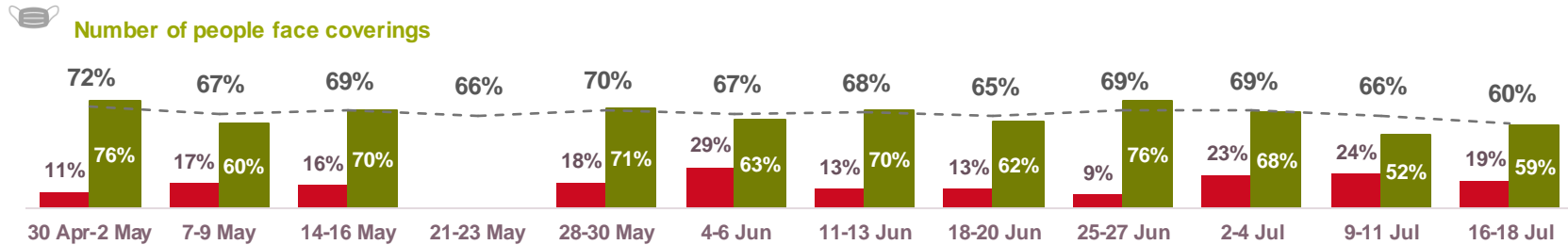
# Experience of using London bus (1)

Satisfaction with aspects of London bus journeys have generally decreased



 % Dissatisfied     % Satisfied    - - - Three-wave average

# Experience of using London bus (2)

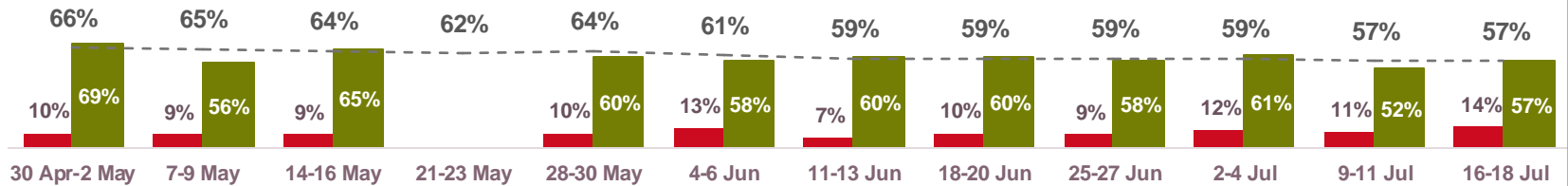


 % Dissatisfied     % Satisfied    - - - Three-wave average

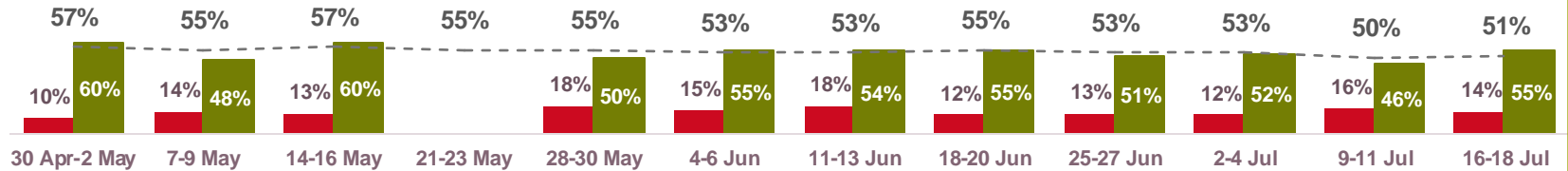
# Experience of using London bus (3)



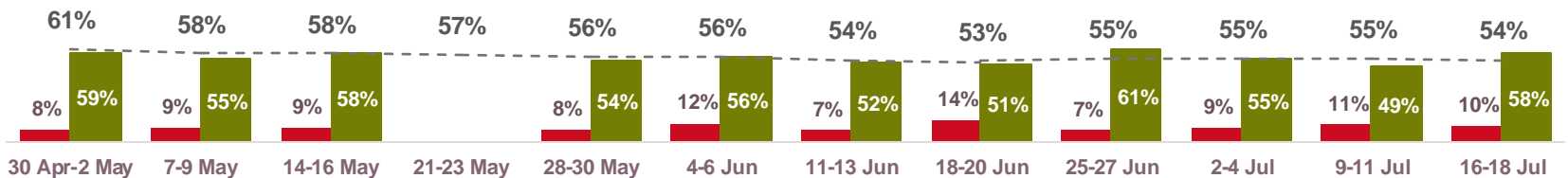
## What operator did to help travel safely



## Ease finding out how busy

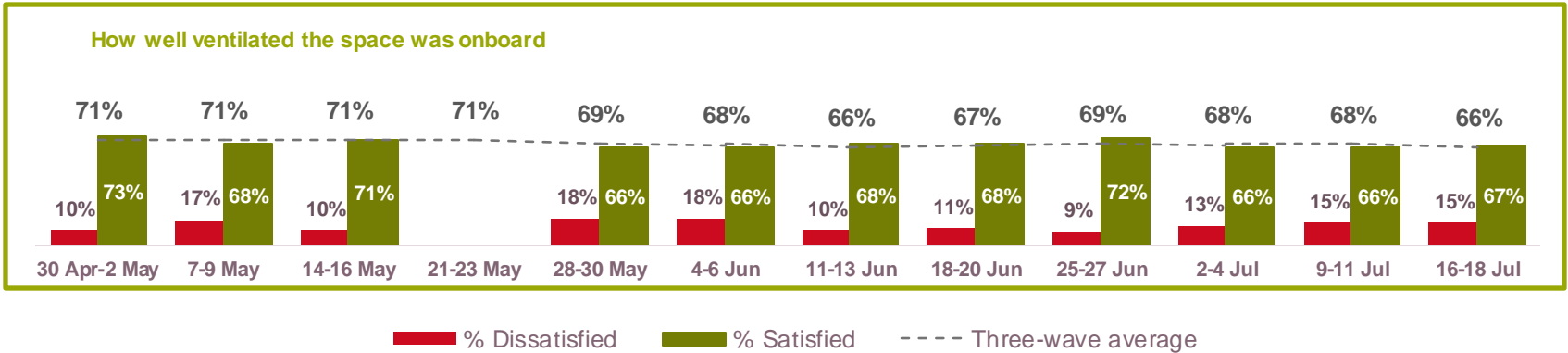


## How staff helped you feel safe



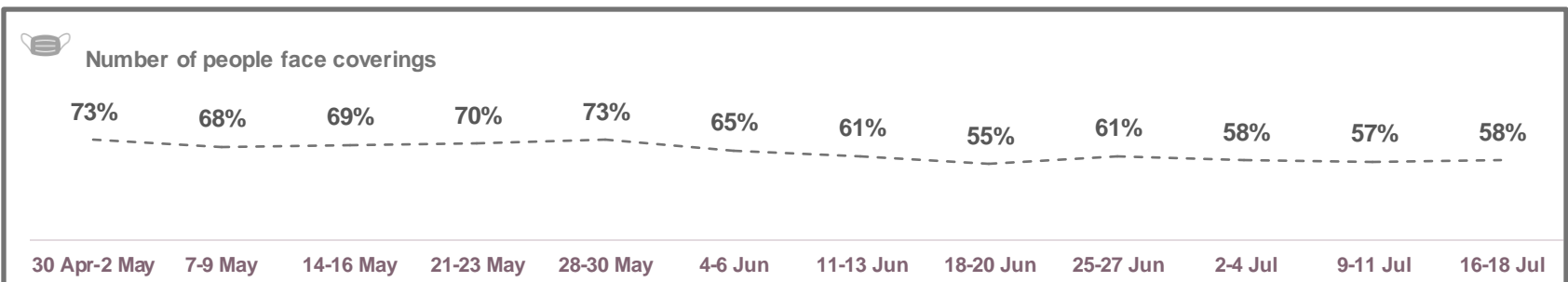
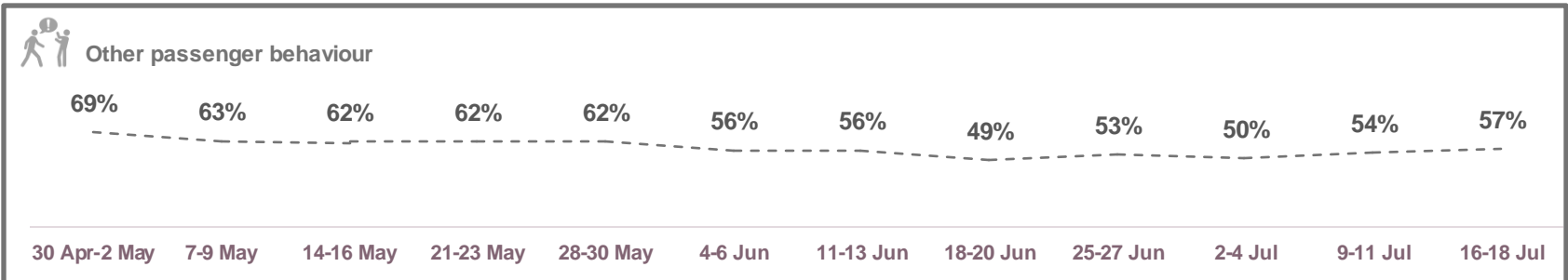
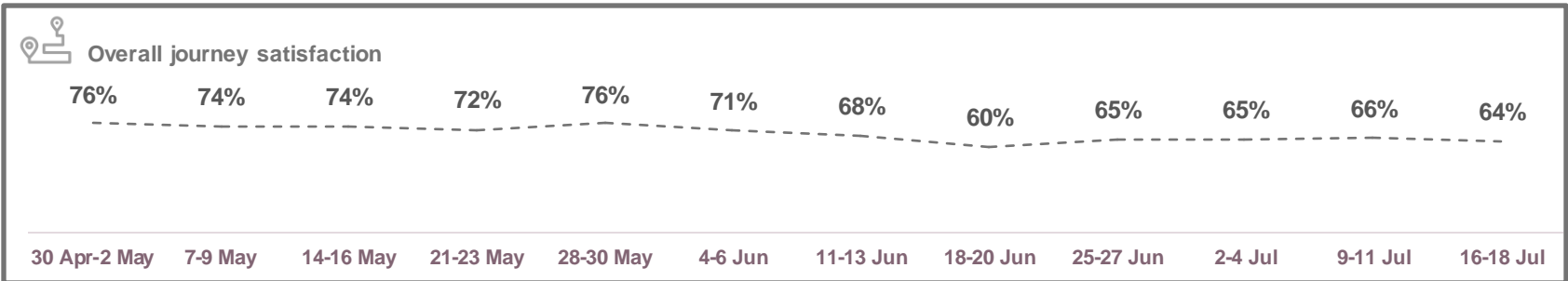
■ % Dissatisfied   
 ■ % Satisfied   
 - - - Three-wave average

# Experience of using London bus (4)



# Experience of using London Underground (1)

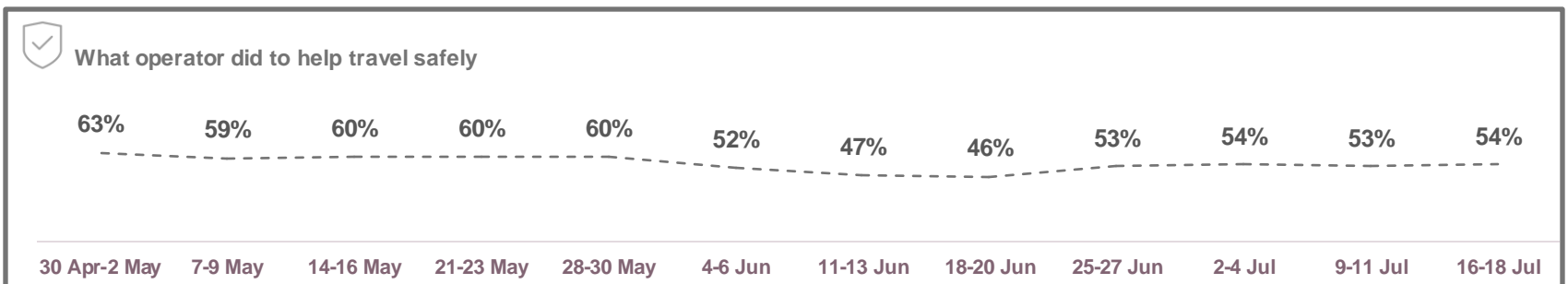
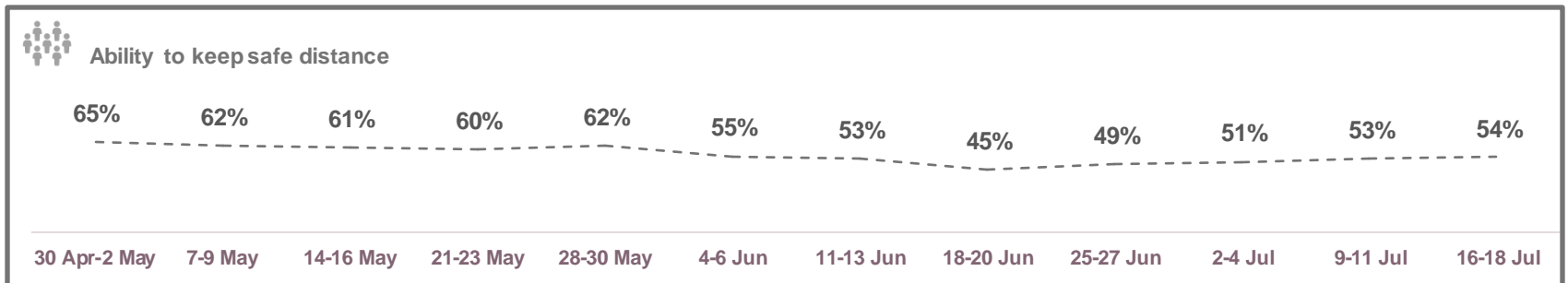
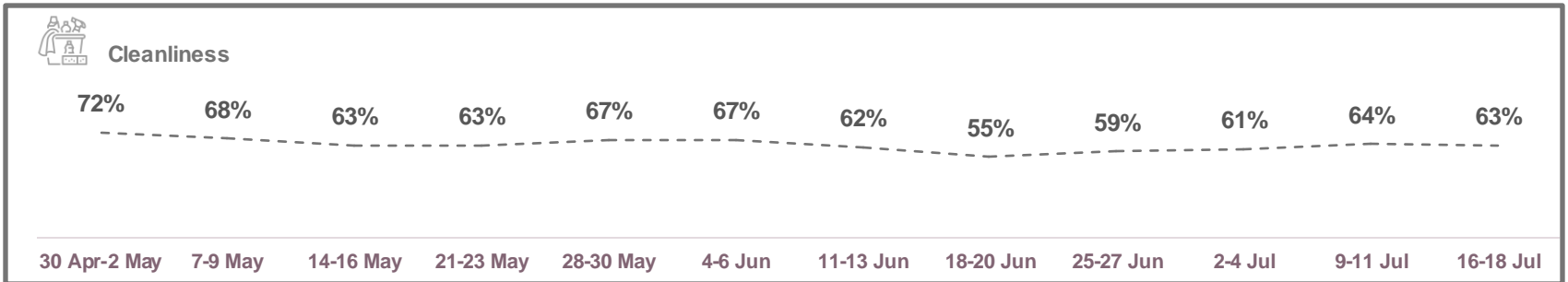
Satisfaction with aspects of London Underground journeys have declined on some measures



----- Three-wave average



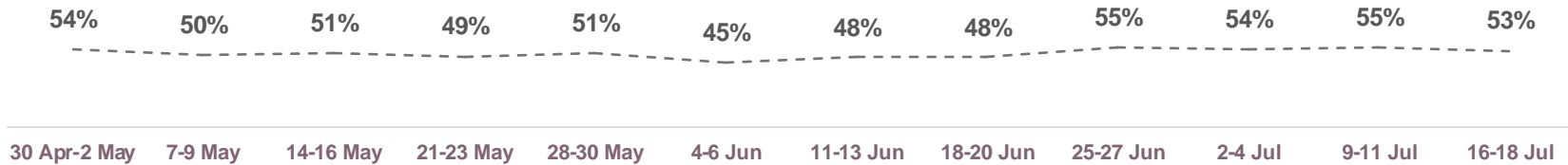
# Experience of using London Underground (2)



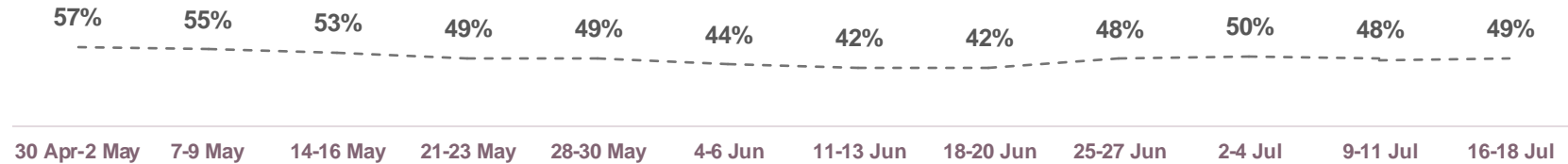
----- Three-wave average

# Experience of using London Underground (3)

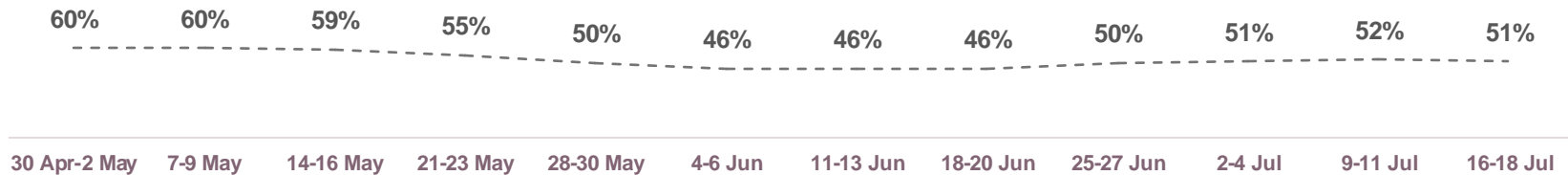
## Ease finding out how busy



## 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
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
2-4 July	481	662	389	243
9-11 July	482	642	366	248
16-18 July	484	679	365	257

# 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
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	*
2-4 July	141	227	108	*
9-11 July	168	207	118	*
16-18 July	175	245	139	*

\* Base less than 100