



Journey satisfaction during Covid-19

10 September 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.

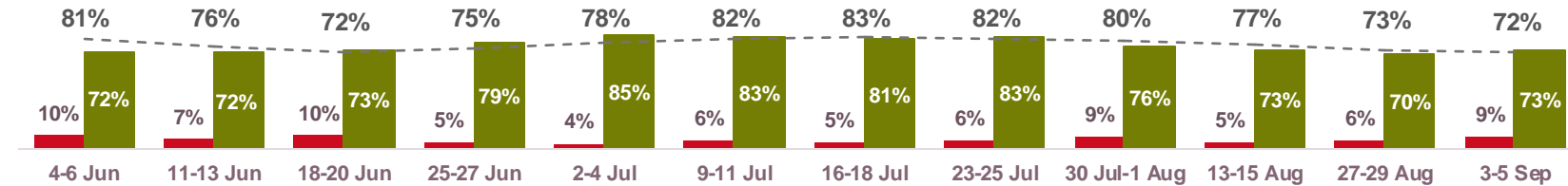
Journey satisfaction: three-wave rolling data

Fieldwork date	Covers journeys made between:
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
23-25 July	2 – 25 July
30 July – 1 August	9 July – 1 August
13-15 August	16 July – 1 August and 6-15 August
27-29 August	23 July – 1 August, 6-15 August, and 20-29 August
3-5 September	6-15 August, and 20 August – 5 September

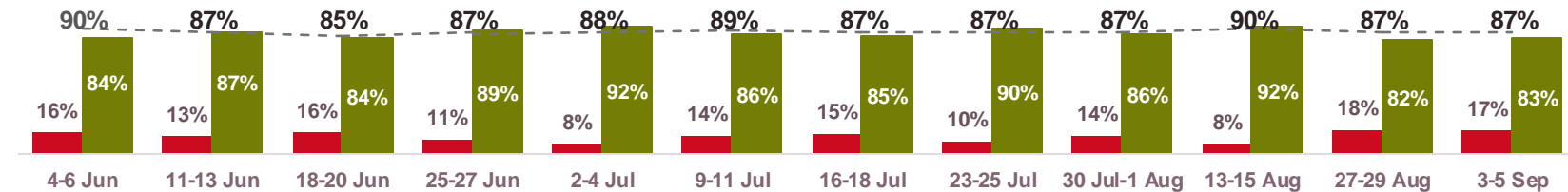
Experience of using train (1)

Satisfaction with various aspects of train journeys has fallen on some measures over several waves of fieldwork

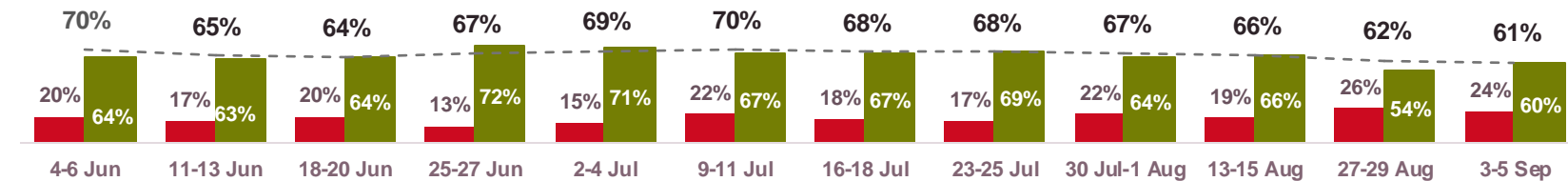
Overall journey satisfaction



How safe felt in relation to COVID-19

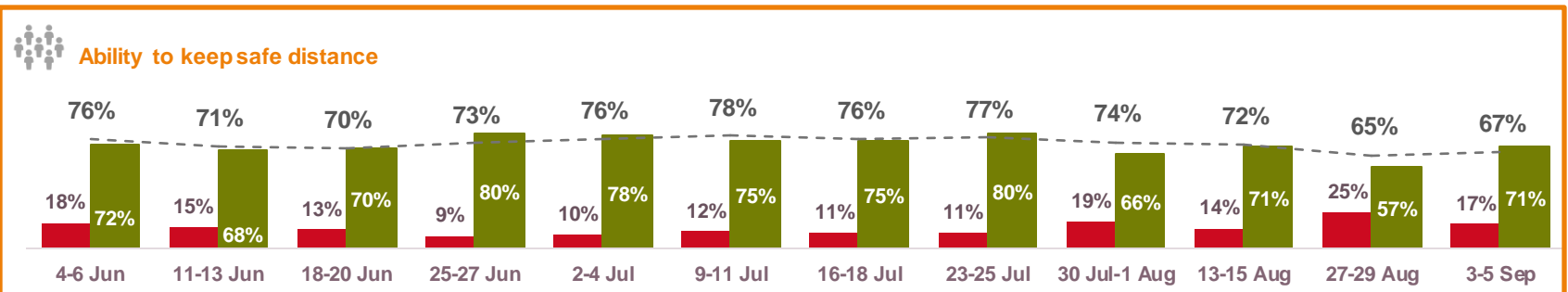
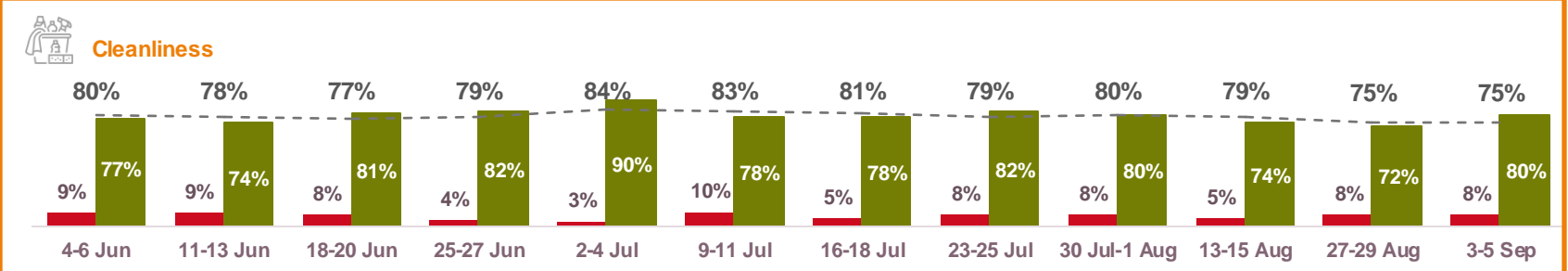
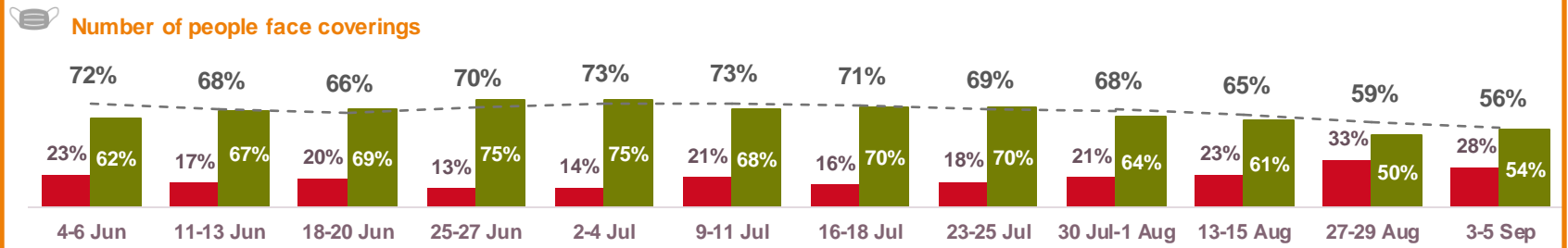


Other passenger behaviour



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

Experience of using train (2)

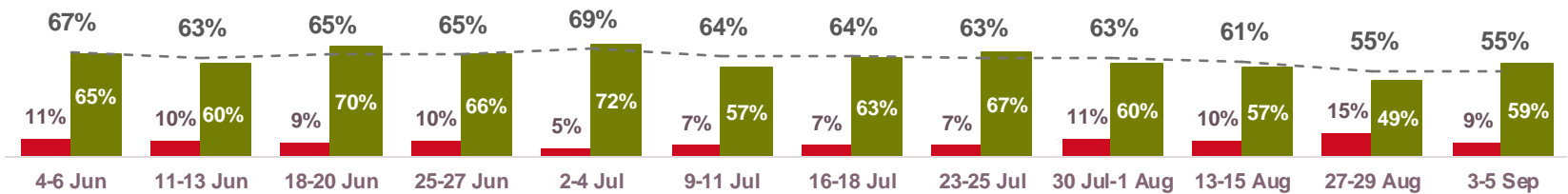


■ % Dissatisfied ■ % Satisfied - - - Three-wave average

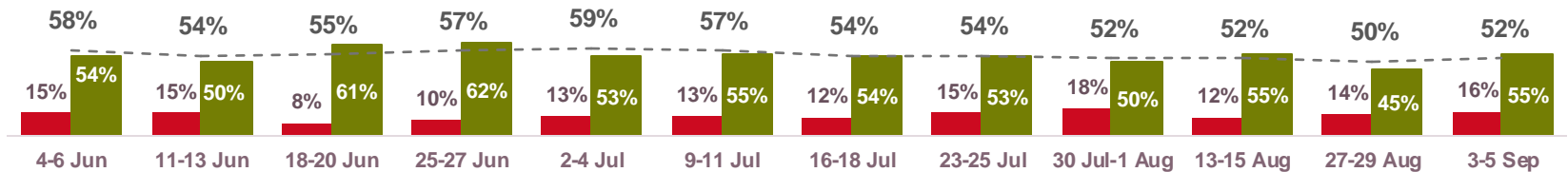
Experience of using train (3)



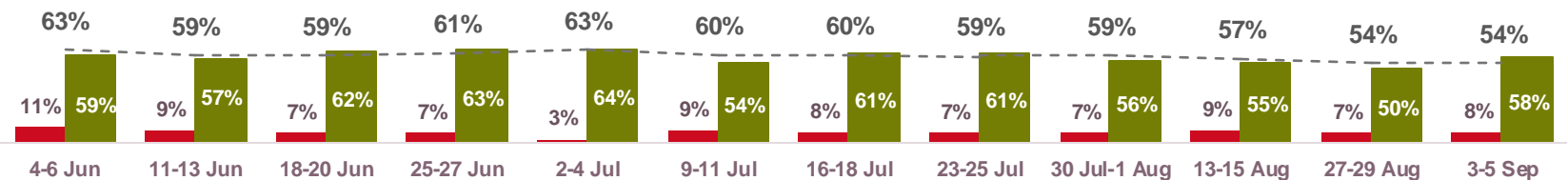
What operator did to help travel safely



Ease finding out how busy



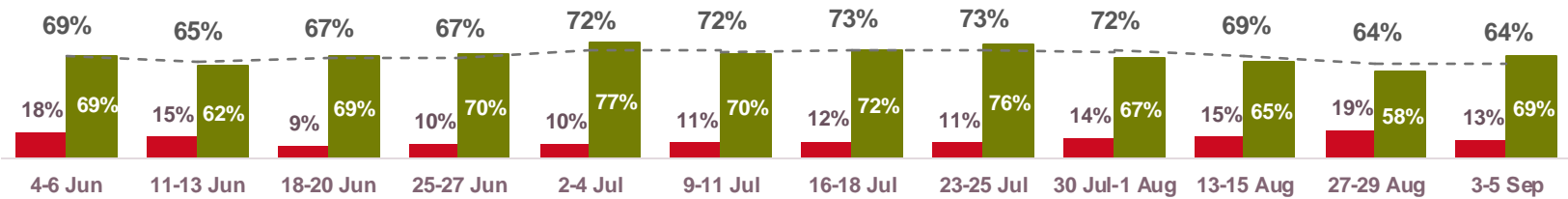
How staff helped you feel safe



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

Experience of using train (4)

How well ventilated the space was onboard

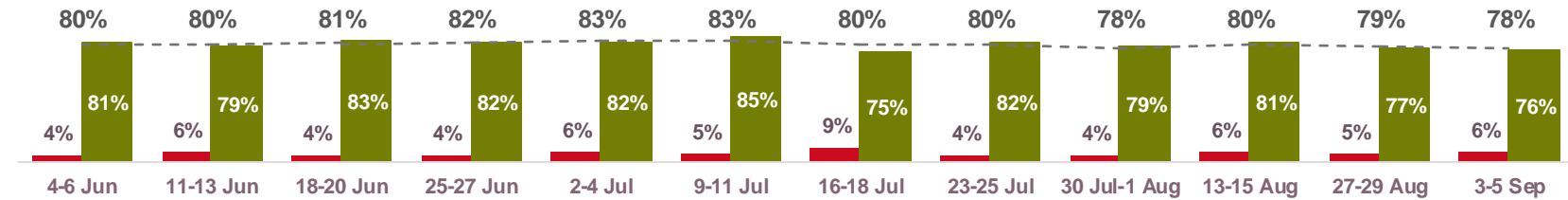


■ % Dissatisfied ■ % Satisfied - - - Three-wave average

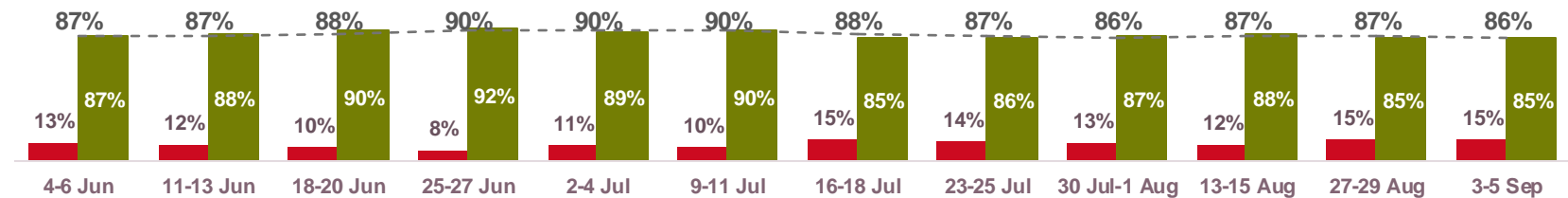
Experience of using bus outside London (1)

Satisfaction with some aspects of bus journeys outside London have declined across the longer time-frame

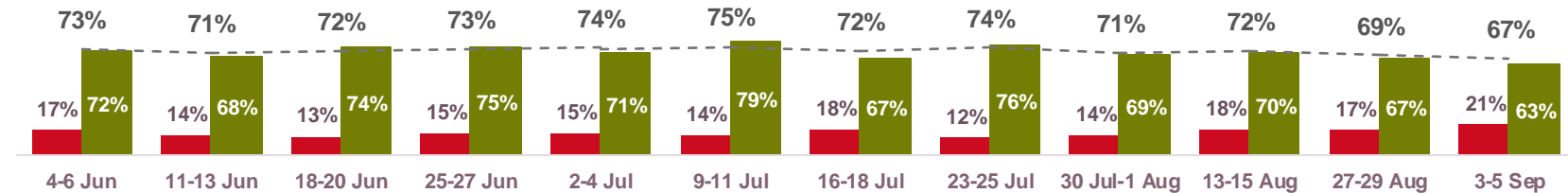
Overall journey satisfaction



How safe felt in relation to COVID-19



Other passenger behaviour

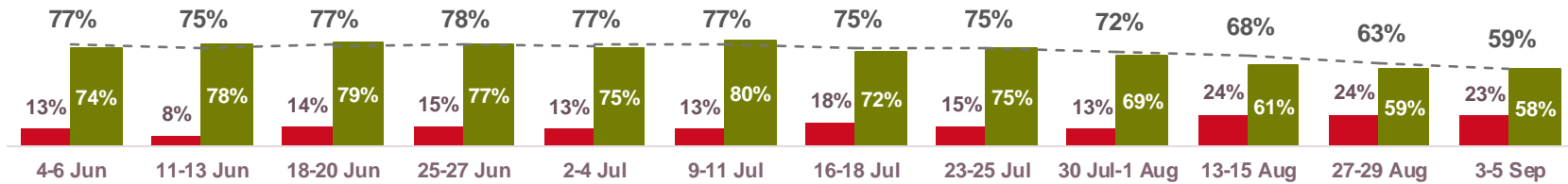


■ % Dissatisfied ■ % Satisfied - - - Three-wave average

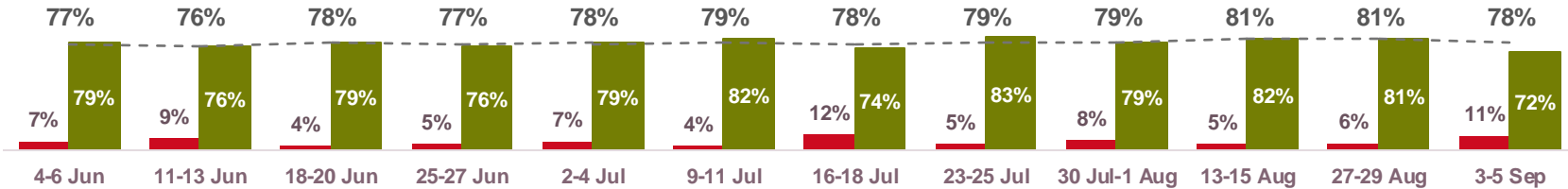
Experience of using bus outside London (2)



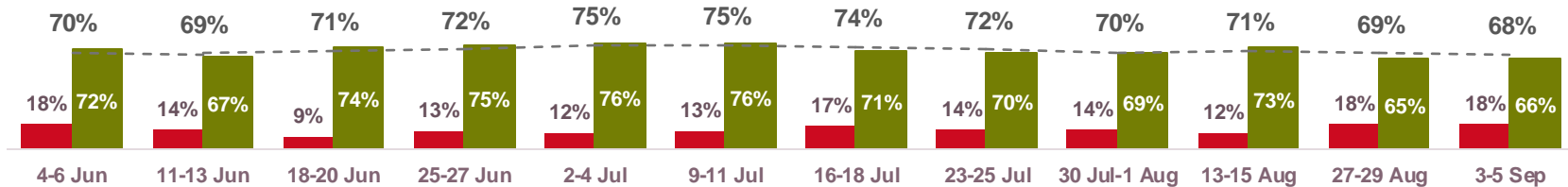
Number of people face coverings



Cleanliness

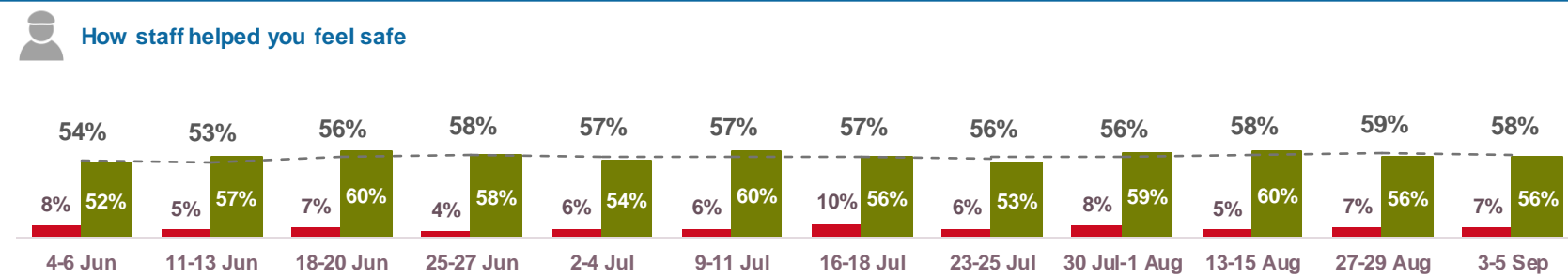
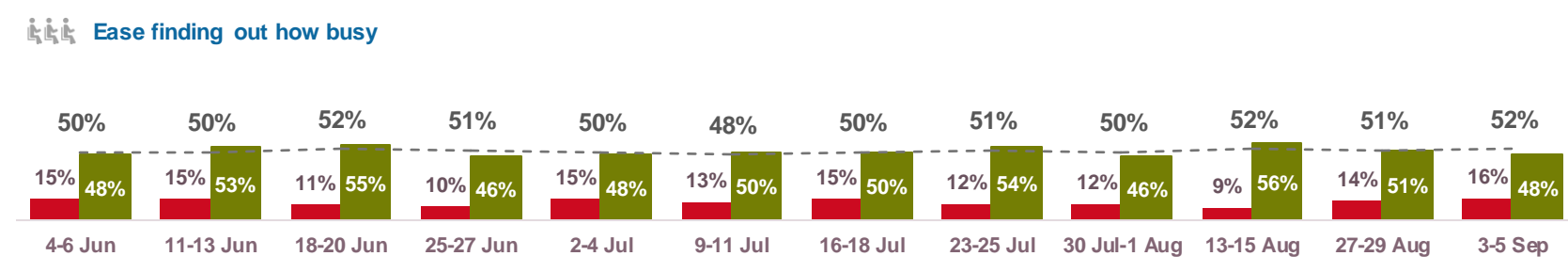
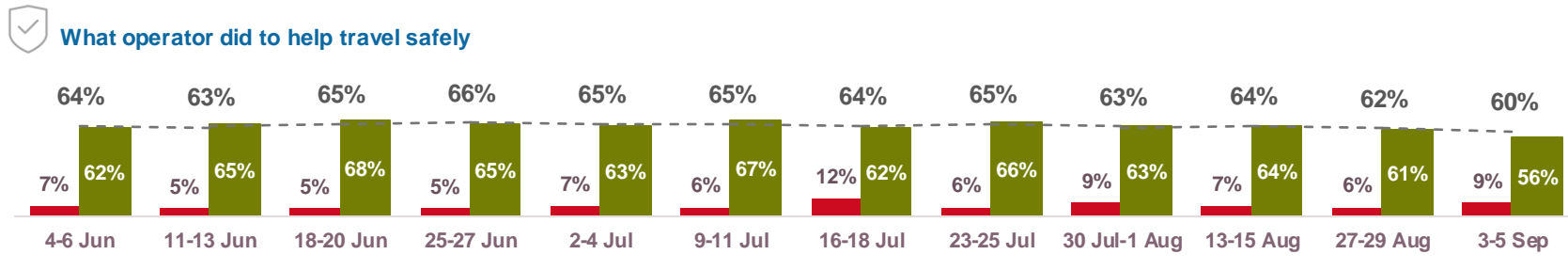


Ability to keep safe distance



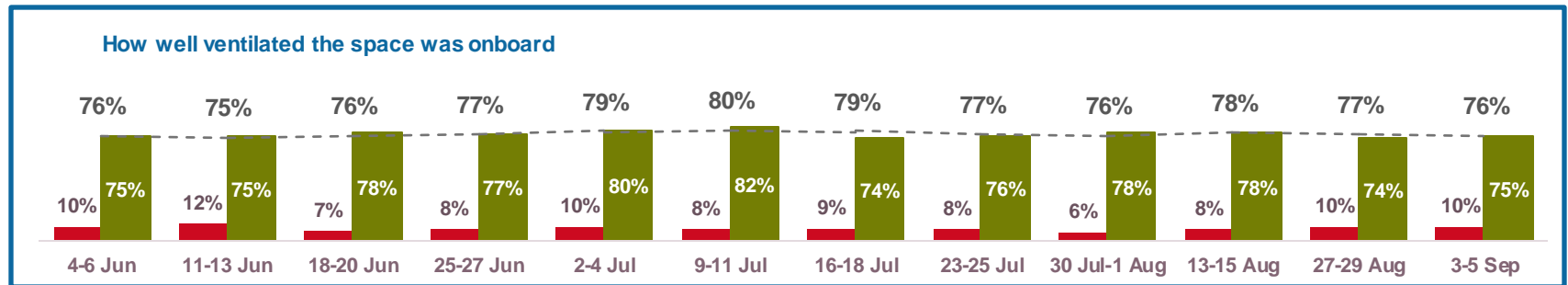
% Dissatisfied % Satisfied Three-wave average

Experience of using bus outside London (3)



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

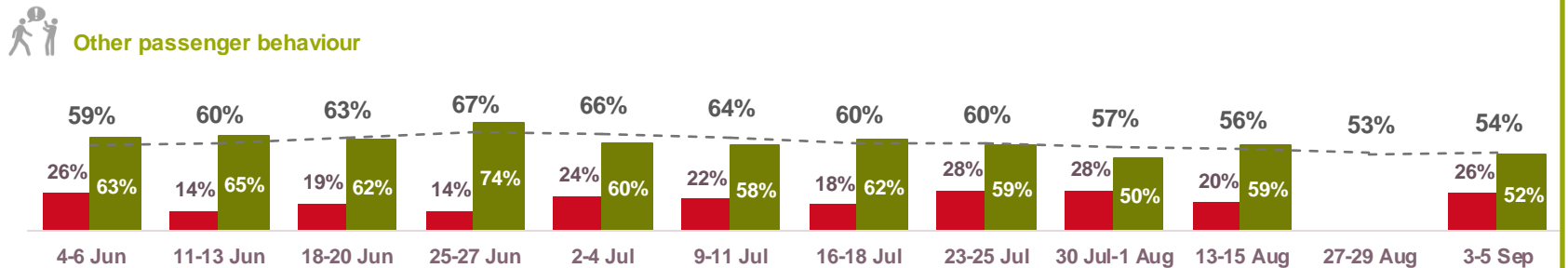
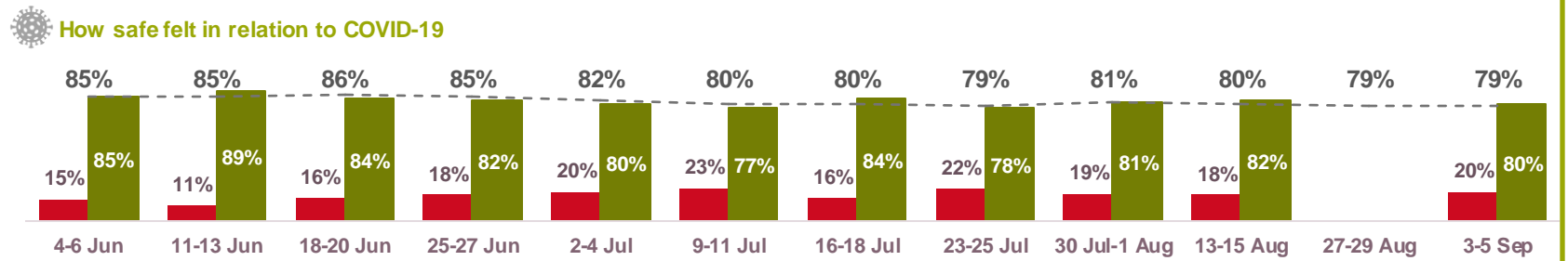
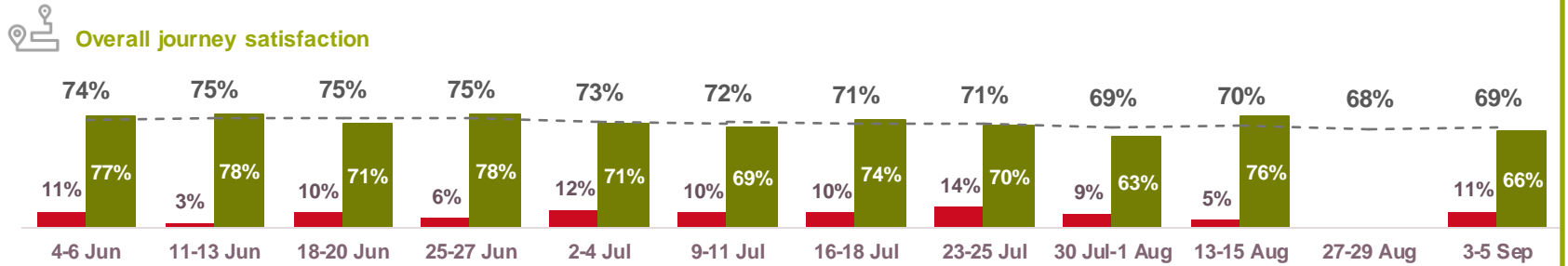
Experience of using bus outside London (4)



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

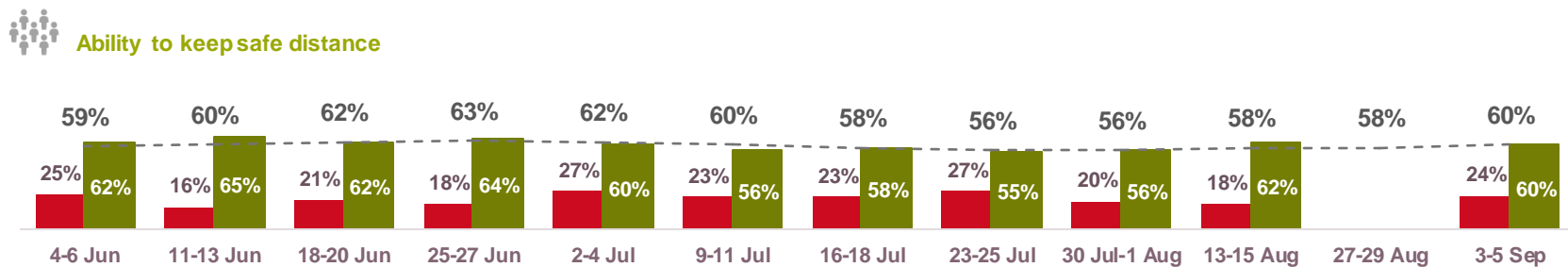
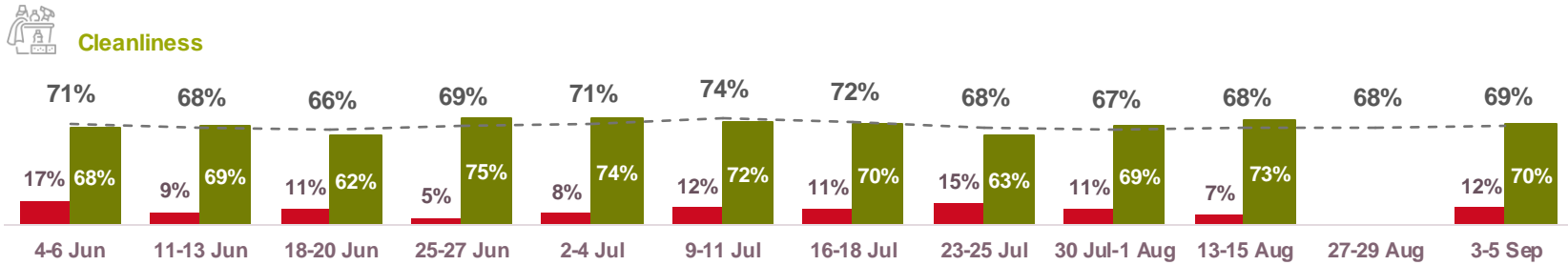
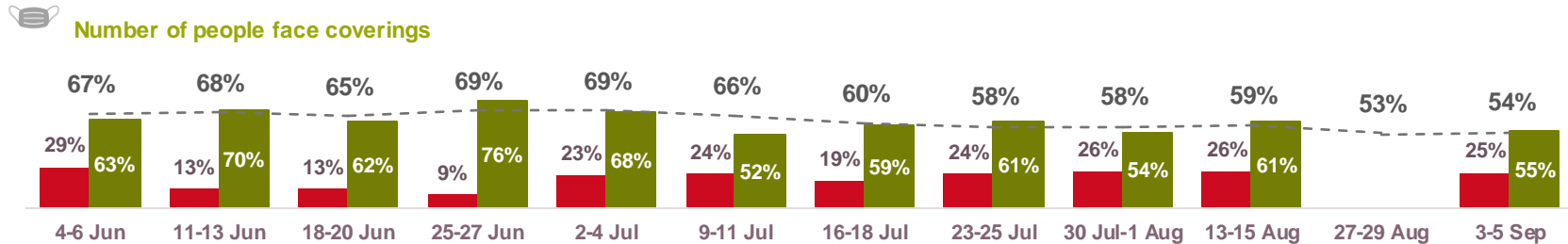
Experience of using London bus (1)

Satisfaction with several aspects of London bus journeys have declined



 % Dissatisfied  % Satisfied  Three-wave average

Experience of using London bus (2)

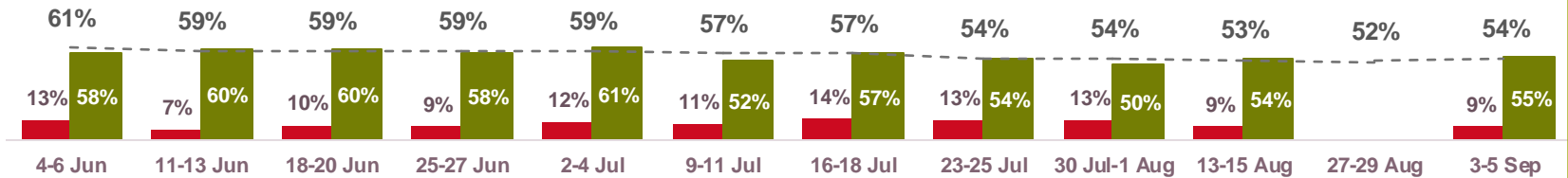


 % Dissatisfied  % Satisfied - - - Three-wave average

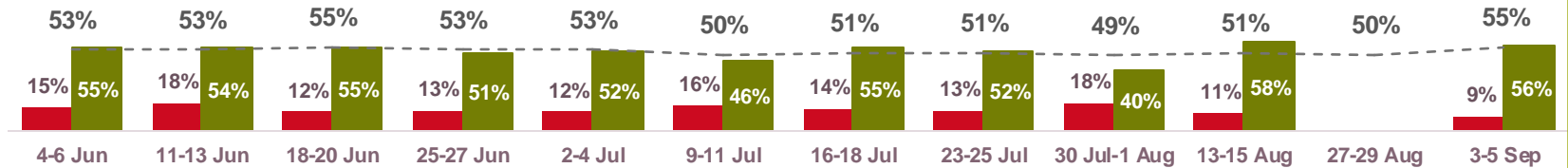
Experience of using London bus (3)



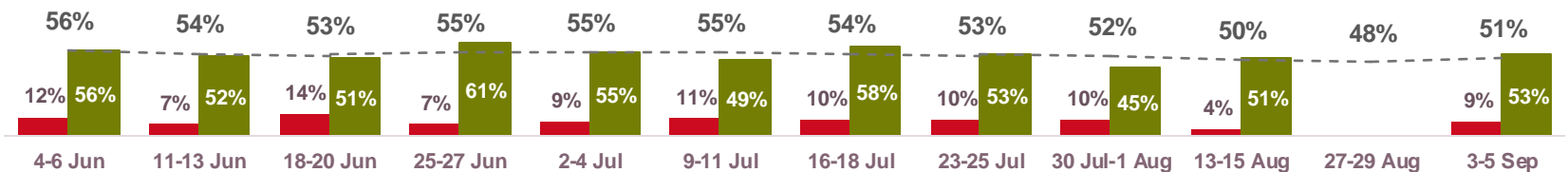
What operator did to help travel safely



Ease finding out how busy

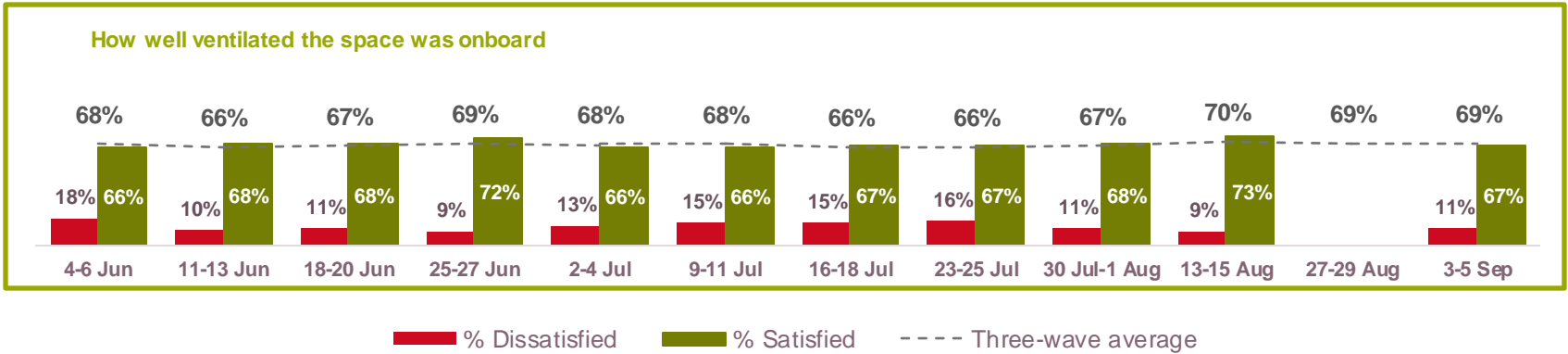


How staff helped you feel safe



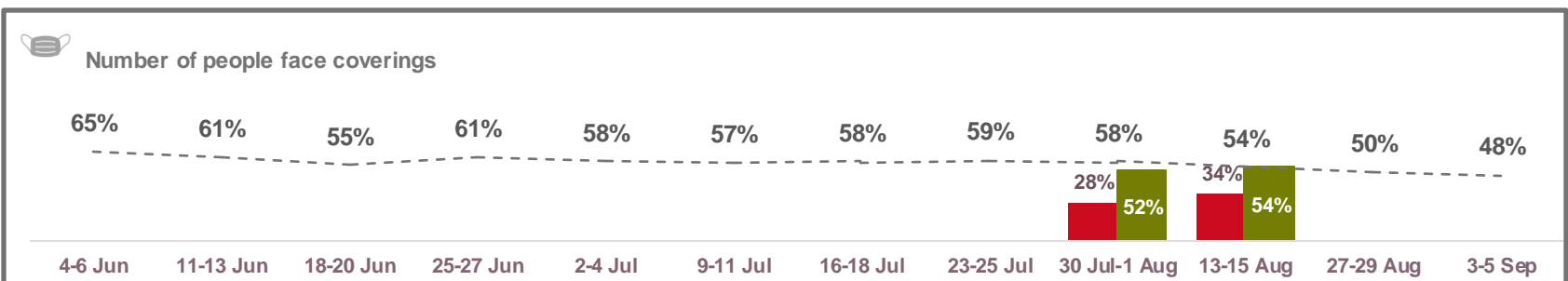
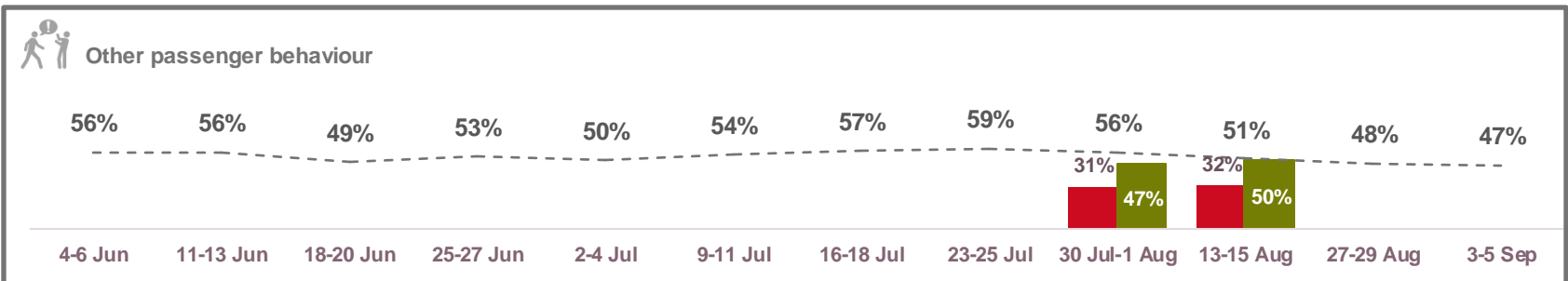
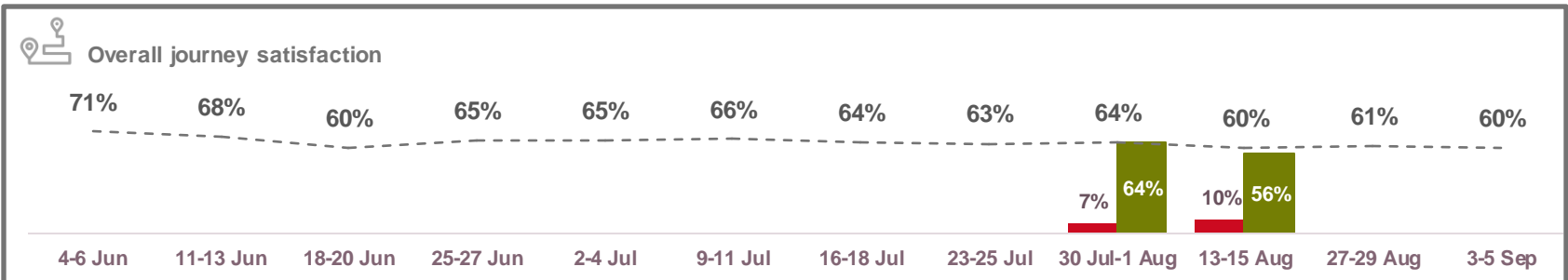
■ % Dissatisfied
 ■ % Satisfied
 - - - Three-wave average

Experience of using London bus (4)



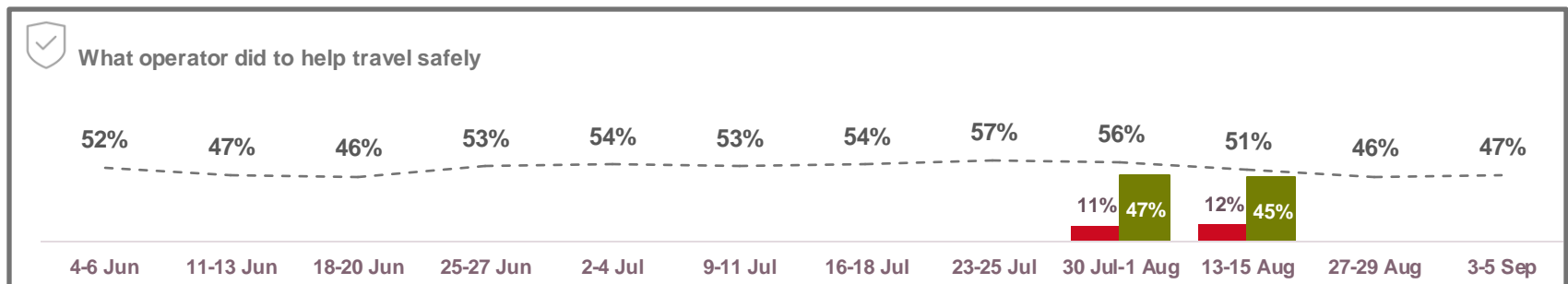
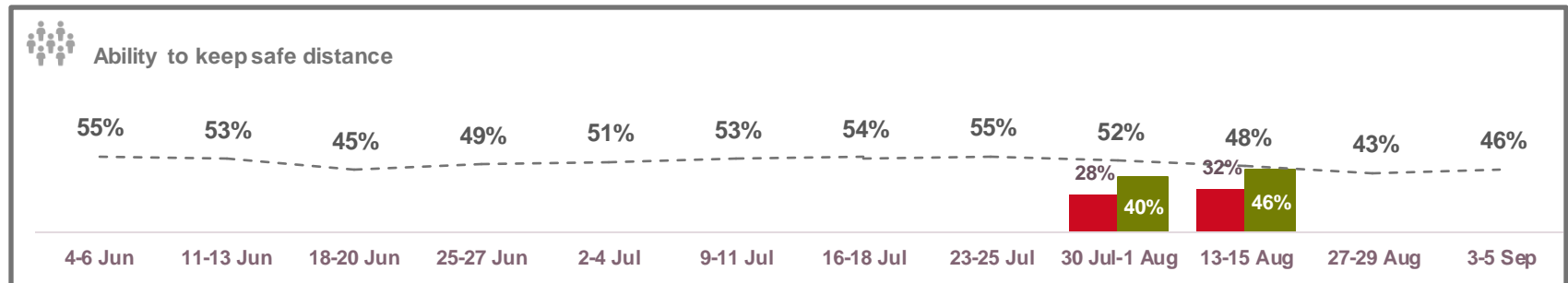
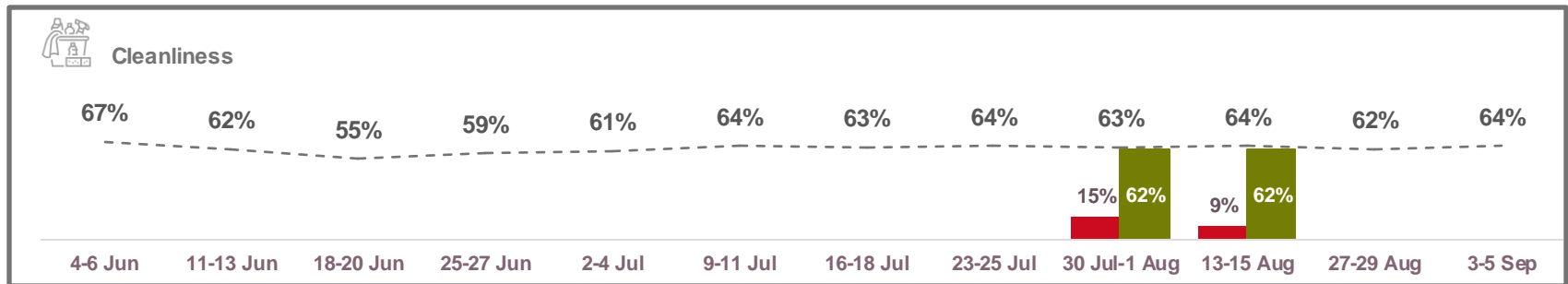
Experience of using London Underground (1)

Satisfaction with several aspects of London Underground journeys have continued to decline



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

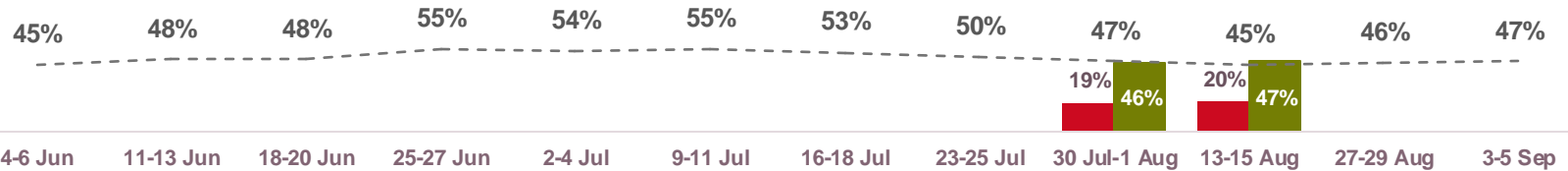
Experience of using London Underground (2)



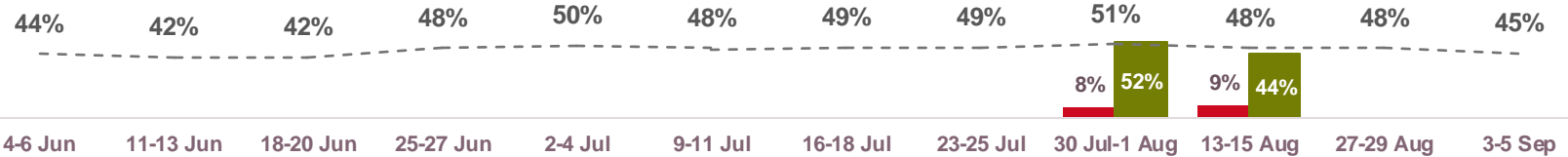
 % Dissatisfied  % Satisfied - - - - Three-wave average

Experience of using London Underground (3)

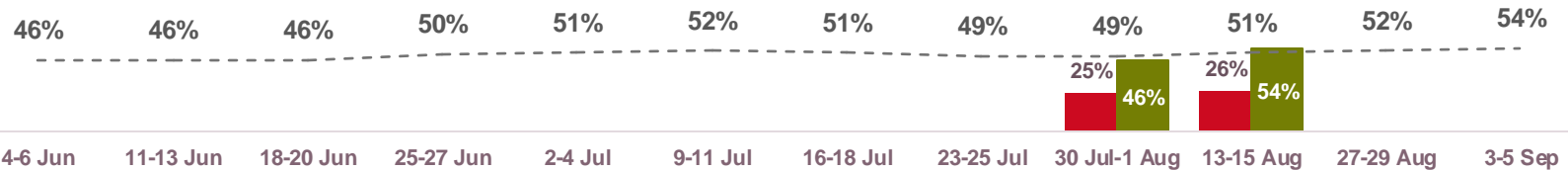
 Ease finding out how busy



How staff helped you feel safe



How well ventilated the space was onboard



 % 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)	London bus	London Underground
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
23-35 July	515	663	400	263
30 July – 1 August	540	695	411	281
13-15 August	578	668	416	306
27-29 August	562	670	352	288
3-5 September	536	618	360	281

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
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	*
23-25 July	172	211	143	*
30 July – 1 August	193	239	129	100
13-15 August	213	218	144	117
27-29 August	156	213	*	*
3-5 September	167	187	137	*

* Base less than 100