



# Journey satisfaction during Covid-19

27 November 2020

## Journey satisfaction: rolling three-week data

The charts in this report show the degree to which those making journeys in the seven days prior to responding to the survey are satisfied with various aspects of their experience.

The data shows a three-week rolling average which aggregates the satisfaction scores given for journeys made over the three weeks prior to the fieldwork date indicated. Results show the three week average for each of the last twelve weeks.

The table on the following page describes this aggregation.

The aggregated number of interviews on which each data point is based is shown on tables at the end of this summary report.

# Journey satisfaction: rolling three-week data

Fieldwork date	Covers journeys made between:
4-6 September	14 August – 6 September
11-13 September	21 August – 13 September
18-20 September	28 August – 20 September
25-27 September	4 – 27 September
2-4 October	11 September – 4 October
9-11 October	18 September – 11 October
16-18 October	25 September – 18 October
23-25 October	2 October – 25 October
30 October – 1 November	9 October – 1 November
6-8 November	16 October – 8 November
13-15 November	23 October – 15 November
20-22 November	30 October – 22 November

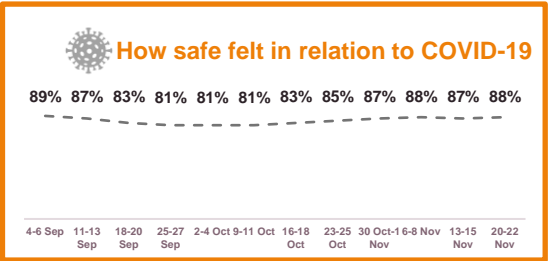
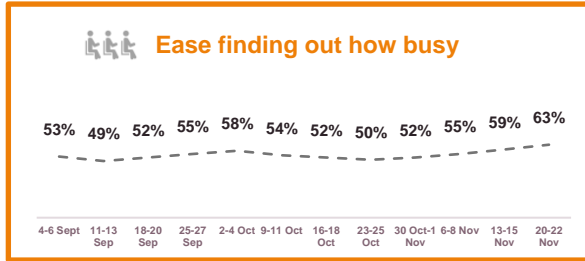
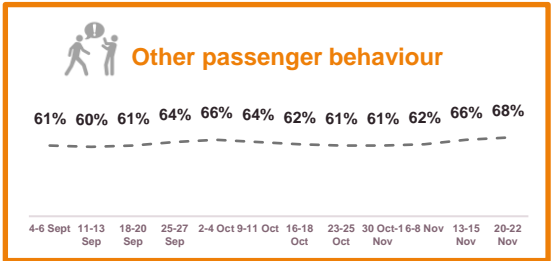
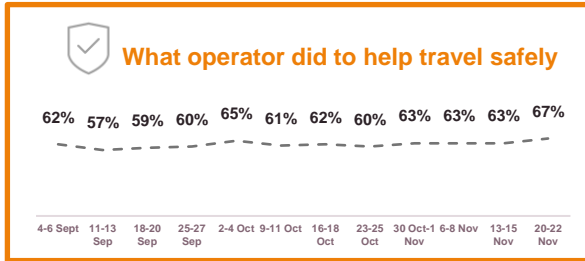
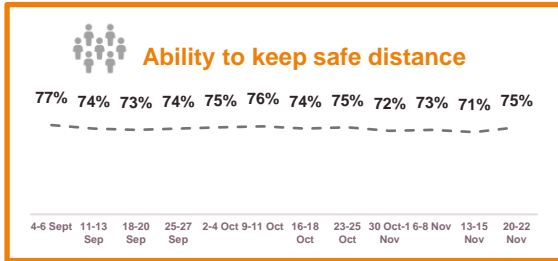
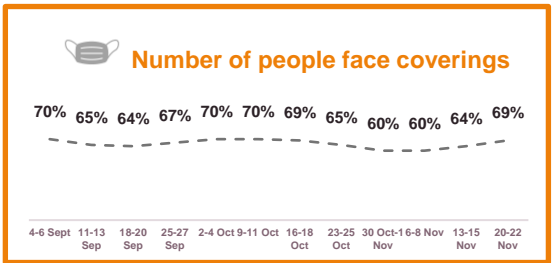
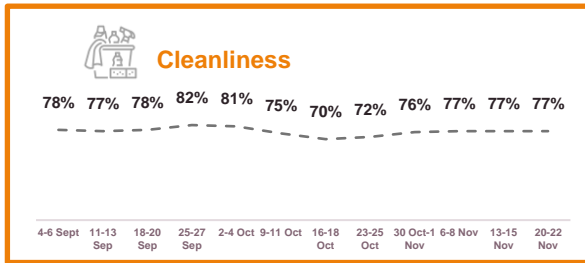
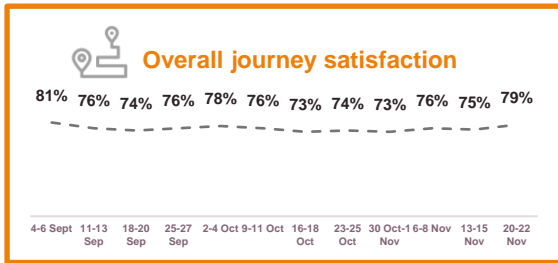
# Use and experience of train

Satisfaction with aspects of train journeys has improved or is consistent

## Use of train in last seven days



4-6 Sept 11-13 Sept 18-20 Sept 25-27 Sept 2-4 Oct 9-11 Oct 16-18 Oct 23-25 Oct 30 Oct-1 Nov 6-8 Nov 13-15 Nov 20-22 Nov



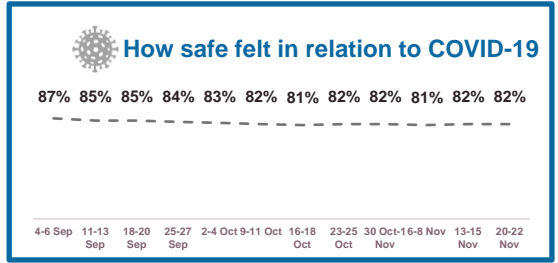
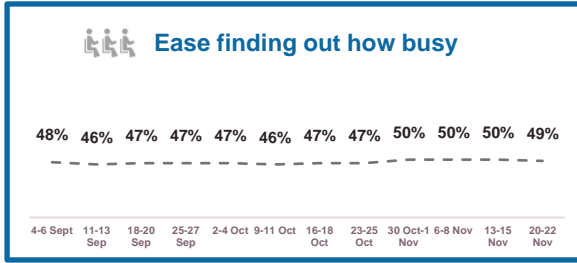
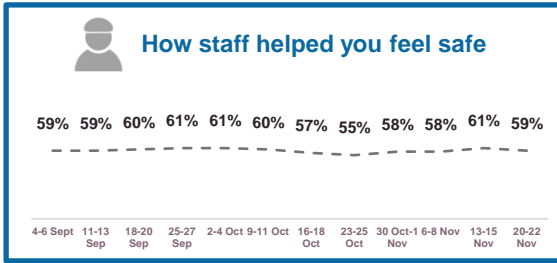
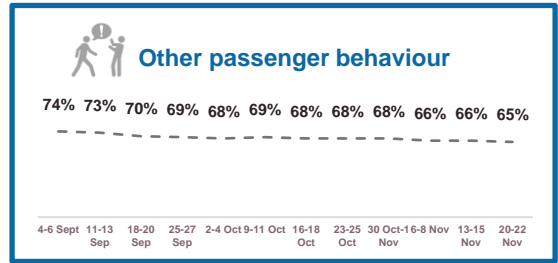
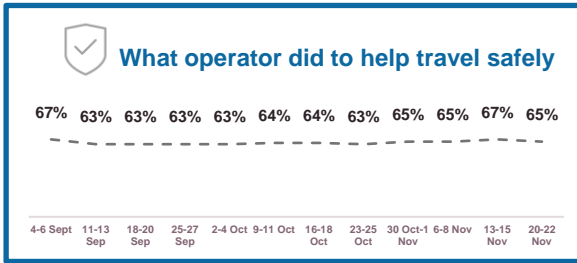
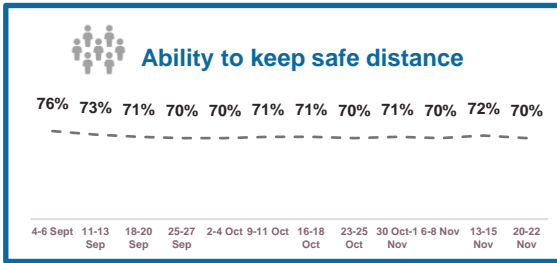
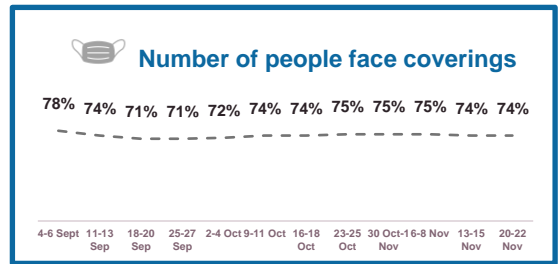
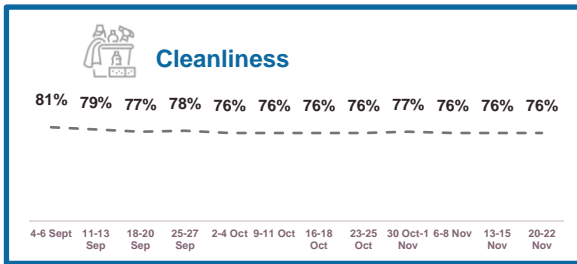
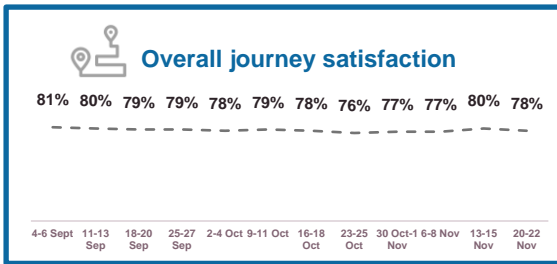
# Use and experience of bus outside London

Satisfaction with aspects of bus journeys is consistent or has fallen slightly

Use of bus outside London in last seven days



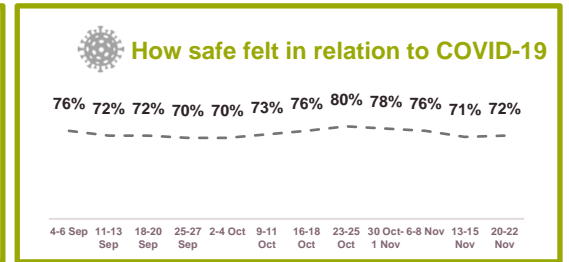
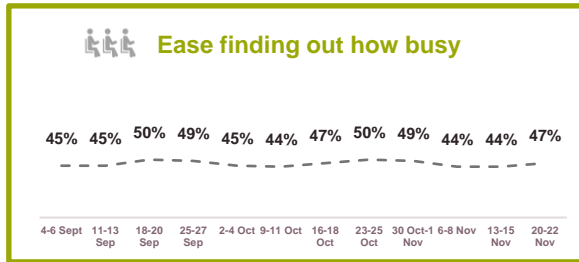
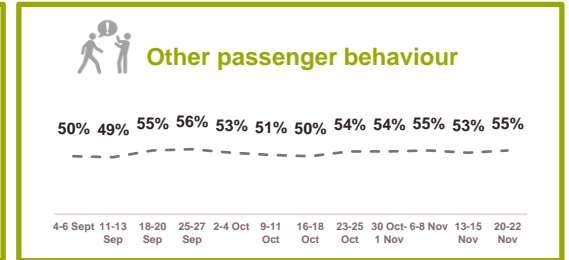
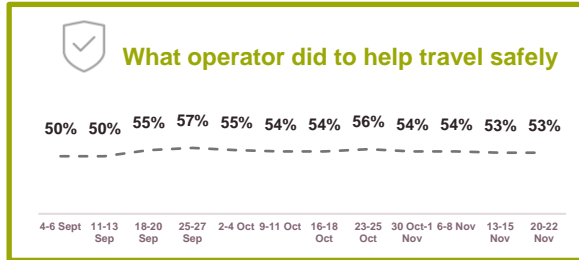
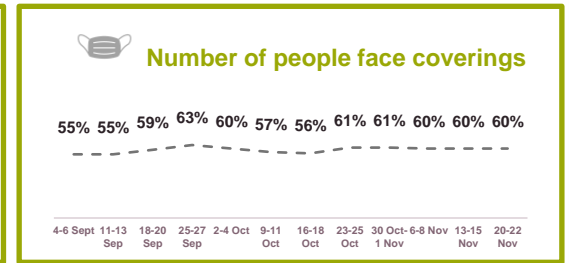
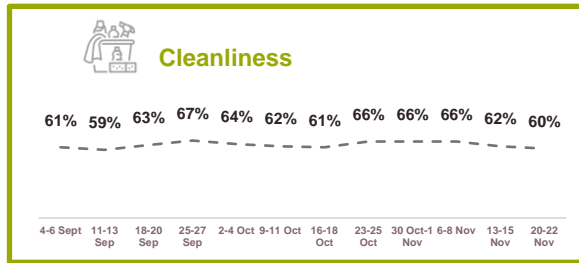
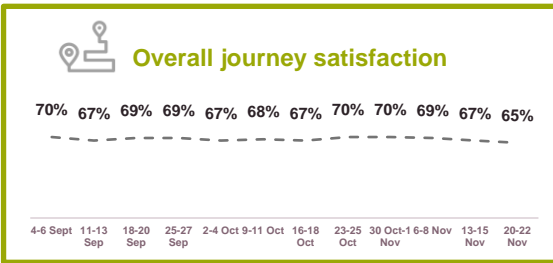
4-6 Sept 11-13 Sept 18-20 Sept 25-27 Sept 2-4 Oct 9-11 Oct 16-18 Oct 23-25 Oct 30 Oct-1 Nov 6-8 Nov 13-15 Nov 20-22 Nov



# Use and experience of London bus

Satisfaction with aspects of London bus journeys is mixed

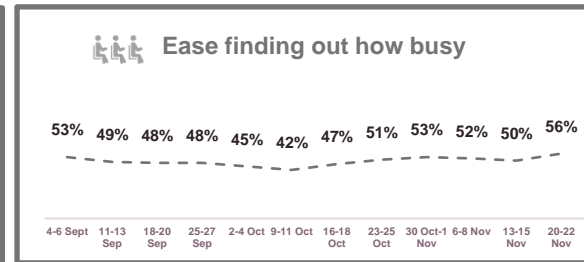
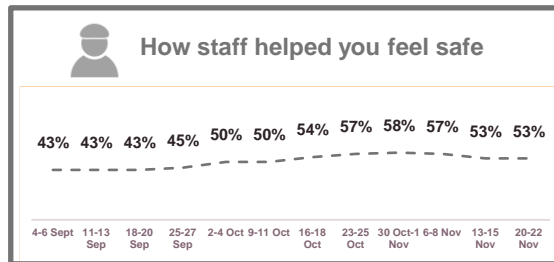
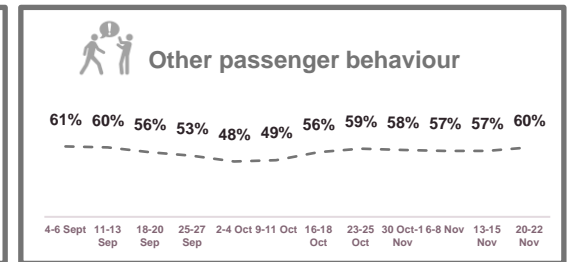
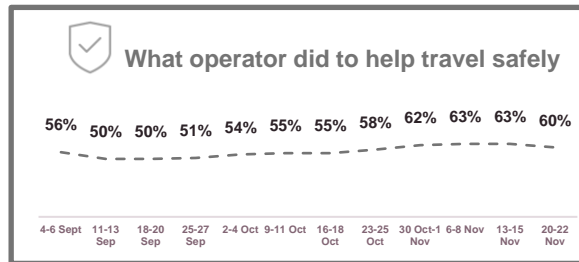
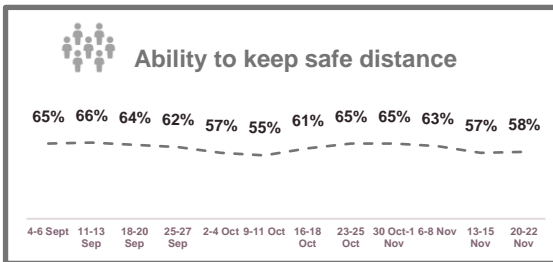
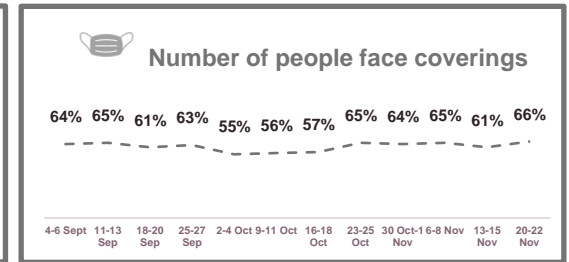
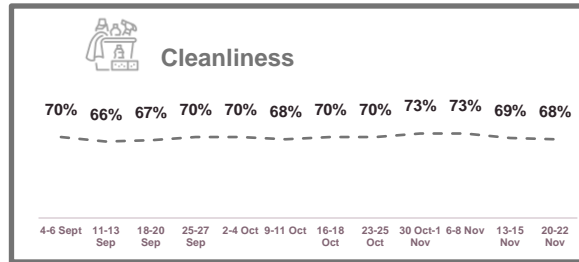
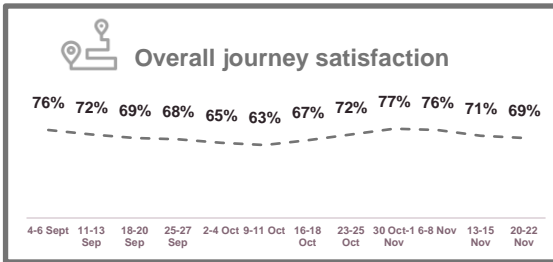
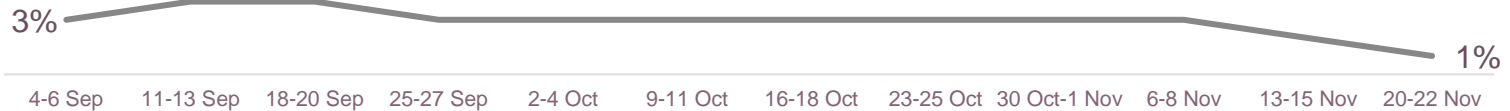
## Use of London bus in last seven days



# Use and experience of London Underground

Satisfaction with aspects of London Underground journeys is mixed

## Use of London Underground in last seven days



# Journey satisfaction: aggregated base size

The number of respondents included in the aggregated three-week rolling scores are as below:

Fieldwork date	Train	Bus (outside London)	London bus	London Underground
4-6 September	371	481	292	193
11-13 September	422	502	328	221
18-20 September	386	515	307	221
25-27 September	380	514	301	214
2-4 October	329	515	252	180
9-11 October	338	531	277	169
16-18 October	321	487	290	174
23-25 October	330	487	305	178
30 October - 1 November	310	470	290	178
6-8 November	295	496	282	179
13-15 November	287	445	280	177
20-22 November	253	393	243	139