



Travel during Covid-19

Journey Satisfaction – aggregated
weeks 1-7

June 2020

Satisfaction with the ability to socially distance

Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...

the ability to socially distance



Base: All those making journeys between 1 May and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

Satisfaction with ease of finding out when services were running

Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...

the ease of finding out when services were running



Base: All those making journeys between 1 May and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

Satisfaction with ease of finding out what special arrangements were in place

Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...

the ease of finding out what special arrangements might be in place to keep passengers safe



Base: All those making journeys between 1 May and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

Satisfaction with service frequency

Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...

the frequency of the service



Base: All those making journeys between 1 May and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

Satisfaction with the cleanliness

Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...

the cleanliness



Base: All those making journeys between 1 May and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

Satisfaction with the availability of staff

Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...

the availability of staff



Base: All those making journeys between 1 May and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).

Satisfaction with the journey time

Thinking about the journey(s) that you made by x, how satisfied or dissatisfied were you with this journey in terms of...

the journey time



Base: All those making journeys between 1 May and 14 June by London Bus (253), Bus outside London (349), London Underground (110), Train (175).