

### **Travel during Covid-19**

Journey Satisfaction – aggregated weeks 1-7

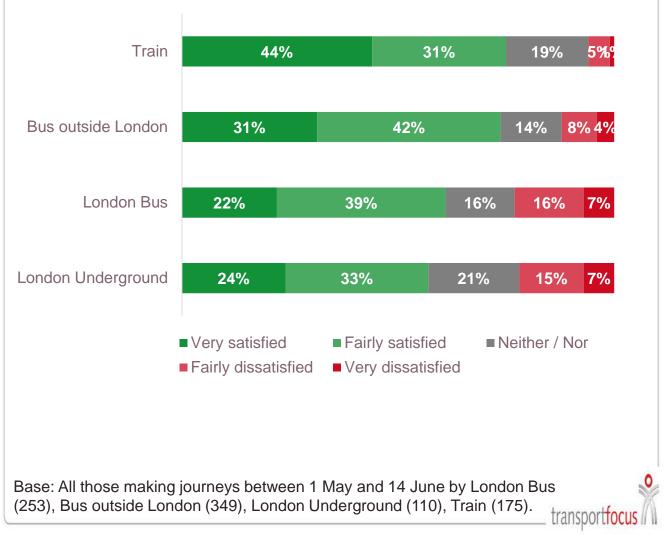
June 2020



## 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...

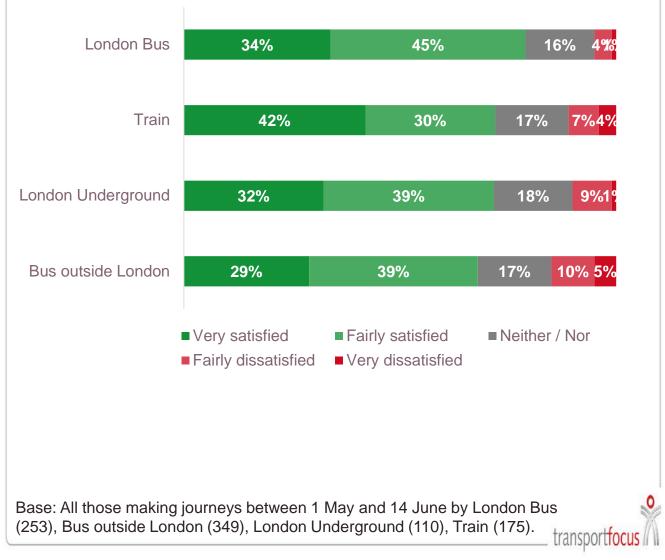
the ability to socially distance



## 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



# 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...

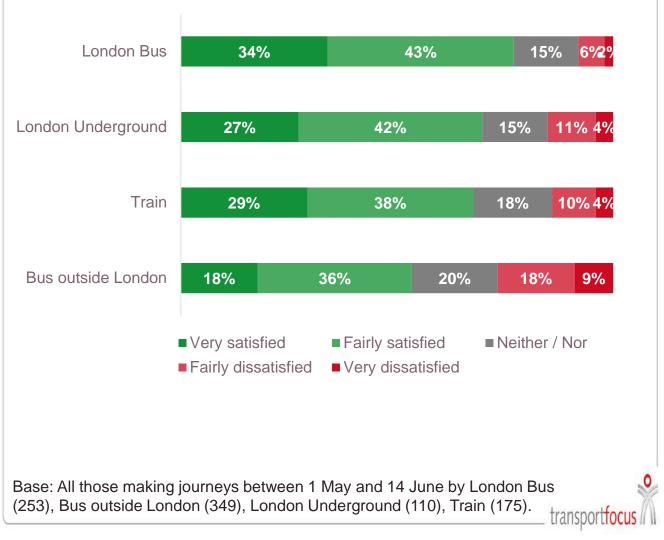
the ease of finding out what special arrangements might be in place to keep passengers safe



#### 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...

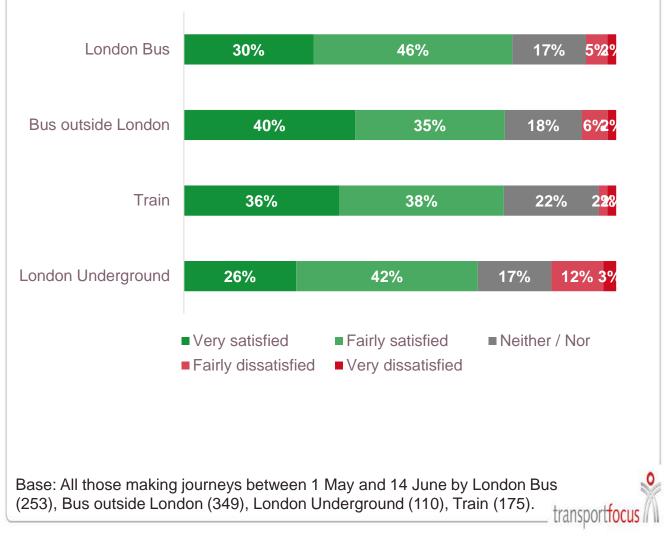
the frequency of the service



#### 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...





## 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



#### Satisfaction with the journey time

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...

