



# Travel during Covid-19

Journey satisfaction  
week 10-12 aggregated

July 2020

# Satisfaction with the 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*

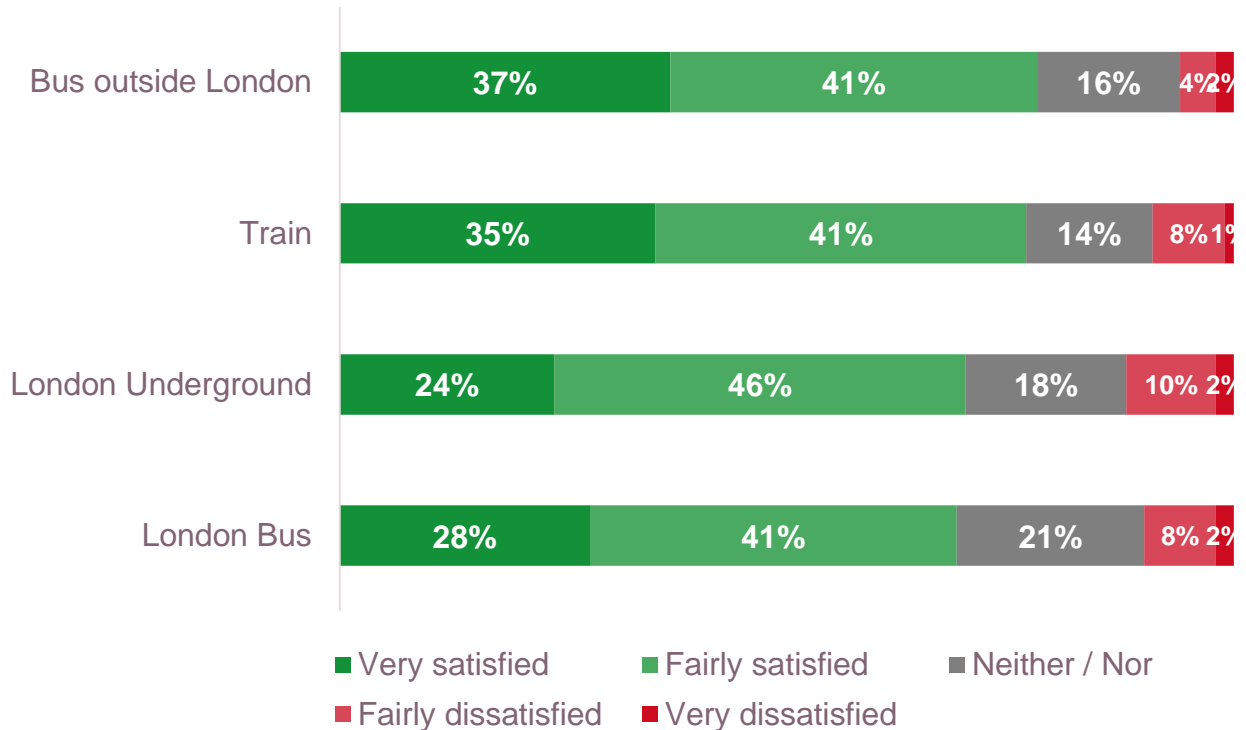


Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

# 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*

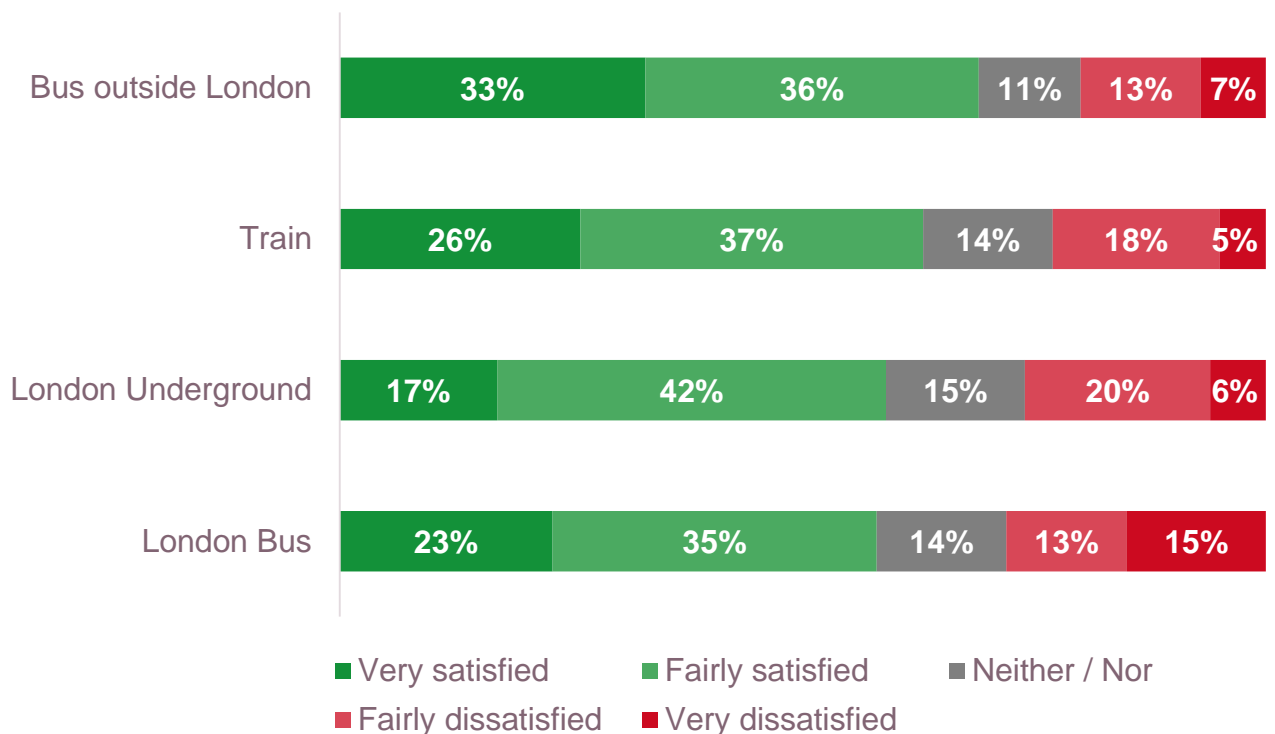


Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

# Satisfaction with the number of people wearing face coverings

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

*the number of people wearing face coverings*

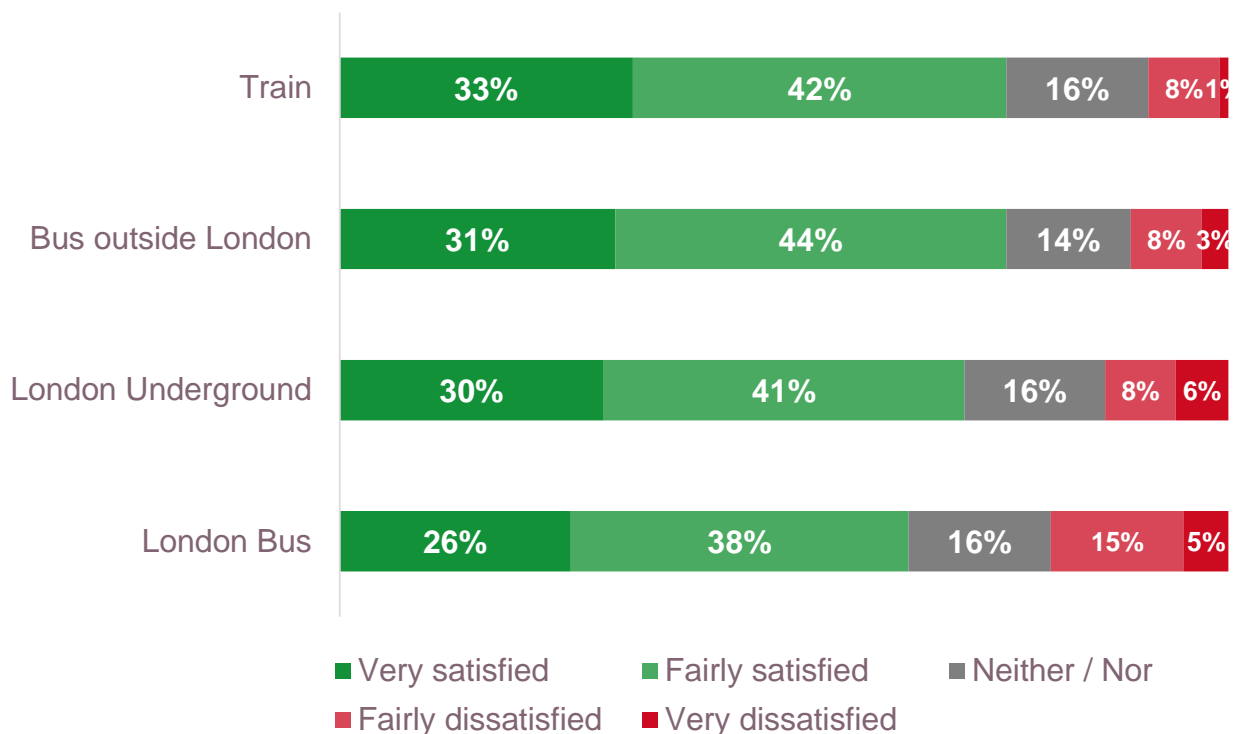


Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

# Satisfaction with the ability to keep a safe distance from other passengers

*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 keep a safe distance from other passengers*

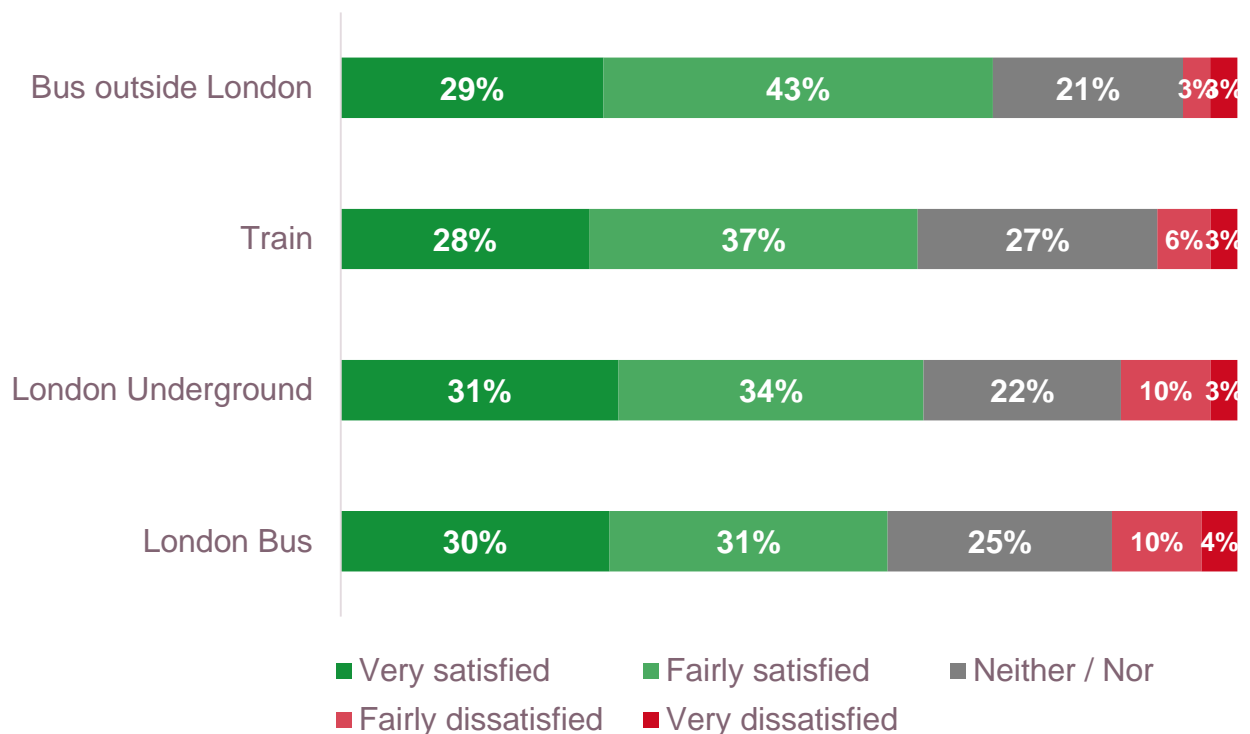


Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

# Satisfaction with what the operator did to help passengers travel safely

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

*What the operator did to help passengers travel safely*

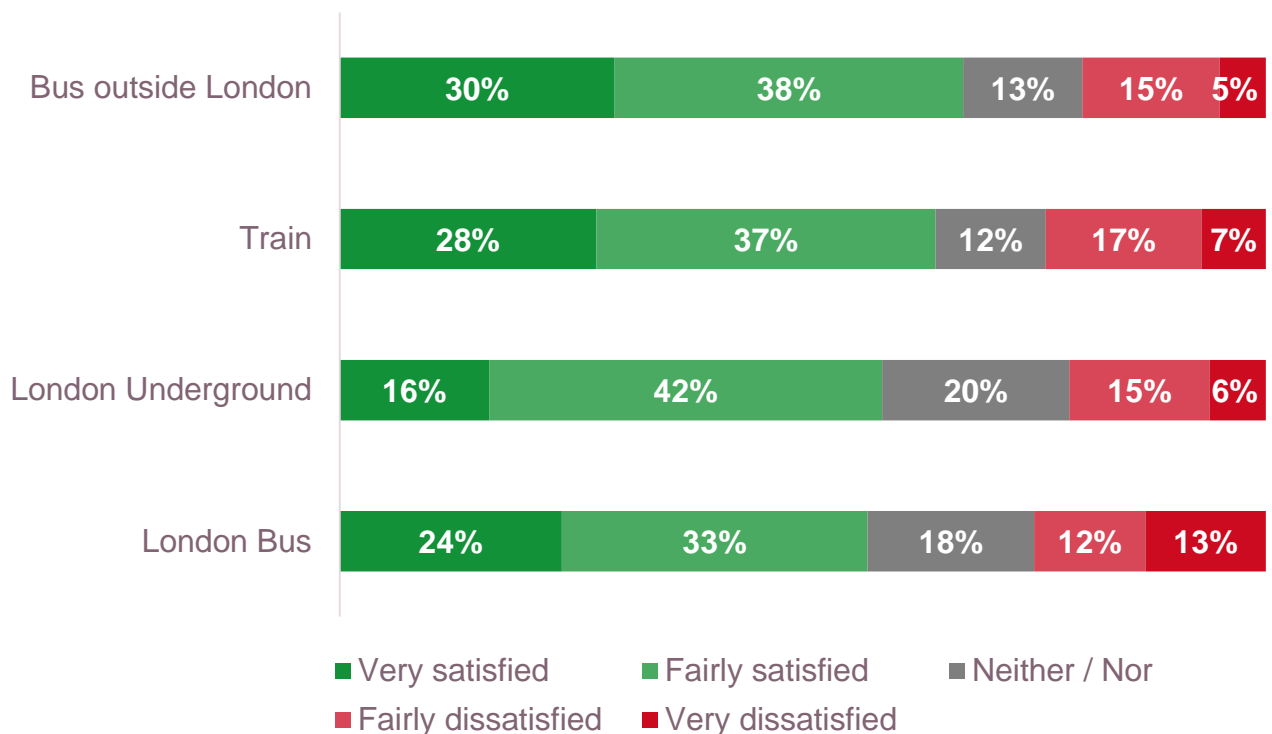


Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

# Satisfaction with the behaviour of other passengers

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

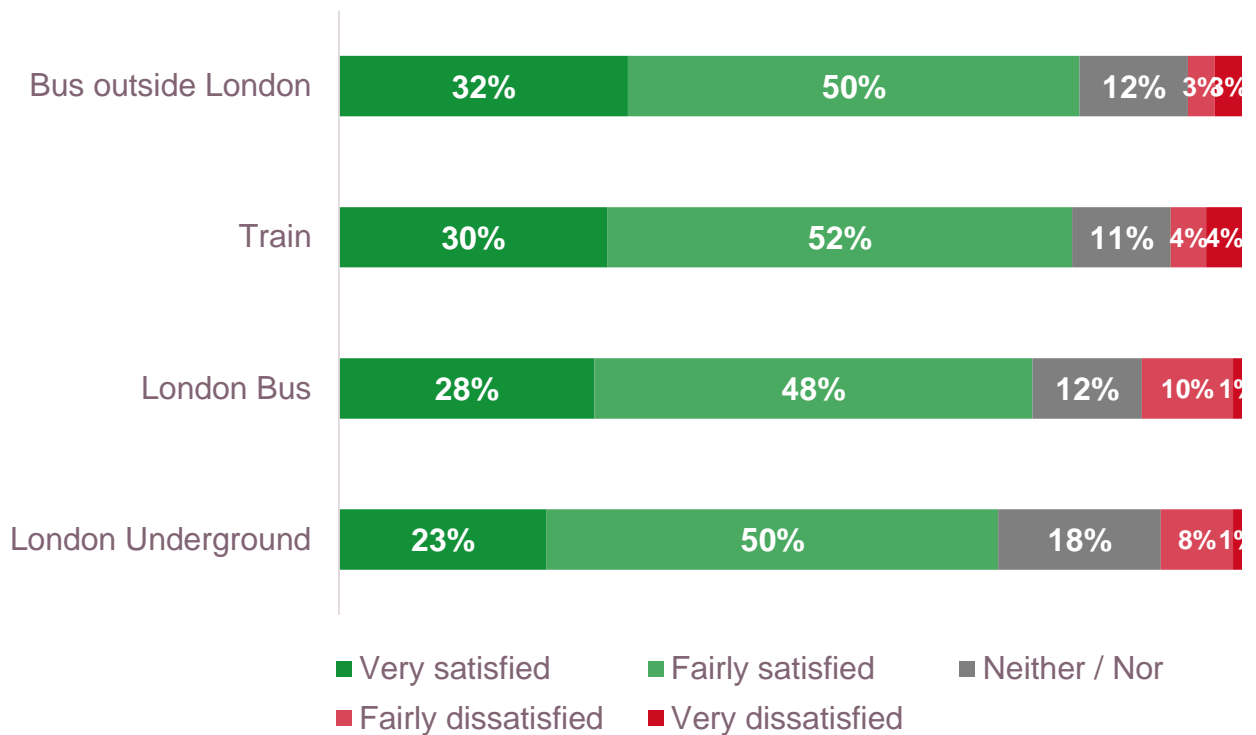
*the behaviour of other passengers (e.g. people wearing face coverings, keeping distance from others)*



Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).

# Satisfaction with the journey overall

*And taking everything about your journey(s) by x into account, how satisfied or dissatisfied were you with the journey overall*



Base: All those making journeys between 26 June and 12 July by London Bus (188), Bus outside London (286), London Underground (91), Train (182).